Article 9: Illustrative indicators on accessibility

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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			
Attribute/type of indicator	**Roads and transportation**	**Buildings and indoor and outdoor facilities and services open or provided to the public**	**Information and communications and other services, including information and communications technology, 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 information and communications technology, and other facilities and services open or provided to the public, in both urban and rural areas[b]		
	9.2: Legislation on aerial, railway, road and water passenger transportation incorporates mandatory accessibility standards	9.3: 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 20.7 on the Convention on the Rights of Persons with Disabilities)	9.4: Legal framework establishing mandatory standards on accessibility of information and communications for both public and private actors that provide information and services to the general public, including mass media and the Internet, including social media[c] (see also indicator 21.1.2 on the Convention on the Rights of Persons with Disabilities) 9.5: Legislation regulating emergency services, including on evacuation plans and shelters, incorporates mandatory accessibility standards 9.6: Legislation regulating government information and communications intended for the general public guarantees full access to public sector websites and applications, and the availability of government information in alternative formats
	9.7: Existence of a comprehensive national accessibility strategy and/or plan to identify and eliminate all existing barriers to accessibility[d]		
Process	9.8: Number and proportion of transportation service units that are accessible to persons with disabilities, disaggregated by type of transport (e.g. bus, train, tram, metro or taxi) and by type of service (e.g. public service or private service) [e] 9.9: Number of measures to promote and ensure access to alternative accessible transportation services for persons with disabilities[f]	9.10: Number and proportion of existing public/government buildings and facilities that meet accessibility standards 9.11: Number and proportion of newly constructed buildings that comply with accessibility standards	9.12: Proportion of government websites and applications that comply with accessibility standards (see also indicator 21.16 on the Convention on the Rights of Persons with Disabilities) 9.13: Proportion of broadcasted television emissions, and proportion of time that included sign language interpretation, audio description, captioning and other accessibility related features and means, disaggregated by ownership of media (private/public), type of content (news/other programming, including children's programme) and accessibility features offered[g] 9.14: Proportion of content available within "on-demand" or non-linear services (e.g. video on-demand services) that includes sign language interpretation, audio description, captioning and other accessibility related features and means, disaggregated by ownership of media (private/public) and accessibility features offered 9.15: Number of reports published by public authorities intended for the general public in accessible formats, disaggregated by type of format and their proportion out of the total

			number of reports published by public authorities (see also indicator 21.17 on the Convention on the Rights of Persons with Disabilities)
	9.16: Number of accessibility audits carried out on government facilities, services and programmes that require the participation of persons with disabilities and their representative organizations, including with respect to emergency protocols, procedures, services and facilities 9.17: Number of policies adopted on public procurement setting out criteria of universal design and accessibility and requiring products and services to include accessible features and design[h] 9.18: Number and proportion of professionals, particularly engineers, architects, urban planners, transport operators, web designers, providers of public services, media operators and public procurement officers, trained on universal design and accessibility standards 9.19: Number of awareness-raising campaigns and activities to promote accessibility across all services open to the public and to promote knowledge of universal design and accessibility standards among relevant professionals, manufacturers and service providers, as well as to inform individuals of their rights and responsibilities as they relate to accessibility; and proportion of population who have gained access to those campaigns and activities, disaggregated by age, sex, disability and geographical location 9.20: Number of consultation processes undertaken on the design, implementation and monitoring of laws, regulations, policies and programmes related to the accessibility of the built environment, transportation, information and communications; and proportion of persons with disabilities who participated in those processes, disaggregated by age, sex, disability and geographical location[i] 9.21: Proportion of complaints received related to accessibility 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	9.22: Proportion of population that has convenient access to public transport, by sex, age and persons with disabilities (Sustainable Development Goal indicator 11.2.1)	9.23: 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) 9.24: Proportion of persons with disabilities with access to public buildings in urban and rural areas, including government buildings in national and regional capitals	9.25: Proportion of individuals using the Internet (Sustainable Development Goal indicator 17.8.1), disaggregated by age, sex and disability 9.26: Proportion of persons with disabilities reporting satisfaction in their access to emergency services through alternative means of communication, disaggregated by sex, age and disability 9.27: Proportion of persons with disabilities granted use of alternative communications[j] in official interactions, disaggregated by type of public service used, sex, age and disability

[a] See Committee on the Rights of Persons with Disabilities, general comment No. 2 (2014) on accessibility.
[b] Legislation 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 the 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 procurements, grants and other funding arrangements
- Obligation to closely consult with representative organizations of persons with disabilities in all accessibility-related initiatives
- Incentives promoting accessibility, such as tax exemptions for accessibility modifications of devices, and for the import/export of appropriate assistive technologies/devices and vehicles, and financial assistance for the purchase of assistive devices, communication devices or home modifications
- Inclusion of accessibility and universal design modules in educational curricula of relevant professions

[c] This indicator refers to, for instance, provisions on accessibility within telecommunications legislation, broadcasting codes, related regulations, and those addressing the Internet, digital technologies and telephone services, including telecom relay services and mobile telephony. Social media includes websites, online platforms and mobile applications. See, for example, International Telecommunication Union, "Guide for addressing accessibility in standards", ITU-T, H Series Recommendations, Supplement No. 17 (November 2014); and International Telecommunication Union, "Telecommunications accessibility guidelines for older persons and persons with disabilities", ITU-T F.790 (January 2007). For more information, see International Telecommunication Union, "Accessibility".

[d] This should include provisions on:

- The adoption of mandatory technical standards for barrier-free access that govern the approval of all designs for transportation means, buildings, and information and communications technology related services, in close consultation with organizations of persons with disabilities and taking into consideration internationally recognized standards
- The requirement to undertake an initial and periodic audit to identify barriers to the accessibility of the physical environment and transportation, and buildings, facilities and services open to the public, and information and communications technology, and to verify the use of public funds to contribute to or to remove barriers, conducted in close cooperation with, and including the consistent involvement of, organizations of persons with disabilities

[e] Depending on the legislation regulating the transportation service system, different criteria for disaggregation might be relevant.

[f] Different measures could be provided (e.g. paratransit services, or subsidies or allowances for persons with disabilities to have access to alternative accessible transportation).

[g] See International Telecommunication Union, "Accessibility profiles for IPTV systems", ITU-T Recommendation H.702, describing the functions for displaying accessibility information, such as captioning, sign language and audio description.

[h] The guidance may set out criteria calling for:

- Bid solicitation and bid procurement plans that include accessibility specifications
- Specifications on accessibility in evaluation criteria
- Supply contracts to specify whether products and services have (or do not have) accessible features

Persons with disabilities must have access to procurement procedures and should be eligible to participate in procurement processes as procurement officers in entities or vendors.

[i] 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 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

[j] Such as sign language, Braille, speech to text, Easy Read and real time captioning.