Crossing the Digital Divide:
Implementing CRPD Dispositions on Accessible Technologies for Persons with Disabilities

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President and Executive Director, G3ict

DSPD/DESA Panel Discussion
Organized by the Division for Social Policy and Development of the United Nations Department of Economic and Social Affairs, in partnership with the Singapore and Moroccan Permanent Missions to the United Nations

www.g3ict.org
G3ict - Global Initiative for Inclusive ICTs

- Formed in December 2006 upon adoption of the CRPD by the United Nations General Assembly
- To promote the dispositions of the CRPD on the accessibility of Information and Communication Technologies
- With the support of UNDESA, the ICT industry, Organizations of Persons with Disabilities, Governments, Standards Development Organizations
Stakeholders Participating in G3ict Global Programs

- IBM
- Microsoft
- AT&T
- Google
- Adobe Systems
- Comcast
- Verizon
- T-Mobile
- Deque Systems
- Sprint
- SSB Bart Group
- HP

- UNESCO
- ITU
- UNICEF
- UNDESA*
- FCC*
- Disabled People’s International
- World Blind Union
- Consumer Electronics Association
- CTIA – The Wireless Association
- TIA
- ACCAN (Australia)*

* G3ict Program host

- Article 9 elevates ICT Accessibility obligations on par with those for the built environment and transportation

- Requires States Parties to:
  - Adopt standards
  - Ensure that public and private sector entities implement ICT accessibility for services to the public
  - Promote the usage of new technologies and the Internet by Persons with Disabilities

- Other CRPD articles reinforce the obligation of ICT accessibility for freedom of expression, work and education, and for assistive technologies and reasonable accommodation
## CRPD Framework for ICT Accessibility and Assistive Technologies

<table>
<thead>
<tr>
<th>Application Areas</th>
<th>CRPD Article</th>
<th>Accessibility dispositions with implications for ICTs</th>
<th>Reasonable Accommodation</th>
<th>Promoting Assistive Technologies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non discrimination</td>
<td>5</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>E-Government</td>
<td>9.2.a</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Media and Internet</td>
<td>9.1, 9.2.g</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Television</td>
<td>30.1.b</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Private Sector Services</td>
<td>9.2.b</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Liberty and Security</td>
<td>14</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Living independently</td>
<td>19</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Education</td>
<td>24</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Employment</td>
<td>27</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Political Rights</td>
<td>21, 29</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Emergency services</td>
<td>9.1.b, 11</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Culture &amp; Leisure</td>
<td>30.5.c</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Personal Mobility</td>
<td>20</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Rehabilitation</td>
<td>2</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>
Global survey conducted by G3ict in cooperation with Disabled People’s International

2013 edition: 76 countries, 72% of the world population, 81% of the 139 CRPD ratifying countries (as of December 2013)

57 data points per country:

- **Country commitments,**
- **Capacity to implement**
- **Actual results for persons with disabilities**
**Country Commitments: Measurable Positive Impact of the CRPD**

- **85%** have a constitutional article, law or regulation defining the rights of persons with disabilities

- **69%** of countries surveyed have a designated focal point within government for matters relating to the CRPD and a framework for implementing and monitoring the CRPD

- **62%** have a definition of "Reasonable Accommodation" included in a law or regulation (only mentioned in very few countries before adoption of the CRPD)
50% of surveyed countries have a definition of accessibility which includes ICTs or electronic media in the country laws or regulations

- **Up from 31% in previous report in 2012**

- **Critical legal foundation for in-country ICT accessibility advocacy, still lagging significantly**
But Actual Policy Implementations Among States Parties Are Few and with Limited Results

<table>
<thead>
<tr>
<th>Policies and programs in place with degrees of implementation</th>
<th>None</th>
<th>Minimum</th>
<th>Partial</th>
<th>Substantial</th>
<th>Full</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copyrights Exceptions</td>
<td>84%</td>
<td>7%</td>
<td>6%</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>ATM or Kiosks</td>
<td>69%</td>
<td>21%</td>
<td>7%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>Fixed line Telephony</td>
<td>65%</td>
<td>14%</td>
<td>13%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>Wireless Telephony</td>
<td>65%</td>
<td>18%</td>
<td>9%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Web Sites</td>
<td>54%</td>
<td>29%</td>
<td>10%</td>
<td>7%</td>
<td>0%</td>
</tr>
<tr>
<td>Television</td>
<td>29%</td>
<td>51%</td>
<td>15%</td>
<td>4%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Key Challenges for ICT Accessibility Implementation

- Lack of awareness and engagement of multiple stakeholders
- Limits of traditional policies and regulations
- Multiplicity of government areas involved
Example: Lack of Disabled Persons Engagement:

% of CRPD ratifying countries that:

- Support disabled persons organizations = 17%
- Involve Persons with Disabilities in ICT Accessibility Policy Making = 11%

(2013 CRPD ICT Accessibility Progress Report)
Multi-stakeholder Dialogue is Necessary: Who Should be Driving e-Accessibility?

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
The ITU-G3ict Model Policies: Promoting Multi-Stakeholders Engagement

Specify the rule of engagement of persons with disabilities in policy making:

- Setting up multi-stakeholder ICT Accessibility policy making processes with participation of Organizations of Persons with Disabilities
- Defining implementation roadmaps
- Participating in codes of conduct or regulatory developments
- Adopting international standards
- Monitoring progress

Serve as a blueprint for in-country programs for TV, Web, Mobile, Public Access Points and Public Procurement
Steps taken by G3ict in Support of Advocates and Policy Makers (1)

- Technical reports (TV, Mobile, USF) and good practices white papers
- Capacity development programs
  - Seminars for Disabled Persons Organizations leaders
  - Policy brainstorming sessions to engage multiple stakeholders at country level
  - Participation in PRPD funded programs with UNICEF and UNESCO
- Joint Model policies for States Parties with UNESCO and ITU
  - Inclusive ICTs for Education (With UNESCO) - March 2014
  - TV, Mobile, Web, Public Procurement, Public Access Points (With ITU) – November 2014
Steps taken by G3ict in Support of Advocates and Policy Makers (2)

- **Awareness Raising and on-line resources**
  - Contributions to more than 125 international seminars and conferences since inception
  - 60,000 annual unique visitors to its web site
  - 23,000 downloads of its Policy Toolkit Handbook
  - 12,000 annual unique visitors to the G3ict-ITU web based e-Accessibility Policy Toolkit

- **Benchmarking**
  - 76 countries participating in G3ict CRPD ICT Accessibility Progress Report representing more than 80% of the population of ratifying countries

- **Promoting innovation: M-Enabling Summit**
  - 520 participants in 2013 in the U.S. + international M-Enabling briefing sessions
In Conclusion: A Call for Action

- Could you hold a degree in architecture today without knowing accessibility requirements for the built environment?

- However, no computer degree anywhere in the world requires a knowledge of ICT accessibility

- Make accessibility a requirement for all accredited degrees in computer sciences, web development and software engineering

- G3ict to seek UN agencies support for a global campaign to achieve this objective
Thank You for your Attention!

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