

Article 9:

Illustrative indicators on accessibility

ADVANCE VERSION

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The *Human Rights Indicators on the Convention on the Rights of Persons with Disabilities (CRPD)* are a component of the [SDG-CRPD Resource Package](#) developed by the Office of the United Nations High Commissioner for Human Rights (OHCHR). This is an advance version of the SDG-CRPD Resource Package. A final version will be issued upon completion of OHCHR review processes.

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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

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	<p>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.ⁱ</p> <p>9.2 Legislation on aerial, railway, road and water passenger transportation incorporates mandatory accessibility standards.</p>	<p>9.3 Legislation on construction and planning, including requirements to grant authorization, incorporates mandatory accessibility standards on physical environment and services open to the public. (idem 20.7)</p>	<p>9.4 Legal framework establishing mandatory standards on accessibility of information and communication for both public and private actors that provide information and services to the general public, including mass media and Internet, including social media.ⁱⁱ (idem 21.1.2)</p> <p>9.5 Legislation regulating emergency services, including on evacuation plans and shelters, incorporate mandatory accessibility standards.</p> <p>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.</p>
	<p>9.7 Existence of comprehensive national accessibility strategy and/or plan to identify and eliminate all existing barriers to accessibility.ⁱⁱⁱ</p>		
Process	<p>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).^{iv}</p> <p>9.9 Measures to promote and ensure access to alternative accessible transportation services for persons with disabilities.^v</p>	<p>9.10 Number and proportion of existing public/governmental buildings and facilities that meet accessibility standards.</p> <p>9.11 Number and proportion of newly constructed buildings that comply with accessibility standards.</p>	<p>9.12 Proportion of government websites and apps that comply with accessibility standards. (Idem 21.15)</p> <p>9.13 Proportion of TV broadcasted emissions, and proportion of time which 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 programs, and accessibility features offered).^{vi}</p> <p>9.14 Proportion of content available within ‘on-demand’ or non-linear services (e.g. video on-demand services) which 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.</p> <p>9.15 Number of reports published by public authorities intended to the general public in accessible formats, disaggregated by type of format and their proportion out of the total of reports published by public authorities. (idem 21.16).</p>

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Process (Continued)	<p>9.16 Implementation of accessibility audits 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.</p> <p>9.17 Adoption of guidance on public procurement setting out criteria of universal design and accessibility and requiring products and services to include accessible feature and design.^{vii}</p> <p>9.18 Number and proportion of professionals, particularly, engineers, architects, urban planners, transport operators, web designers, providers of public services, media operators, public procurement officers, and others trained on universal design and accessibility standards.</p> <p>9.19 Awareness raising campaigns and activities to promote accessibility across all services open to the public and promote knowledge of universal design and accessibility standards by relevant professionals, manufacturers and service providers, as well as informing individuals of their rights and responsibilities as they relate to accessibility.</p> <p>9.20 Consultation processes undertaken to ensure the active involvement of persons with disabilities, including through their representative organizations, in the design, implementation and monitoring of laws, regulations, policies and programs, related to accessibility of the built environment, transportation, information and communication.^{viii}</p> <p>9.21 Proportion of received complaints 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 kind of mechanism.</p>		
Outcomes	<p>9.22 Proportion of population that has convenient access to public transport, by sex, age and persons with disabilities (SDG 11.2.1).</p>	<p>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 (SDG 11.7.1).</p> <p>9.24 Proportion of persons with disabilities reporting access to public buildings in urban and rural areas, including government buildings in national and regional capitals.</p>	<p>9.25 Proportion of individuals using the Internet (SDG indicator 17.8.1) disaggregated by age, sex and disability.</p> <p>9.26 Proportion of persons with disabilities reporting satisfaction in their access to emergency services via alternative means of communication, disaggregated by sex, age and disability.</p> <p>9.27 Proportion of persons with disabilities granted use of alternative communications^{ix} in official interactions, disaggregated by the type of public service used, sex, age and disability.</p>

- * See [CRPD Committee General Comment no 2](#) on accessibility.
- i 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 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, for the import/export appropriate assistive technologies/devices, 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.
- ii This indicator refers for instance to provisions on accessibility within telecommunications legislation, broadcasting codes, related regulations, and addressing the Internet, digital technologies, telephone, including telecom relay services and mobile telephony. “Social Media” includes websites, online platforms and mobile applications. See for example [ITU-T H Series Supplement 17](#) | ISO/IEC Guide 71: Guide for addressing accessibility in standards and [ITU-T F.790](#): Telecommunications accessibility guidelines for older persons and persons with disabilities. For more information, see <https://www.itu.int/en/ITU-T/accessibility/Pages/default.aspx>
- iii 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 organizations 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 organizations of persons with disabilities.
- iv Depending on the legislation regulating the transportation service system, different criteria for disaggregation might be relevant.
- v Different measures could be provided, e.g. paratransit services; subsidies or allowances to persons with disabilities to access alternative accessible transportation; etc.
- vi See ITU-T Recommendation H.702 describing the functions for displaying accessibility information such as caption, sign language and audio description.
- vii 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.
- viii 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 CRPD and [General Comment no. 7](#) of the CRPD Committee, 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 and accessible;
 - 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.
- ix Such as sign language, Braille, speech-to-text, Easy-to-Read, real time captioning.