

# Article 9 – Illustrative indicators on accessibility

Access, on an equal basis with others, to the physical environment, transportation, services, information and communications, and systems and to other facilities and services open or provided to the public

Attributes/ Indicators	Roads and transportation	Buildings, indoor and outdoor facilities and services open or provided to the public	Information and communications and other services, including ICTs, electronic services and emergency services
Structure	9.1 Legislation enacted ensuring the right to access, on an equal basis with others, to the physical environment, transportation, services, information and communications, including ICTs, and other facilities and services open or provided to the public, in both urban and rural areas. <sup>i</sup>		
	9.2 Legislation on aerial, railway, road and water passenger transportation incorporates accessibility standards.	9.3 Legislation on construction and planning incorporates accessibility standards on physical environment and services open to the public.	9.4 Legislation on telecommunications, media and related information services incorporate accessibility standards. <sup>ii</sup> 9.5 Legislation regulating emergency services incorporate accessibility standards. 9.6 Legislation regulating government information and communications intended for the general public guarantee full access of public sector websites and apps, and availability of government information in alternative formats.
	9.7 Existence of comprehensive national accessibility strategy and/or plan <sup>iii</sup> to eliminate all existing barriers to accessibility. <sup>iv</sup>		
Process	9.8 Number and proportion of transportation service units that are accessible to persons with disabilities, disaggregated by kind of transport (e.g. bus, train, tram, metro, taxi, etc.) and by kind of service (e.g. public service/private service). <sup>v</sup>  9.9 Measures to promote and ensure access to alternative accessible transportation services for persons with disabilities. <sup>vi</sup>	9.10 Number and proportion of newly constructed buildings that comply with accessibility standards. 9.11 Number and proportion of existing public/governmental buildings and facilities that meet accessibility standards.	9.12 Number and proportion of public websites and apps that comply with accessibility standards. 9.13 Proportion of TV broadcasted emissions and amount of time including sign language interpretation and other accessibility related features and means, disaggregated by ownership of media (private/public), kind of broadcast (news/other programming) and accessibility features offered. 9.14 Number of State reports intended to the general public published, including on information about public services and functions, in accessible formats, disaggregated by type of format and their proportion out of the total of States reports published.
	9.15 Availability of a government accessibility audit programme that requires the participation of experts with disabilities and their representative organisations. 9.16 Universal design and enhancing accessibility is promoted in research and development of goods and services. 9.17 Number and percentage of professionals, particularly, engineers, architects, transport operators, providers of public services, web designers, media operators and others trained in universal design and accessibility standards. 9.18 Awareness raising campaigns and activities to promote inclusion and inform manufacturers and service providers, and individuals of their rights and responsibilities as they relate to accessibility. 9.19 Consultation processes undertaken to ensure active involvement of persons with disabilities, including through their organizations, in the design, implementation and monitoring of laws, regulations, policies and programs, related to accessibility to the built environment, transportation, information and communication. <sup>vii</sup> 9.20 Number of received complaints related to accessibility of persons with disabilities, investigated and adjudicated in favour of the complainant, disaggregated by kind of mechanism, and the proportion of these complied with by the government or duty bearer.		
Outcomes	9.21 Proportion of population that has convenient access to public transport, by sex, age and persons with disabilities (SDG 11.2.1).	9.22 Average share of the built-up area of cities that is open space for public use for all, by sex, age and persons with disabilities (SDG 11.7.1). 9.23 Proportion of persons with disabilities reporting access to public buildings in urban and rural areas, including government buildings in national and regional capitals.	9.24 Proportion of individuals using the Internet (SDG indicator 17.8.1) disaggregated by age, sex and disability. 9.25 Proportion of persons with disabilities reporting easy access to emergency services via alternative means of communication. 9.26 Proportion of persons with disabilities granted use of alternative communications <sup>viii</sup> in official interactions, disaggregated by the type of public service used, age, sex and disability.

<sup>i</sup> Should contain at least the following elements:

- Application of the principle of universal design in the development of accessibility standards and guidelines;
- Obligation to comply with sector-specific technical standards;
- Availability of effective dissuasive sanctions for violation of accessibility standards;
- Establishment of an independent entity to monitor compliance with accessibility standards;
- Inclusion of assistive technologies and devices, and human or animal assistance in the definition of accessibility;
- Compliance with accessibility standards in all public procurement contracts;
- Obligation to closely consult representative organisations of persons with disabilities in all accessibility-related initiatives;
- Incentives promoting accessibility such as tax exemptions for accessibility modifications of devices, to import/export appropriate assistive technologies/devices, vehicles, buildings or facilities and financial assistance for purchase of assistive devices, communication devices, or home modifications;
- Inclusion of accessibility and universal design modules in educational curricula of relevant professions.

<sup>ii</sup> This includes the Internet, digital technologies and mobile telephony.

<sup>iii</sup> Which is designed with the meaningful consultation with organizations of persons with disabilities and contains:

- Clear lines of responsibility, targets and timetable for implementation;
- Mechanisms for cross-ministerial cooperation;
- Allocated budget;
- Monitoring and enforceability mechanism;
- Dissuasive sanctions for non-compliance.

<sup>iv</sup> This should include provisions on:

- Adoption of mandatory technical standards for barrier-free access that govern the approval of all designs for transportation means, buildings and ICT-related services are adopted in close consultation with representative organisations of persons with disabilities and taking into consideration internationally recognised standards;
- Requirement to undertake an initial and periodic audit to identify barriers to accessibility of physical environment and transportation, buildings and facilities and services open to the public, and ICT technologies, and to verify the use of public funds in contributing to or removing barriers, conducted in close and consistent involvement of representative organisations of persons with disabilities.

<sup>v</sup> Depending on the legislation regulating the transportation service system, different criteria for disaggregation might be relevant.

<sup>vi</sup> Different measures could be provided, e.g. paratransit services; subsidies or allowances to persons with disabilities to access alternative accessible transportation; etc.

<sup>vii</sup> This indicator requires observing concrete activities undertaken by public authorities to involve persons with disabilities in decision-making processes related to issues that directly or indirectly affect them in line with article 4.3 of the CRPD, including consultation meetings, technical briefings, online consultation surveys, calls for comments on draft legislation and policies, among other methods and mechanisms of participation. In this regard, States must

- ensure that consultation processes are transparent
- ensure provision of appropriate and accessible information
- not withhold information, condition or prevent organizations of persons with disabilities from freely expressing their opinions.
- include both registered and unregistered organizations.
- ensure early and continuous involvement.
- cover related expenses of participants (e.g. transport and other expenses to attend meetings and technical briefings).

<sup>viii</sup> Such as sign language, Braille, speech-to-text, Easy-to-Read.