Article 20: Illustrative indicators on personal mobility

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<tr><th colspan="4">Article 20: Illustrative indicators on personal mobility</th></tr>
<tr><th colspan="4">Right to personal mobility</th></tr>
<tr><th>Attribute/type of indicator</th><th>Assistive technologies and services</th><th>Adapted vehicles and their use</th><th>Enabling environment and transport</th></tr>
<tr><td rowspan="2">Structure</td><td colspan="2">20.1: Legislation enacted to recognize and ensure the right of persons with disabilities to personal mobility, including by ensuring access to mobility, vision, hearing and communication devices and assistive technologies[a] of the individual's choice and tailored to their individual needs</td><td rowspan="2">20.7: Legislation on construction and planning, including requirements to grant authorization, incorporates mandatory accessibility standards on the physical environment and services open to the public (see also indicator 9.3 on the Convention on the Rights of Persons with Disabilities)
20.8: Legislation to ensure rights of persons with disabilities as passengers, including those utilizing mobility aids, devices, assistive technologies and live assistance, on an equal basis with others[b]
20.9: No provision in legislation or regulations on transportation services that discriminate on the basis of disability[c]</td></tr>
<tr><td>20.2: Adoption of a national strategy or plan to address the mobility needs of persons with disabilities, including establishing a specific fund, and undertaking and promoting research and development into low-cost mobility, vision, hearing and communication devices and assistive technologies[d]
20.3: Legal, regulatory and policy measures to facilitate access by persons with disabilities to purchase mobility, vision, hearing and communication devices and assistive technologies[e]</td><td>20.4: Legal, regulatory and policy measures to facilitate access by persons with disabilities to purchase adapted vehicles and adaptive equipment[f]
20.5: Legal, regulatory and policy measures regarding obtaining a driving permit that are inclusive of persons with disabilities and provide the possibility of adaptations of vehicles[g]
20.6: Regulatory and policy measures to facilitate mobility of persons with disabilities who use vehicles[h]</td></tr>
<tr><td>Process</td><td colspan="3">20.10: Number of awareness-raising campaigns and activities to promote personal mobility of persons with disabilities and dissemination of information in accessible formats on the existing entitlements and supports available to facilitate their access to mobility, vision, hearing and communication devices, assistive technologies, live assistance and intermediaries, their mobility in the built environment and the exercise of their rights as passengers; and proportion of population who gained access to those campaigns and activities, disaggregated by age, sex, disability and geographical location</td></tr>
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	20.11: Number of professionals trained in the use of mobility, vision, hearing and communication devices, assistive technologies, live assistance and so forth to impart mobility skills to persons with disabilities, disaggregated by type of professional[i] 20.12: Public expenditure to ensure access to mobility, vision, hearing and communication devices, assistive technologies and other services to support personal mobility of persons with disabilities	20.13: Number of protocols adopted to ensure the provision of reasonable accommodation to persons with disabilities at motor vehicle registration offices and driving test centres for lessons, tests, and registration and renewal procedures 20.14: Number and proportion of staff in motor vehicle registration offices and driving test centres trained to assist persons with disabilities on reasonable accommodation and in connection to adapted vehicles	20.15: Number and proportion of engineers and urban planners trained on universal design and accessibility standards, in connection with mobility devices and the rights of users of mobility devices 20.16: Number and proportion of passenger transportation staff trained on mobility devices and the rights of users of mobility devices, including on the provision of reasonable accommodation to persons with disabilities
	20.17: Number of consultation processes on the design, implementation and monitoring of laws, regulations, policies and programmes to enhance personal mobility of persons with disabilities, notably those on the development and allocation of mobility, vision, hearing and communication devices, assistive technologies, forms of live assistance and intermediaries; and proportion of persons with disabilities who participated in those processes, disaggregated by age, sex, disability and geographical location[j] 20.18: Proportion of complaints received on the right to personal mobility of persons with disabilities that have been investigated and adjudicated; proportion of those found in favour of the complainant; and proportion of the latter that have been complied with by the Government and/or duty bearer; each disaggregated by type of mechanism		
Outcome	20.19: Number of persons with disabilities gaining access to publicly funded mobility devices, disaggregated by sex, age, disability and geographical location 20.20: Number of persons with disabilities benefiting from specific measures, such as tax and customs exemptions, and financial support or subsidies, to purchase mobility, vision, hearing and communication devices and assistive technologies, disaggregated by age, sex, disability, geographical location and type of measure 20.21: Number of persons with disabilities gaining access to publicly funded training on mobility skills and the use of mobility, vision, hearing and communication devices and assistive technologies, disaggregated by sex, age, disability and geographical location	20.22: Number of persons with disabilities benefiting from specific measures, such as tax and customs exemptions, and financial support or subsidies, to purchase and/or import adapted vehicles and adaptive equipment 20.23: Number and proportion of persons with disabilities with adapted vehicles registered by the relevant public authority 20.24: Number of persons with disabilities who have a driving permit, disaggregated by age, sex, disability, type of vehicle and whether it is regular or adapted	20.25: Proportion of population that has convenient access to public transport, by sex, age and persons with disabilities (Sustainable Development Goal indicator 11.2.1) 20.26: 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 (Sustainable Development Goal indicator 11.7.1)

[a] This includes all assistive technologies and devices (e.g. wheelchairs, glasses, white canes and smartphones) that support persons with disabilities to move freely. See World Health Organization and United Nations Children's Fund (UNICEF), *Global Report on Assistive Technology* (2022); and report of the Special Rapporteur on the rights of persons with disabilities (A/HRC/34/58, paras. 14 and 80–81).

[b] This should include internal and international transportation services of all kinds, including within the territory of regional integration organizations, such as the European Union.

[c] Legal and regulatory frameworks on passenger rights and transportation services must be inclusive of persons with disabilities and not include restrictions based on disability or on the use of mobility aids, devices, assistive technologies, live assistance and so forth.

[d] The national strategy or plan should be inclusive of persons with disabilities living in rural areas and those who do not benefit from any specific social security scheme or insurance. It should cover, as a minimum, the following areas:

- Access by persons with disabilities to quality mobility, vision, hearing and communication devices and assistive technologies, forms of live assistance and intermediaries, and related services, including training, tailored to each individual's requirements, that are affordable or free of charge, according to the person's means
- Promotion of local production and repair of mobility, vision, communication and hearing devices and assistive technologies at an affordable cost that take into account all aspects of mobility for persons with disabilities, including through public subsidies and other incentives
- Training of professionals, including orientation, communication, hearing and mobility practitioners and teachers, in the use of assistive technologies to impart mobility and other skills to persons with disabilities
- Prevention of denial of access in buildings, transport and services open to the public to persons with disabilities utilizing mobility devices and live assistance (e.g. blind persons using a guide dog)

[e] Measures may include:

- Tax and customs exemptions to import assistive mobility, vision, hearing and communication devices and assistive technologies for persons with disabilities, particularly when not locally available or affordable
- Financial support, including allowances or low interest loans, for the purchase of mobility, vision, hearing and communication devices and assistive technologies, among other things
- Equitable reimbursement schemes in order to prevent any additional costs

Related administrative procedures should be uncomplicated and accessible to persons with disabilities to prevent any additional costs and/or administrative burdens for persons with disabilities.

[f] Ibid.

[g] Legal and regulatory frameworks on driving permits may include legitimate restrictions based on objective criteria and assessment (e.g. driving skills, vision test, knowledge of road rules and public safety); however, restrictions on holding a driving permit must not be based on prejudice and stigma. In addition, they must foresee current and potential adaptations of vehicles enabling persons with disabilities to drive.

[h] For instance, provisions requiring reserved parking spaces for persons with disabilities.

[i] Including orientation and mobility practitioners.

[j] This indicator requires verifying 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 Convention on the Rights of Persons with Disabilities and general comment No. 7 (2018) of the Committee on the Rights of Persons with Disabilities, including consultation meetings, technical briefings, online consultation surveys, and 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 and accessible
- Ensure the provision of appropriate and accessible information
- Not withhold information or condition or prevent representatives of persons with disabilities from freely expressing their opinions
- Include both registered and unregistered organizations
- Ensure early and continuous involvement of persons with disabilities
- Cover related expenses of participants