**Seminar on Sharing Experience on Best Practices
and Services for People with Disabilities**
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International
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MEETING INFORMATION AND COMMUNICATIONS TECHNOLOGY ACCESS AND SERVICE NEEDS FOR PEOPLE WITH DISABILITIES:

MAJOR ISSUES FOR DEVELOPMENT AND IMPLEMENTATION OF SUCCESSFUL POLICIES AND STRATEGIES

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Seminar on Sharing Experience on Best Practices and Services for People with Disabilities

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Presentation Prepared for ITU by Cynthia D. Waddell, Juris Doctor

Based upon the ITU Background paper prepared by Cynthia D. Waddell, Juris Doctor on

Meeting Information and Communications Technology Access and Service Needs for People with Disabilities: Major Issues for Development and Implementation of Successful Policies and Strategies

Views expressed in this paper are those of the author, and do not necessarily reflect those of the ITU or its membership.

Overview

- Mandates
- Major Policy Issues
- Current Situation
- Best Practice Examples
- Proposal for Way Forward

ICT Mandates

- World Summit on the Information Society

- World Telecommunication Development Conference (2006)
- UN Convention on Rights of Persons with Disabilities

Major Policy Issues

- Disability Rights
- Mainstreaming and Stakeholder Engagement
- Universal Service Obligations
- Accessible ICT Technical Design Standards

Major Policy Issues (Cont'd)

- Implementation of ICT Barrier Removal Action Plans
- Accessible ICT Public Procurement Toolkits
- Identification of Benchmarking & Research Needs
- Outreach, Education and Training on Accessible ICT

Disability Rights

- Accessibility as a Disability Right
- Convention
  - General Obligations
  - Article 9 Accessibility
  - Articles 21, 29, 30, 31 and 32
- National Laws

Mainstreaming & Stakeholder Engagement

- Integration of Disability Perspective in All Policy Areas and all Stages
- Active Participation of All Relevant Actors- including Persons with Disabilities

Universal Service Obligations

- Availability, Affordability and Accessibility
- Universal service- telecom services to all households within a country
- Universal access- telecom services on a shared basis, such as the use of public payphones

USO- United States

- TRS mandated by ADA in 1990
- Nine types of TRS calls
- TTY Equipment and Program Administered at State Level
- Use of TRS increased 15% from 2003-2004
- Internet Relay increased 45% and Video Relay 210%

USO in European Union

- Survey finds lack of information about accessibility and affordability
- Text telephones may be provided in some countries but lack of interoperability prevents calls to another system and even across Member States
- Cannot access Emergency Services

USO and Broadband

- US- FCC seeking comment 1 May 2007 on broadband as USO; 6 September 2007 said that USO Support will focus on Voice, Broadband and Mobility
- EU- Not including Broadband
- ITU Survey- Out of 93 countries surveyed 27 include narrowband Internet service in USO and 11 include high-speed Internet

USO and VoIP

- US- On 15 June 2007 extended Disability Access requirements to VoIP
- US- Also extended TRS requirements to providers of VoIP
- EU- European Commission urged "light touch" in regulation so that innovation and market structures could emerge

Accessible ICT Technical Design Standards

- Emerging field with international standards community becoming increasingly active
- JTCI Special Working Group on Accessibility
- ITU Total Conversation Service

Implementation of ICT Barrier Removal Action Plans

- EU-i2010 Framework- eAccessibility is part of eInclusion; Country reports are posted online regarding efforts
- Australia- Disability Discrimination Act of 1992 and Action Plans; Over 400 Action Plans posted on Human Rights & Equal Opportunity Commission website
- US- Section 508 requires Biennial Survey; Results Posted Online

Accessible ICT Public Procurement Toolkits

- Comparison of Four Approaches in Denmark, Ireland, Canada and US
- Focus on procurement plays a significant role in promoting accessible ICT

Identification of Benchmarking and Research Needs

- EU gathering data on web accessibility benchmarking
- Lack of metadata and core ICT indicators for accessible design of ICT
- Article 31 of Convention – Statistics and Data Collection- seeks to correct the gap

Outreach, Education and Training on Accessible ICT

- Call for accreditation at the university level to include Universal Design as a formal component of educational programs
- Call for business and professional associations to support in-service training on UD and accessibility

Current ICT Situation

- Africa
- Asia Pacific
- Americas
- Europe

Africa

- Problem of affordable access
- Lack of ICT infrastructure
- Africa has 31 out of 50 countries classified by UN as Least Developed Country

Asia Pacific

- Tsunami Preparedness and ICT
- Biwako Millennium Framework ICT survey; lack of availability, affordability and accessibility
- 6 countries reported ICT survey data on use by persons with disabilities
- 12 countries reported standards setting activities for accessibility underway

Americas

- Braille copy of Country Constitution not available in more than 60% of Countries Surveyed (2004 Survey)
- 50% of Countries have Physicians Trained on How to Care for PWDs
- US and Ontario province of Canada have disability rights impacting ICT and accessible design

Europe

- I2010 Framework Underway
- European Disability Forum reports that they are working with the European Commission to develop standards for public procurement of accessible ICT

Best Practice Examples

- "Total Conversation"
- DAISY- Digital Accessible Information System
- U.S. Section 508 Accessible ICT Procurement Approach

Potential Role of Private Sector

- UN G3ict- The Global Initiative for Inclusive Information and Communication Technologies
- EU ICT Policy Support Programme

Proposal for Way Forward

- Phase I- Global Symposium on ICT accessibility, availability and affordability to be held on 1) Interoperability & Standards 2) Regulatory and Policy Frameworks 3) Social and Economic Issues
- Phase II- Regional Workshops to Equip Facilitators
- Phase III- Facilitators Begin Country Effort
- Phase IV- Facilitators Report to World Telecommunication Development Conference

Proposal for Way Forward (Phase I)

- ICT Global Symposium to Identify tools, best practices, research and collaborators for three sectors concerning accessibility, availability and affordability:

1) Interoperability & Standards
2) Regulatory and Policy Frameworks
3) Social and Economic Issues

Proposal for Way Forward (Phase II)

- Regional Workshops for Stakeholders on meeting Convention obligations using best practices, tools, resources and collaborative partnership opportunities to address ICT accessibility, availability and affordability
- Participants to be trained to facilitate workshops in their own country to identify priorities and concrete action plans for implementation

Proposal for Way Forward (Phase III and IV)

- Country Facilitators engage stakeholders by convening workshops for consumer, legal, business and gov't communities for effective facilitation, training, issue prioritization and action plan implementation
- After allowing time for implementation, reports on the effort are given at the World Telecommunication Development Conference

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