Convention on the Rights of Persons with Disabilities

2013 ICT Accessibility Progress Report

Survey conducted in cooperation with DPI - Disabled People's International

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G3ict Global Initiative for Inclusive Information and Communication Technologies

Survey conducted in collaboration with DPI - Disabled People's International

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About G3ict

G3ict – the Global Initiative for Inclusive Information and Communication Technologies – is an advocacy initiative launched in December 2006 by the United Nations Global Alliance for ICT and Development, 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. G3ict organizes or contributes to awareness-raising and capacity building programs for policy makers in cooperation with international organizations, such as the ITU, ILO, UNESCO, UNITAR, UNESCAP, UN Global Compact and the World Bank. In 2011, G3ict launched the M-Enabling Summit Series to promote accessible mobile phones and services for persons with disabilities in cooperation with the ITU and the FCC (Federal Communications Commission in the United States).

G3ict produces jointly with ITU the *e-Accessibility Policy Toolkit for Persons with Disabilities* (*http://www.e-accessibilitytoolkit.org*), as well as specialized reports on accessible television, accessible mobile phones, web accessibility or universal service which are widely used around the world by policy makers involved in the implementation of the CRPD. For additional information on G3ict, visit *http://www.g3ict.org*

The survey for the 2013 G3ict CRPD ICT Accessibility Progress Report was conducted in cooperation with DPI - Disabled People's International and its National Assemblies during the summer 2013.

About DPI

Disabled People's 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 the 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. It does 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*

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Acknowledgements

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This report was made possible thanks to the dedication of the following G3ict Research Team Members:

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Martin Gould joined the work of G3ict in December 2006, and has collaborated on a number of projects related to the CRPD. His professional work over the past 27 years includes: analyzing and implementing affordable healthcare, directing federal policy research at the National Council on Disability in the United States, directing non-profit outcomes research, administering family and student support systems in school systems, and serving as a university lecturer and academic researcher. He took his doctorate in education and research from The Johns Hopkins University in 1985. His guidance and knowledge of disability research and metrics has been instrumental to the conception and realization of the *CRPD ICT Accessibility Progress Report* since inception and his editorial contribution to the present report invaluable.

Axel Leblois, Founder and Executive Director of G3ict, has served for over 20 years as CEO of technology companies in the United States including several years at the helm of IDC, a leading market research and analysis firm with global operations specialized in information and communication technologies. Axel Leblois brings an in depth knowledge of the ICT industry and of global market dynamics influencing the availability of accessible ICTs and accessible technologies for persons with disabilities. His experience has helped G3ict to develop practical tools promoting ICT accessibility for policy makers, advocates and industry and the present report. A native of France and long term resident of the United States, he holds an MBA from INSEAD and is a graduate of Sciences Po Paris.

Francesca Cesa Bianchi, VP, Institutional Relations of G3ict, has worked for G3ict since its inception. Francesca Cesa Bianchi oversees G3ict's relations with international organizations, governments and academia and coordinates the activities of the *CRPD ICT Accessibility Progress Report*. Prior to her current position, Francesca Cesa Bianchi served as Director of Public Relations for the Georgia Council for International Visitors, freelance writer for CNN Italia, and as a Carter Center-accredited election observer in Venezuela in 2003 and 2004. She is a Fellow of CIFAL Atlanta, the North American affiliate of the United Nations Institute for Training and Research (UNITAR) where she served as Director of its Gender Equality Program (2006-2009). A native of Milan, Italy, Francesca Cesa Bianchi graduated with a degree in Political Science from Universitá degli Studi of Milan and holds a Master of Arts degree in Communication from Georgia State University.

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2013 G3ict Corporate Leaders

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Glossary of Abbreviations

AT/ATs	Assistive Technologies
ATMs	Automated Teller Machine
BVIPS	Bangladesh Visually Impaired People' s Society
CRPD	Convention on the Rights of Persons with Disabilities
CONADIS	Consejo Nacional para la Integración de la Persona con Discapacidad *(The National Council for Development and the Inclusion of Persons with Disabilities)*
DPI	Disabled People's International
DPO/DPOs	Disabled Persons Organization(s)
EFTPOS	Electronic Funds Transfer at Point of Sale
HDI	Human Development Index (UNDP)
ICT/ICTs	Information and Communication Technologies
IHEs	Institutions of Higher Education
ILO	International Labour Organization
ITU	International Telecommunication Union
NGO/NGOs	Non-Governmental Organization(s)
OHCHR	Office of the High Commissioner for Human Rights
UN	United Nations
UNDESA	United Nations Department of Economic and Social Affairs
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
UNPAN	United Nations Public Administration Network
WHO	World Health Organization

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- *Algeria*
- *Armenia*
- *Australia*
- *Bangladesh*
- *Barbados*
- *Belgium*
- *Brazil*
- *Benin*
- *Bolivia*
- *Bosnia &Herzegovina*
- *Burkina Faso*
- *Cambodia*
- *Cape Verde*
- *Colombia*
- *Costa Rica*
- *Czech Republic*
- *Chile*
- *China*
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- *Malaysia*
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- *South Africa*
- *South Sudan**
- *Spain*
- *Syria*
- *Tanzania*
- *Thailand*
- *Togo*
- *Tunisia*
- *Turkmenistan*
- *Uganda*
- *Ukraine*
- *United Kingdom*
- *United States***
- *Vanuatu*
- *Zambia*

* Sudan has ratified the CRPD in 2009, but South Sudan has not signed nor ratified the CRPD, as of the end of 2013. South Sudan became independent from Sudan on July 2011.

** *The U.S. survey results are included as a benchmark. The United States has only signed, and not ratified, the CRPD as of the end of 2013.*

Executive Summary

The Convention on the Rights of Persons with Disabilities (CRPD) is the first international human rights treaty to place an obligation on States Parties to focus on mechanisms for monitoring - see Article 33(2). The provision does not seek to replace international monitoring, however, but rather to complement the work of the U.N. Committee on the Rights of Persons with Disabilities – whose mandate and functioning are set out in Articles 34, 35, 36 and 37 of the CRPD and in the Optional Protocol. The report by the Global Initiative on Inclusive Information and Communication Technologies (G3ict) and Disabled People's International (DPI) is but one example of how voluntary monitoring can be effected.

This third edition of the *CRPD ICT Accessibility Progress Report* covers 76 countries including 74 ratifying countries, South Sudan (formerly part of a ratifying country – Sudan) and the United States as a benchmark country. Those 76 countries represent 72 percent of the world population and 81 percent of the total population of ratifying countries. This report offers disability advocates, governments, civil society and international organizations monitoring the progress of the implementation of the CRPD by States Parties, a unique benchmarking tool that collects data on country laws, policies, and programs pertaining to accessible and assistive Information and Communication Technologies (ICTs) around the globe.

Based on the findings from the 2010 and 2012 editions of the *CRPD ICT Accessibility Progress Report*, it was clear that digital accessibility is not merely about greater use of technologies by persons with disabilities. It is about transforming information-based policies and the ICT ecosystem. Addressing the ICT arena is part of a larger effort to build an information society based on ensuring people's right to communicate, use knowledge for their own ends, and overcome barriers on freedom to use, share and modify ICTs and information content. This comports with the theme of this year's High-Level Meeting on Disability and Development of the General Assembly on the realization of the Millennium Development Goals and other internationally-agreed development goals for persons with disabilities.

The 2010 and 2012 editions of the *CRPD ICT Accessibility Progress Report* described how a disability-inclusive development agenda is possible only if the multiple actors in the ICT arena commit to work in coordination, cooperation and collaboration. Developing a shared vision of a world information society that contributes to human development based on agreed upon principles, including persons with disabilities' right to access information, is a long-term undertaking. Strategic wisdom needs to inform future action, particularly in the negotiation of the empowerment of persons with disabilities through ICTs.

ICT policies and programs should be seen not as one-time interventions, or solely as check-offs to demonstrate compliance with global treaties, but as processes which promote learning and human development from trial and error, and create spaces for the engagement of different social groups. Civil society actors, including NGOs and DPOs need to build their own capacities, develop perspectives, lobby with government and business, participate in national and international ICT policy-making processes, and build constituencies among a wide cross-section of society on the role of ICTs for the promotion of equality for persons with disabilities.

In 2013, the two sets of surveys from the *CRPD ICT Accessibility Progress Report* (3rd edition) were filled out by 86 local correspondents in 76 countries. Data collection for the third edition of the Progress Report was completed in cooperation with Disabled People's International (DPI) and various disabled person's organizations and experts in countries where DPI correspondents were not available.

Where do we stand on CRPD implementation and disability-inclusive development in 2013? The data and information in the chapters ahead reflect the: (i) degree to which each of the dispositions of the CRPD on Assistive Technologies (ATs) and ICTs is actually enacted by ratifying countries in local laws, policies and regulations and their actual impact, and (ii) nature and type of disability inclusive practices used by ratifying countries in local policies and programs.

The report concludes with a brief set of recommendations that CRPD ratifying countries, DPOs and NGOs, national, regional and international development agencies could take to ensure increased progress in CRPD implementation and digital accessibility. These three recommendations are to:

- Provide a legal foundation for ICT accessibility and reasonable accommodation in the country legislation which then can support and legitimize specific policies and programs;
- Promote disability-inclusive policies and programs identified as priority areas by key stakeholders; and
- Address gaps in capacity building through disability-inclusive cooperative development practices

Background

The U.N. General Assembly Ad Hoc Committee on a Comprehensive and Integral International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disabilities (CRPD) was created in 2001. The Ad Hoc Committee finalized its work in its eighth session in August 2006, which completed the CRPD text for adoption by the General Assembly on 13 December 2006. The CRPD was opened for signature on 30 March 2007. It entered into force on 3 May 2008.

The CRPD expands the scope of existing human rights treaties and the treaty body system in several key ways. First, the concept of accessibility is further developed as a wide variety of disabilities and societal barriers are taken into account. Second, the principle of "Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity" (Article 3) marks a generally positive approach towards persons with disabilities.

Persons with disabilities have long been seen as passive recipients of aid, often reduced to impairment-related health needs. The CRPD's rights-based approach to disability implies that all people are active subjects with legal claims and that persons with disabilities need to participate in all spheres of society on an equal basis with their non-disabled peers. According to the rights-based approach to development as defined by the U.N., development cooperation contributes to capacity development of "duty bearers," i.e. States and their institutions acting with delegated authority, to meet their obligations, and on the other hand of "rights-holders", e.g. persons with disabilities, to claim their rights. Throughout this process, the following rights principles are applicable:

- Equality and non-discrimination
- Participation and empowerment
- Transparency and accountability

Development cooperation (Article 33) seeks to address the multiple barriers to the inclusion of persons with disabilities – physical, attitudinal and communication barriers. As these barriers can be found in all sectors and at all levels, a rights-based approach to disability is relevant for programs in a variety of areas, including infrastructure, information and communication, health, education, employment, community living, economic development, and national or regional or local governance.

In essence, the CRPD is a targeted response to an overlooked human rights and development challenge. About 15.3 percent[2] of the world's population or one billion persons live with some form of disability. Persons with disabilities tend to be acutely vulnerable to exclusion. Persons with disabilities are disproportionately poor and poor people are disproportionately disabled. Furthermore, there are an estimated 150 million children in the world with disabilities, about four-fifths of them in developing countries, and millions more live with parents or relatives with disabilities.[3] No society can ignore such a massive number of people and leave them on their own.

The CRPD is also a unified response to the fact that, although pre-existing human rights conventions offer considerable potential to promote and protect the rights of persons with disabilities, this potential was not being tapped, particularly within the framework and efforts of global development initiatives.[4] Persons with disabilities continued being denied their human rights and were kept on the margins of society in all parts of the world. In addition to these circumstances, persons with disabilities also felt that they have had very little to say in plans and programs that are supposedly provided for their

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[2]World Report on Disability, WHO-World Bank, 2010
[3]EFA Global Monitoring Report 2010. Reaching the Marginalized. Paris/Oxford, UNESCO, Oxford University Press, 2010
[4] A/67/211, 30 July, 2012, http://www.un.org/en/ga/search/view_doc.asp?symbol=A/67/211

welfare, for the improvement of their conditions. The CRPD sets out the legal obligations on States to promote and protect the rights of persons with disabilities.[5,6]

Since it entered into force on 3 May 2008, the CRPD has continued to maintain its initial momentum to attract agreement and support throughout the global community. This momentum is due in no small measure to the innovativeness of the CRPD in that it promotes the interdependence of all human rights. As of 31 December 2013, there were:

- 158 signatories to the CRPD;
- 92 signatories to the Optional Protocol since its opening for signature;
- 139 ratifications and accessions to the CRPD; and
- 78 ratifications and accessions to the Optional Protocol.

[5] Strengthening the United Nations Human Rights Treaty Body System, 2012
[6] Human Rights Indicators: A Guide to Measurement and Implementation, 2012

Introduction to ICT Accessibility in the CRPD

The significance of ICT accessibility for persons with disabilities is best described by the language found in paragraph (v) of the Preamble of the Convention on the Rights of Persons with Disabilities (CRPD), which recognizes "the importance of accessibility to the physical, social, economic and cultural environment, to health and education and to information and communication, in enabling persons with disabilities to fully enjoy all human rights and fundamental freedoms."

While the Preamble clearly defines *accessibility* as an *enabler* for persons with disabilities to exercise their rights, Article 3 (f) of the Convention also identifies *accessibility* as one of its eight "General Principles." Article 9 is dedicated to accessibility and stipulates: "To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas."

Furthermore, Article 2 describes reasonable accommodation and the lack thereof as *discrimination*. In the case of information and communication technologies, because many accessibility and assistive solutions are available and already implemented, it can be inferred that the CRPD dispositions on reasonable accommodation apply in most cases. For example, an inaccessible website may not allow persons with disabilities to obtain information or use a service on an equal basis with others. Yet, methods to create accessible websites are well documented and if implemented correctly, do not cost more nor constitute a disproportionate or undue burden.

Therefore, while the CRPD does not define *accessibility* at large as a right, it carries language which establishes the accessibility of Information and Communication Technologies ("ICTs") as an *obligation* of States Parties and society at large. The notion that discrimination occurs when an ICT based service is inaccessible is consistent with emerging jurisprudence in the United States and the United Kingdom: inaccessible websites or inaccessible ATMs for instance do constitute discrimination against persons with disabilities because *equal access* is not provided while it could.

The obligation to provide accessible ICT based products and services and ensure equal access is also reflected in many advanced policies and programs launched or promoted by States Parties around the world. Examples of such programs include:

- Captioning or signing of television programs (implemented to some extent by 71 percent of the countries);
- Offering relay services for deaf and speech impaired users of telephony (implemented by 26 percent of the countries);
- Implementation of computer-based Assistive Technologies in schools and universities (52 percent of the countries have some level of implementation);
- Providing accessible government websites (implemented by 45 percent of the countries); and,
- Accessible public electronic kiosks or ATMs deployed (implemented by 39 percent of the countries).

While the above list cannot be exhaustive in the context of this introduction, it confirms that States Parties have in some areas acknowledged and acted upon the *obligation* to provide *equal access* to information and communication technologies and services, setting benchmarks for what constitutes reasonable ICT accommodation for persons with disabilities.

Specific CRPD ICT Accessibility and Assistive Technologies Requirements

With the further implementation of the many articles of the CRPD with specific accessibility requirements, the principle of *equal access* will become ever more important as an increasing number of ICT applications deliver essential services in domains such as Access to Information (Article 21), Inclusive Education (Article 24) or Voting Procedures via electronic kiosks (Article 29). Table 1 summarizes the instances where the CRPD specifies accessibility requirements:

Table 1: Accessibility Requirements Specified in the CRPD

Application Areas	CRPD Article	Accessibility Dispositions with Implications for ICTs	Reasonable Accommodation	Promoting Assistive Technologies
Non- discrimination	5		Y	
E-Government	9.2.a	Y		
Media and Internet	9.1,	Y		
Television	30.1.b	Y		
Private Sector Services	9.2.b	Y		
Liberty and Security	14		Y	
Living Independently	19			Y
Education	24	Y	Y	Y
Employment	27	Y	Y	
Political Rights	21, 29	Y		Y
Emergency Services	9.1.b, 11	Y		
Culture and Leisure	30.5.c	Y		
Personal Mobility	20			Y
Rehabilitation	2			Y

While most countries are generally aware of their basic obligation to implement ICT accessibility, many of the CRPD dispositions listed in Table 1 are not translated into actual policies or programs. G3ict recommends the use of the *ICT Accessibility Self-Assessment Framework*, a checklist for States Parties to the CRPD, to identify gaps and prioritize policies and programs from which the present survey is derived.[7]

Because ICT applications and services are pervasive in all sectors of society and of the economy, multiple actors are involved. G3ict previously measured the perceived relative responsibility of government and the private sector in implementing ICT accessibility by conducting a survey among 35 ICT accessibility policy experts equally distributed among various stakeholders.[8] The results are a good reflection of the complex mix of stakeholders responsible to implement ICT accessibility policies and programs:

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[7] G3ict Accessibility Self-Assessment Framework, 2010
[8] Survey conducted for DEEP Conference Program Committee in cooperation with OCAD University, Toronto, Canada (2012)

Figure 1: Mix of Responsibilities for Implementing ICT Accessibility by Sector of Activity
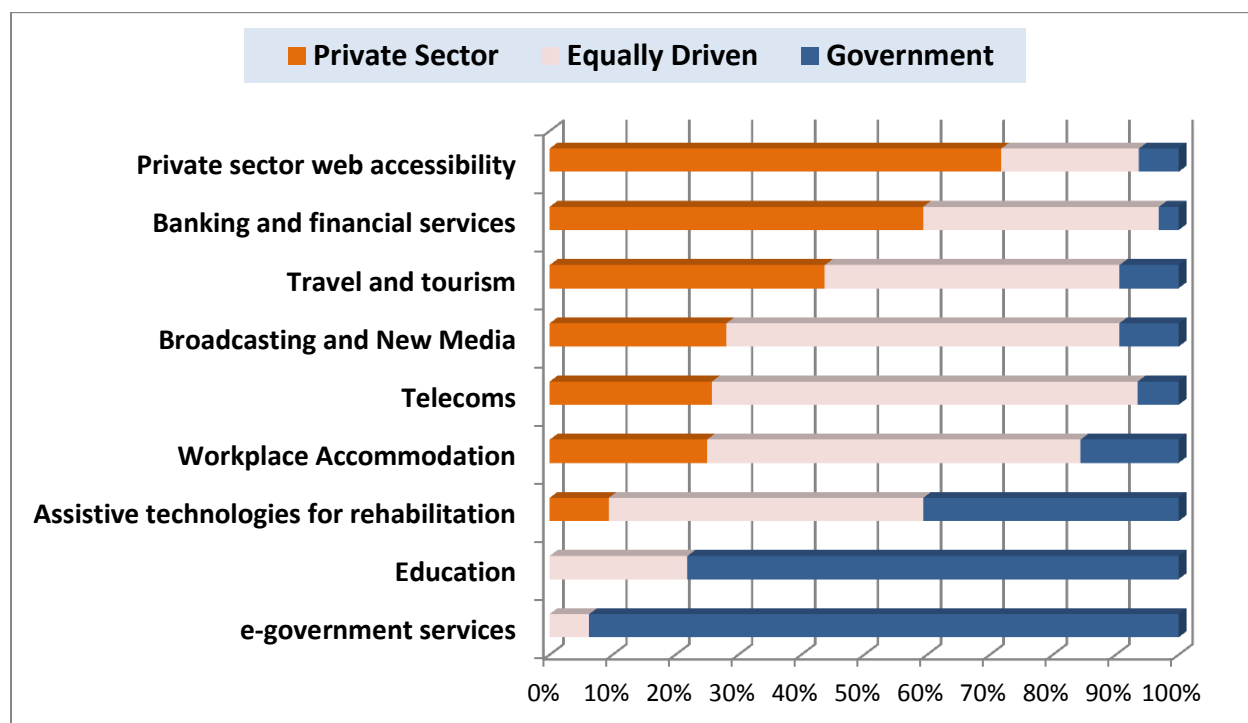
Figure 1 results suggest that, because the mix of responsibilities varies considerably by application sector, policies should be sector specific rather than generic.

Figure 1 results also suggest that in most areas where shared responsibilities are identified, public-private cooperation is an essential success factor. Effective policies need to rely on a spectrum of measures to facilitate such cooperation, including public awareness campaigns, capacity building, incentives or regulations.

Among government agencies of States Parties, the following ministries or department are most involved in promoting and implementing ICT accessibility:

Table 2: List of Main Government Entities Involved in ICT Accessibility by ICT Application Sector

ICT Application Sector	Type of Technologies and Services	UN Affiliated
Telecom/broadcasting regulator	Fixed and mobile telephony	ITU
Education	ATs, accessible ICTs and contents	UNESCO
e-Government services	All government web sites	UNDP, ITU
Labor/social affairs	Workplace accommodation	ILO
Interior/homeland	Disaster preparedness, voting	UNDESA
Health	Technology for rehabilitation	WHO
Transportation	All communications and digital interfaces	Specialized
Public procurement	Procurement agency, all ministries	UNPAN

In all cases, the involvement of multiple stakeholders in defining policies and programs, and notably the involvement of organizations of persons with disabilities, are a critical success factor. Examples abound

both in government and the private sector showing the positive impact of such an approach to policy and program development.[9]

Unfortunately, the present report shows that <u>87 percent of States Parties to the CRPD do not have a systematic mechanism to involve DPOs working in the field of digital accessibility</u> to the drafting, designing, implementation and evaluation of laws and policies.

In a similar vein, in the fall of 2013, the Committee on the Rights of Persons with Disabilities invited all interested stakeholders to comment on an initial Draft General Comments on Article 9 of the Convention, which were adopted in September 2013, during the Committee's 10th session.[10] This initial draft was the outcome of an extensive consultation process, which involved a Day of General Discussions on the subject, as well as a high number of submissions from persons with disabilities, Disabled Persons Organizations (DPOs), national human rights institutions and other stakeholders. As a result, the initial draft, which incorporates the various perspectives from all contributions, was prepared and made available for comments.

Disability Inclusive Development and the CRPD

Some one billion people are estimated to live with some form of disability. Nevertheless, the Millennium Development Goals, adopted at the Millennium Summit in 2000, contained no reference to disability and persons with disabilities have routinely been left behind in global development efforts.[11]

During the September 2013 United Nations General Assembly High-Level Meeting on Disability and Development (HLMDD), U.N. officials and civil society called on Member States to ensure greater support for inclusion of persons with disabilities in the global development agenda.[12] The High-Level Meeting heard statements from over 50 Member States, U.N. agencies and civil society organizations in support of mainstreaming the rights of persons with disabilities in a post-2015 development framework.

The HLMDD meeting resulted in the adoption of the outcome document *The Way Forward: A disability-inclusive development agenda towards 2015 and beyond.*[13] In this document, the governments underlined the need for urgent action by all relevant stakeholders towards adoption and implementation of more ambitious disability-inclusive national development strategies with disability-targeted actions, backed by increased international cooperation and support.

ICT and AT Accessibility and Disability Inclusive Development: The Road Ahead

On the first day of the September 2013 HLMDD meeting in New York City, a consortium of organizations[14] released a new report encouraging the U.N. to consider disability explicitly in its development initiatives and to recognize the power of ICTs to transform lives of people with disabilities.

[9] http://g3ict.org/resource_center/White_Paper_on_Accessibility,_Innovation_and_Sustainability_at_AT&T
[10] http://www.ohchr.org/EN/HRBodies/CRPD/Pages/DGCArticles12And9.aspx
[11] A/RES/66/124, 27 February 2012, GA Resolution 66/124: High-Level Meeting of General Assembly on Realization of Millennium Development Goals ; A/67/211, 30 July 2012, Report of the Secretary-General: Realization of the MDGs and Internationally Agreed Development Goals for PwDs; A/68/95, 14 June 2013, Report of the Secretary-General: The Way Forward: A disability-inclusive agenda towards 2015 and beyond
[12] GA/11420, 23 September 2013; International and regional cooperation and partnerships for disability inclusive development, 23 September 2013, Press Release: General Assembly High-Level Meeting Adopts Outcome Document Seeking to Promote Disability Inclusive Development
[13] A/68/L.1, 17 September 2013, Draft Resolution-General Assembly High Level Meeting Adopts Outcome Document Seeking to Promote Disability Inclusive Development
[14] ITU, G3ict, IDA, Microsoft, Telecentre.org Foundation and UNESCO

The report, *The ICT Opportunity for a Disability-Inclusive Development Framework*[15], offers a plan for broad digital inclusion that would include persons with disabilities around the world.

The *ICT Opportunity* report draws on the expertise of more than 150 disability experts and leaders to show how the U.N. could incorporate accessible ICT into its global development agenda. The report is designed to serve as a roadmap encompassing a broad range of technology, including web, mobile, software and apps, highlighting its importance in all aspects of life from education to independent living. The report also explains that everyone has a role to play in this area and lays out priority actions for all interested parties, including: Governments that could incorporate accessibility requirements in procurement policies; Private Sector that could train information technology professionals in ICT accessibility; and, Disabled Persons Organizations that could raise awareness of how ICT can facilitate economic and social inclusion.

Treaty Implementation and the G3ict CRPD ICT Accessibility Progress Report

The G3ict *CRPD ICT Accessibility Progress Report* (3rd edition) is uniquely suited to address key aspects of treaty implementation, as well as serving as a path finding framework for the U.N. to adopt or adapt within its disability-inclusive development agenda towards 2015 and beyond. The G3ict *CRPD Progress Report* identifies the degree to which each of the dispositions of the CRPD on accessible ICTs and Assistive Technologies is actually enacted in local laws, policies and regulations and their impact. It includes 57 data points relative to the status of ICT and AT accessibility for each country surveyed. Data is collected and presented within the following three 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 information and research sources,[16] significant findings, benchmarks and recommendations may be derived from the G3ict *CRPD ICT Accessibility Progress Report* for policy makers, international institutions, business and industry, non-governmental organizations, disabled persons organizations, and others.

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.

Furthermore, States could use CRPD results to request targeted training and support from their Institutions of Higher Education (IHE).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. Furthermore, and in keeping with the conceptual framework and capacity building approach for the U.N. human rights treaty body system, G3ict has standardized its global survey using a structure-process-outcome data collection strategy.[17]

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[15] http://g3ict.org/resource_center/publications_and_reports/p/productCategory_whitepapers/id_297

[16] E.g., Global Consultation Report on ICTs and Disability Launched at the U.N. High Level Meeting on Disability and Development. 2013, http://www.itu.int/en/action/accessibility/Pages/hlmdd2013.aspx

[17] Human Rights Indicators: A Guide to Measurement and Implementation, 2012

For example, U.N. agencies such as UNDP, UNESCO, ILO, ITU or WHO in their role of providing technical assistance may use the data to identify policies and programs required by the CRPD and determine how to best engage States Parties in the implementation of those policies.

On a regional level, DPOs and NGOs 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.

Methodology

The G3ict Research Committee reviewed the text of the CRPD to identify all provisions that include 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, the Committee 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.

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). The Committee 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.

Once identified, the Committee created an exhaustive listing which included the above provisions redrafted as "audit" items (N=50 items out of which 35 items were selected as variable components) 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 set of measurement scoring tool (N=12 items), which were 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 ultimately used to construct the G3ict *CRPD ICT Accessibility Progress Report* are a subset of those items contained in the three (3) audit tools described previously. Its methodology is based on 11 variables aggregated from 57 data points measuring:

- Country commitment to a Digital Accessibility Agenda,
- Capacity to implement it, and
- Actual implementation and results.

To reiterate, the G3ict Research Committee used the variables and items to create two sets of questionnaires. The survey framework was developed in a way consistent with the United Nations Development Programme (UNDP) guidelines on Human Rights reporting (structure, process, and outcome).

The questionnaires were completed by over 87 local correspondents in 76 countries during 2013. The list of participating countries can be found in Annex 1. The countries surveyed have a combined population of over five billion (5,168,198,389), meaning that the 2013 Index covers 72 percent of the world population.

While the 2013 questionnaires remain the same as in 2012, several questions were added in 2013 addressing: (a) availability of technical assistance centers; and (b) policies involving use of teleworking.

Table 3: Breakdown of Countries that Responded to the CRPD Progress Report Survey in 2013

Africa	Latin America and The Caribbean	Asia	Oceania	Europe	North America	Grand Total
23	14	14	4	20	1	76
30%	18%	18%	5%	26%	1%	100%

Very High Human Development	High Human Development	Medium Human Development	Low Human Development	Grand Total*
19	18	17	20	74
26%	24%	23%	27%	100%

High Income	Upper-Middle	Lower-Middle	Low Income	Grand Total *
19	22	17	16	74
26%	30%	23%	21%	100%

Note: The sum or Grand Total of countries of 74 under the Human Development Index and Income Level sub-tables do not include two countries which are not classified by the HDI or the World Bank statistics on income per capita (Cook Islands and South Sudan) as of the data analysis conducted for this report.

Data collection for the third edition of the G3ict *CRPD ICT Accessibility Progress Report* was completed in cooperation with Disabled People's International (DPI), G3ict participants, and various local Disabled Person's Organizations and experts in countries where DPI did not have respondents available. Two questionnaires created in multiple languages were sent to legal _and_ accessibility experts in each country. It was suggested to panels of in-country respondents to rely on 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. 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.

2013 CRPD Progress Report Results

Countries overall commitments, capacity to implement and actual results

As reflected in Table 4, countries responding to the surveys report that their average degree of compliance with CRPD ICT accessibility dispositions within their general legal and regulatory framework is 66 percent.

Table 4: Overall Degree of Compliance with CRPD ICT Accessibility Provisions

Survey Data Clusters	Yes
Leg 1 - Countries' Commitments	66%
Leg 2 - Countries' Capacity for Implementation	29%
Leg 3 - Countries' Implementation and Impact	42%

Table 5: Degree of Compliance of Country Legislations and Policies with CRPD ICT Accessibility Provisions

Laws, Regulations and Policies Enacted by States Parties	Yes
General Legal and Regular Framework	91%
Policies Covering Specific ICT Application Areas	77%
Policies Covering Information Infrastructure and Services	52%
Policies Covering Specific Target Groups	62%
Policies to Promote Accessible and Assistive ICTs	26%

Table 6: Degree of Compliance of Country Capacity to Implement CRPD ICT Accessibility Provisions

Leg #2: Capacity for Implementation	Yes
Government Focus	41%
Support of DPOs and NGOs	17%
Capacity Building	32%

Table 7: Degree of Implementation of CRPD ICT Accessibility Provisions and Impact

Leg #3: Actual Implementation and Impact	Yes
Accessible Telecom and Media Services	37%
Accessible Features for Computers	47%
Specific ICT Products and Services	50%

Further, survey respondents indicate that their countries currently only possess on average 29 percent of the capacity to implement CRPD ICT accessibility dispositions. And, finally, survey respondents indicate

that their average degree of implementation and impact in their countries with respect to select CRPD ICT accessibility dispositions reach an average of 42 percent.

Assessment by Respondents of Levels of Implementation of Policies Covering Accessibility for Specific ICT Products or Services

The 2013 questionnaire included scales for respondents to provide their personal assessment of the level of implementation of policies covering ICT accessibility of the information infrastructure. While no independent measurement exists in most countries, this measure, while subjective in nature, gives an indication of gaps existing between establishment of CRPD compliant policies and full implementation (See, for example, Table 8).

Table 8: Subjective Assessment by Country Experts of the Level of Implementation of Policies Covering Accessibility for Specific ICT Products or Services

Are there any dispositions among Country laws, regulations and government supported programs promoting digital accessibility, the use of ATs or provisions from reasonable accommodations in the following areas of ICT?	No	Minimum	Partial	Substantial	Full
Copyright Exceptions	83%	7%	7%	3%	0%
ATM or Kiosks	68%	19%	10%	0%	3%
Fixed-line Telephony	62%	14%	15%	7%	1%
Wireless Telephony	61%	18%	13%	4%	4%
Public Building Displays	62%	25%	9%	3%	1%
Digital Talking Books	62%	16%	18%	3%	1%
Transportation Public Address Systems and Services	57%	24%	13%	6%	0%
Websites	51%	30%	12%	7%	0%
Television	28%	50%	16%	6%	0%

Actual Implementation and Results

Table 9: Accessibility of Telecom and Media Services - Percentage of Countries with Services in Place

In Your Country, Are There?	Yes
Closed captioning or sign language interpretation implemented by TV broadcasters	71%
Sign language for news, emergency communications or other important live announcements	62%
Libraries for the blind or public libraries providing e-books services	59%
Assistive Technologies available to students with disabilities at major universities	52%
Government websites which are accessible	45%
Wireless telephone handsets with accessibility features available	45%
Accessible public electronic kiosks or ATMs deployed in the country	39%
Programs in place to facilitate the usage of telephony by persons with disabilities	26%
Closed captioning or sign language interpretation by TV broadcasters-Captioning of pre-recorded programs or movies	24%
Accessible websites among the top 10 commercial and media web sites	19%
Closed captioning or sign language interpretation by TV broadcasters-Captioning of Live Programs	20%
Closed captioning or sign language interpretation by TV broadcasters-Video or audio description for the blind	17%

Country Profiles and Compliance: Cross-tabulated Results by Region, UNDP Human Development Index and Income per Capita

In order to provide further insight into the factors that may influence the progress made around the world by States Parties in CRPD ICT accessibility compliance, three cross tabulations of the results of the survey were performed: by region; by level of Human Development (UNDP Human Development Index); and, by level of income per capita (World Bank Data).

Those results show that both levels of income and human development have a direct influence on the degree of CRPD ICT accessibility compliance with few exceptions. The following summary tables depict consolidated results for each major category of variables of the three legs of the survey: Country Commitments; Country Capacity to implement; and, Actual results for persons with disabilities.

Table 10: Cross-Tabulated Results by Region

Average CRPD Compliance of Countries' Commitments	Africa	Asia	Europe	Oceania	North America	Latin America and The Caribbean
Regulatory Framework	47%	50%	75%	91%	91%	68%
Policies for ICT Application Areas	29%	36%	61%	82%	100%	37%
Policies for Specific ICT Technology	23 %	32%	54%	53%	93%	30%
Policies for Target Groups	22%	27%	53%	56%	67%	47%
Policies for Assistive ICTs	17%	29%	38%	33%	100%	25%
Average of Countries' Capacity for Implementation						
Government Focus	41%	34%	48%	53%	40%	37%
Support of DPOs and NGOs	13%	20%	27%	14%	43%	7%
Capacity Building	16%	42%	41%	33%	86%	32%
Average of Countries' Implementation and Impact						
Accessible Telecom and Media Services	25%	31%	56%	56%	89%	28%
Accessible Features for Computers	30%	43%	63%	56%	100%	55%
Specific ICT Products and Services	37%	40%	65%	75%	100%	60%

Table 11: Cross-Tabulated Results by Level of Human Development

Average CRPD Compliance of Countries' Commitments	Very High Human Development	High Human Development	Medium Human Development	Low Human Development
General Legal and Regulatory Framework	78%	68%	48%	46%
Policies Covering Specific ICT Application Areas	68%	40%	35%	25%
Policies Covering Information Infrastructure	59%	34%	31%	20%
Policies Covering Specific Target Groups	58%	36%	32%	18%
Policies to Promote Accessible and Assistive ICTs	45%	20%	25%	14%
Average of Countries' Capacity for Implementation				
Government Focus	52%	37%	38%	35%
Support of DPOs and NGOs	27%	14%	12%	11%
Capacity Building	45%	33%	34%	17%
Average of Countries' Implementation and Impact				
Accessible Telecom and Media Services	65%	37%	26%	18%
Accessible Features for Computers	79%	41%	48%	27%
Specific ICT Products and Services	80%	51%	44%	33%

Table 12: Cross-Tabulated Results by Level of Income per Capita

Average CRPD Compliance of Countries' Commitments	High-Income Economies	Upper-Middle Income Economies	Lower-Middle Income Economies	Low-Income Economies
General Legal and Regulatory Framework	80%	68%	41%	45%
Policies Covering Specific ICT Application Areas	73%	39%	28%	23%
Policies Covering Information Infrastructure	61%	36%	23%	19%
Policies Covering Specific Target Groups	61%	43%	21%	11%
Policies to Promote Accessible and Assistive ICTs	48%	25%	16%	13%
Average of Countries' Capacity for Implementation				
Government Focus	52%	47%	31%	30%
Support of DPOs and NGOs	26%	16%	13%	7%
Capacity Building	45%	35%	30%	14%
Average of Countries' Implementation and Impact				
Accessible Telecom and Media Services	65%	36%	24%	17%
Accessible Features for Computers	79%	45%	45%	19%
Specific ICT Products and Services	86%	50%	39%	28%

The Road Behind: ICT and AT and Disability Inclusive Development

For DPOs, the principle of inclusion is of central importance in the way cooperative development is approached and defined. This is because disabled persons experience exclusion as a major cause, as well as a result of poverty and suffering. DPOs rightly believe that, unless they can influence decisions that directly affect their lives, they will remain excluded from mainstream life and development and be merely the passive recipients of aid and assistance from governments or other sources. DPOs today are empowered by the rights based approach of the CRPD and see their role as being, first and foremost, advocates for the empowerment and the active participation of persons with disabilities in decision making: "Nothing about us without us."

It follows, then, that DPOs need to engage and support local communities in deepening their understanding of the root causes of exclusion, local poverty and suffering in order to identify and implement their own appropriate solutions.

Table 13 depicts the degree to which CRPD ratifying countries promote the principle of inclusion through ICT and AT policies, programs and practices.

Table 13: Capacity Building – Percentage of Countries with Processes in Place

Government Focus – Percentage of Countries with Policy Processes in Place: In Your Country, Is There?	Yes
A government body specifically dedicated to Persons with Disabilities	79%
A government body specifically dedicated to Information and Communication Technologies	63%
Any government fund allocated for digital accessibility	33%
A systematic review mechanism by the Country of the existing legislation and/or policies concerning digital access	20%
Either statistics or data accessible for the general public about digital access by persons with disabilities	9%
Support of DPOs and NGOs – Percentage of Countries with Processes in Place: In Your Country, Are There?	**Yes**
Financial supports for DPOs and NGOs working in field of digital accessibility	34%
Forum for active cooperation between NGOs working in field of digital accessibility	24%
A systematic mechanism to involve the DPOs working the field of digital accessibility to the drafting, designing, implementation and evaluation of laws/policies	13%
Any awards or other types of recognition for persons with disabilities or their representative organizations which have done extraordinary work in field of accessibility	12%
Capacity building – Percentage of Countries with Processes in Place: In Your Country, Are There?	**Yes**
Participation in the work of international standards development organizations related to digital accessibility	42%
Nationwide conferences and other awareness raising information programs, projects, in the field of digital access over the past two years organized by Civil Society	37%
Nationwide conferences and other awareness raising information programs, projects, in the field of digital access over the past two years organized by Government	32%
Any Technical Assistance Centers	28%
Nationwide conferences and other awareness raising information programs, projects, in the field of digital access over the past two years organized by Private Sector/Industry	20%
Mandatory training programs (at universities, vocational schools, etc.) for future professionals about digital access for Persons with disabilities	11%

According to data in Table 13, except for dedicated government bodies (for Persons with Disabilities, or ICTs), CRPD ratifying countries have done minimal work in the area of capacity building.

Similarly, and as noted previously, disability has largely been invisible in the implementation of internationally agreed-upon development goals, rarely included in national policies or programs related to the Millennium Development Goals, or in monitoring and evaluation of the human rights treaty body system.

Goal 8 of the MDGs addresses one aspect of the benefits of new technologies for development, in particular as it relates to ICTs.[18] Successive publications of the *MDG Gap Task Force Report* have highlighted the growth in access to ICT in developing countries. These "Gap Reports," have also looked at various governmental strategies used to spread the benefits from ICTs—e.g., through information access to public services and to e-government activities.

According to the 2013 edition of the *MDG Gap Task Force Report:*

> "While increasing use of ICTs by national Governments has led to better access to information and services in developing countries, many challenges remain. Lack of technical skills in general, high costs of technology and ineffective government regulation are obstacles to increasing investment in many developing countries. Progress towards the achievement of the MDGs is impaired by inadequate integration of e-government into development plans and with providers of public services. The digital divide in e-government continues to persist…"

The Road Ahead: Promoting Disability–Inclusive Development and ICT Accessibility Practices

As a result of its 23 September 2013 HLMDD, the U.N. General Assembly issued a call for action to ensure the inclusion and mainstreaming of disability in internationally agreed-upon development goals, including the Millennium Development Goals, and has set out its priorities for doing so. These priorities include: (a) strengthening and applying the international normative framework on disability; (b) promoting accessibility (including ICTs); (c) promoting capacity development; and (d) strengthening disability data and statistics, analysis, monitoring and evaluation.

The qualitative data in Tables 14 through 16 are drawn from the G3ict *CRPD 2013 ICT Accessibility Progress Report.*[19] These data serve as evidence of how Member States and development cooperation actors can promote ICT accessibility and inclusion for persons with disabilities and their organizations in policy, program and project development.

Table 14: Promoting Inclusive Practices – Countries Commitment to the CRPD

G3ict Global Survey Items	Respondent Countries	Disability-Inclusive Development Practices
Country has dispositions in its laws, regulations or programs promoting digital accessibility in transportation address systems and services.	Belgium, Brazil, Greece, Macedonia, Malaysia, Montenegro, New Zealand, Peru	**Malaysia:** In the Light Rail Transit which serves the Klang Valley area (urban), there are announcements and digital (LED) displays of destinations along the route.

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[18] Millennium Development Goal 8: The Global Partnership for Development - The Challenge We Face
[19] CRPD 2013 ICT Accessibility Progress Report

G3ict Global Survey Items	Respondent Countries	Disability-Inclusive Development Practices
Country has dispositions in its laws, regulations or programs promoting accessible websites.	Peru, Qatar, Serbia, Uganda	**Qatar:** Telecom regulator, ictQatar, has implemented an e-Accessibility policy mandating accessibility for new and existing public sector websites.
Country has policies covering ICT Accessibility in teleworking	Australia, Denmark, Peru, USA	**Peru:** An extensive law has been recently passed that states in detail the rights and responsibilities for teleworkers and employers. This law has had immense coverage to benefit the employability of more vulnerable sectors, in particular, people with disabilities. In this regard, CONADIS and the Ministry of Labor are working together in the design and implementation of inclusive labor programs for people of all abilities and in the inclusion of assistive ICTs.
Country has policies covering ICT Accessibility in health services.	United Kingdom, USA	**U.K.:** The Government is rolling out an information strategy called Telecare, which includes online patient records, test results, etc. Previous innovative use of Telecare has enabled communities to broaden the scope of ATs supporting more people including those with learning and physical disabilities, as well as children with complex needs, and the voluntary sector
Country has policies covering ICT Accessibility in rehabilitation services.	India, New Zealand, Peru, USA	**Peru:** An initiative called "José Carlos Mariátegui," created within the National Rehabilitation Institute, was launched with the purpose of distributing earphones and biomechanical assistance.

Capacity of Countries to Implement the CRPD

According to data presented earlier (Table 6, Degree of Compliance of Country Capacity to Implement CRPD ICT Accessibility Provisions), we note that for the 76 countries surveyed: 41 percent have established a government focus; 17 percent provide support to DPOs and NGOs; and, 32 percent engage in capacity building activities. The process of increasing the capacity of Member States, groups and individuals to make choices and to transform those choices into desired actions and outcomes is the key to the CRPD's successful implementation. To improve the capacity of countries to implement the CRPD, public and private sector stakeholders governments need to empower local communities through

mechanisms that increase citizen access to information, enable inclusion and participation, increase accountability of government to citizens, and invest in local digital infrastructure.

Examples of improving governance focus, targeting support to DPOs and NGOs, and ensuring access to capacity building activities using ICTs and ATs are highlighted in Table 15.

Table 15: Promoting Inclusive Practices – Capacity of Countries to Implement

G3ict Global Survey Items	Respondent Countries	Disability-Inclusive Development Practices
Country has a government body specifically dedicated to persons with disabilities.	Australia, Bangladesh, Belgium, Mexico, Nicaragua, Serbia, Sierra Leone, South Sudan, USA	**Mexico:** When the law was passed, a Council for Disabled People was created and now the implementation of these councils is promoted in each Federal State.
Country provides financial support for DPOs and NGOs working in the field of digital accessibility for persons with disabilities.	Bangladesh, Denmark, Hungary, Malaysia, Mali, Pakistan, Qatar, South Sudan, Syria, Tunisia, USA	**Bangladesh:** The Government is funding, through Science and Technology Ministry, the A2I Project to make it accessible for people with disabilities. Shahjalal University of Science and Technology and Bangladesh Visually Impaired People's Society (BVIPS), a DPO, got funds for making text- to- screen Bangla software Mongol for people with visual impairments.
Country has designated focal point within government for matters relating to CRPD and a framework for implementing and monitoring the CRPD.	Australia, Chile, China, Denmark, Dominican Republic, Hungary, Mauritius, Niger, Peru, Serbia, South Sudan, Tunisia, Uganda	**Australia:** In Australia, the CRPD is promoted by the Australian Human Rights Commission. Australian DPOs oversee the CRPD's implementation and monitor it across national and state jurisdictions.
Country has a systematic mechanism to involve DPOs working in the field of digital accessibility to the drafting, designing, implementation and evaluation of laws and policies.	Denmark, Serbia, Thailand	**Denmark:** DPOs normally included in developing policies, programs and legislation relevant to persons with disabilities.
Country has technical assistance center(s) that provide information and support on ICTs and ATs.	Australia, Belgium, Brazil, Chile, Jamaica, Qatar, Syria, Thailand, USA	**Qatar:** Mada Center was established to meet the needs of all persons with a disability regardless of need, age, setting or aspiration. Mada is a one stop service for access to technology.

Table 16: Promoting Inclusive Practices – Implementation and Results

G3ict Global Survey Items	Respondent Countries	Disability-Inclusive Development Practices
In the country, there are wireless telephone handsets with accessible features that are available	Cook Islands, India, Jamaica, Malaysia, New Zealand, Pakistan, Peru, Tanzania, Togo, USA	**Malaysia:** Android, iPhone and some Nokia screen readers for the blind. These are not provided by the government but by foreign companies.
In the country, government websites are accessible	Brazil, Cook Islands, Denmark, Egypt, India, Mauritius, Montenegro, New Zealand, Portugal, Qatar, Tunisia, Uganda	**New Zealand:** The Department of Internal Affairs adopted an AA rating in the Website Content Access Guidelines and is currently conducting a monitoring program. All government websites must meet the WGAC web standards. The level of standards adopted by government is AA level.
In the country, there are accessible public kiosks or ATMs that are deployed	Bangladesh, Bolivia, Burkina Faso, Cook Islands, France, New Zealand	**Cook Islands**: Major banks have ATMs located widely throughout the main island of Rarotonga as well as Aitutaki. EFTPOS is also available at participating outlets and all major utilities providers.
In the country, screen readers are available in a country's principal language	Denmark, Egypt, France, India, Malta, Serbia, Zambia	**Serbia:** Faculty of Technical Sciences at University of Novi Sad developed text-to-speech program in Serbian which is available to blind students and employed blind persons free of charge via their medical insurance.

Conclusions and Recommendations

What further steps can CRPD ratifying countries, DPOs and NGOs, national, regional and international development agencies take to ensure increased progress in CRPD implementation and digital accessibility?   G3ict offers the following three recommendations: (a) establish a legal foundation for successful CRPD implementation (of the ICT and AT provisions of the CRPD); (b) promote disability-inclusive policies and programs identified in priority areas by key stakeholders; and (c) address gaps in capacity building through the use of disability-inclusive cooperative development practices.

Recommendation #1: Provide a legal foundation for ICT accessibility and reasonable accommodation in the country legislation which then can support and legitimize specific policies and programs.

While noting some progress in implementing core dispositions of the CRPD, these report documents significant deficits in promoting policies and programs to make essential services accessible to persons with disabilities around the world. For example: 50 percent of countries have a definition of accessibility which includes ICTs or electronic media in their laws or regulations in compliance with the definition of accessibility in CRPD Article 9; only 33 percent of the countries report that they have public procurement policies promoting ICT accessibility, meaning that a majority of countries continue to buy equipment or services which may be inaccessible to persons with disabilities; and, only 40 percent of countries provide services to the general public, including through the Internet, in accessible and usable formats for persons with disabilities.

Governments can play a key role in addressing these deficits by introducing and/or updating disability legislation to include ICTs in the legal definition of accessibility. Governments can also enhance their legal foundations by adopting comparable ICT accessibility provisions and strategies in mid-to long-term strategic plans. Through regular consultation with DPOs, CRPD ratifying countries can strengthen countries' legal foundations and improve the provision and quality of accessible ICT.

Recommendation #2: Promote disability-inclusive policies and programs identified as priority areas by key stakeholders

According to the survey data in the HLMDD ITU-G3ict-IDA-Telecenter.org-Microsoft report, *The ICT Opportunity for a Disability Inclusive Framework*[20], the top areas of greatest impact on a scale 1 to 5 of the various ICT categories for economic and social development are Web, mobile and television. In addition, survey data from that report reflect that Education and Public Procurement represent important gaps. These results are consistent with Table 9 data from the present survey and suggest that if CRPD ratifying countries want to significantly impact the lives of their citizens with disabilities, they need to strengthen those specific ICT policies and programs.

To that end, G3ict, in cooperation with UN agencies (e.g., UNESCO, ITU) has developed model policies which will be published during the first quarter of 2014 on:

- Inclusive ICTs for Education (with UNESCO);
- Public Procurement;
- Television (with ITU);
- Mobile (with ITU); and
- Web Accessibility (with ITU).

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[20] See reference p.19

Recommendation #3: Address gaps in capacity building through disability-inclusive cooperative development practices

The challenge for stakeholders who want to support capacity building lies in changing the conceptual, organizational and resource/financial framework of cooperative development to coincide with the strengths and needs of individual recipients, sector specific stakeholders, as well as community based groups (e.g., DPOs). A common complaint of countries and organizations on the receiving end of assistance projects is that they are too often short-term, output-driven and dependent on outside expertise.

The challenge for external agencies and countries is to evolve their support to recognize that successful disability-inclusive development projects need to be built on local expertise with long-term investments where the outputs are not always immediately apparent. By creating a solid base of local expertise stakeholders can certainly wean developing nations from aid dependency. In many countries, substantial ICT expertise exist and can be leveraged by providing ICT accessibility and assistive technologies training and guidance via universities, professional associations and private IT training companies. Furthermore, in some high impact concentrated areas such as television broadcasting, banking, e-government web sites or mobile services, focused capacity building programs only need to address a relatively small number of specific managerial and technical personnel among a small number of well identified organizations.

CRPD stakeholder leaders therefore need to:

- Design country driven multi-stakeholder programs that are focused on specific areas of ICT accessibility (i.e. Television broadcasting, mobile services, e-government, Inclusive ICTs for Education etc.):
    - Open and flexible in order to engage relevant stakeholders for each sector including DPOs
    - Generating sector specific roadmaps, progress metrics, milestones and monitoring processes involving relevant stakeholders including DPOs
    - Supported by disability-inclusive development data collection, analyses, and reporting, and tools for disseminating the results.

- Enhance in-country capacity through training and broadening skills in internally identified subjects related to ICT accessibility, capacity development from mediation to economics by:
    - Being willing to promote capacity building program funding that involves fewer clear-cut short term accessibility outputs, and targets that are less easily monitored and quantified besides the increased number of individuals trained and their level of proficiency.
    - Offering training and awareness raising programs on ICT accessibility to enable essential stakeholders such as DPO leaders and public and private sector executives to participate in the design of ICT accessibility programs and policies in an effective manner.
    - Deploying capacity building and technical programs consistent with and supportive of implementation roadmaps for specific sectors such as TV Broadcasting, mobile, e-government web sites or education.

- Encourage greater adaptability to local conditions through:
    - Delegation and decentralization and
    - Broader financial mechanisms to make them more flexible to include longer-term resource commitments, programmatic approaches to funding and support for cooperative agreements, multi-lateral agreements, and other forms of multi-source arrangements including from the private sector.

NOTE: Detailed tables with cross-tabulations for all questions by region, level of income and Human Development Index can be found at:
http://g3ict.org/resource_center/CRPD_2013_ICT_Accessibility_Progress

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