



GLOBAL INITIATIVE FOR INCLUSIVE ICTs

*Promoting the Rights of Persons with Disabilities in the Digital Age*

# Public Services, Digital Transformation & Accessibility

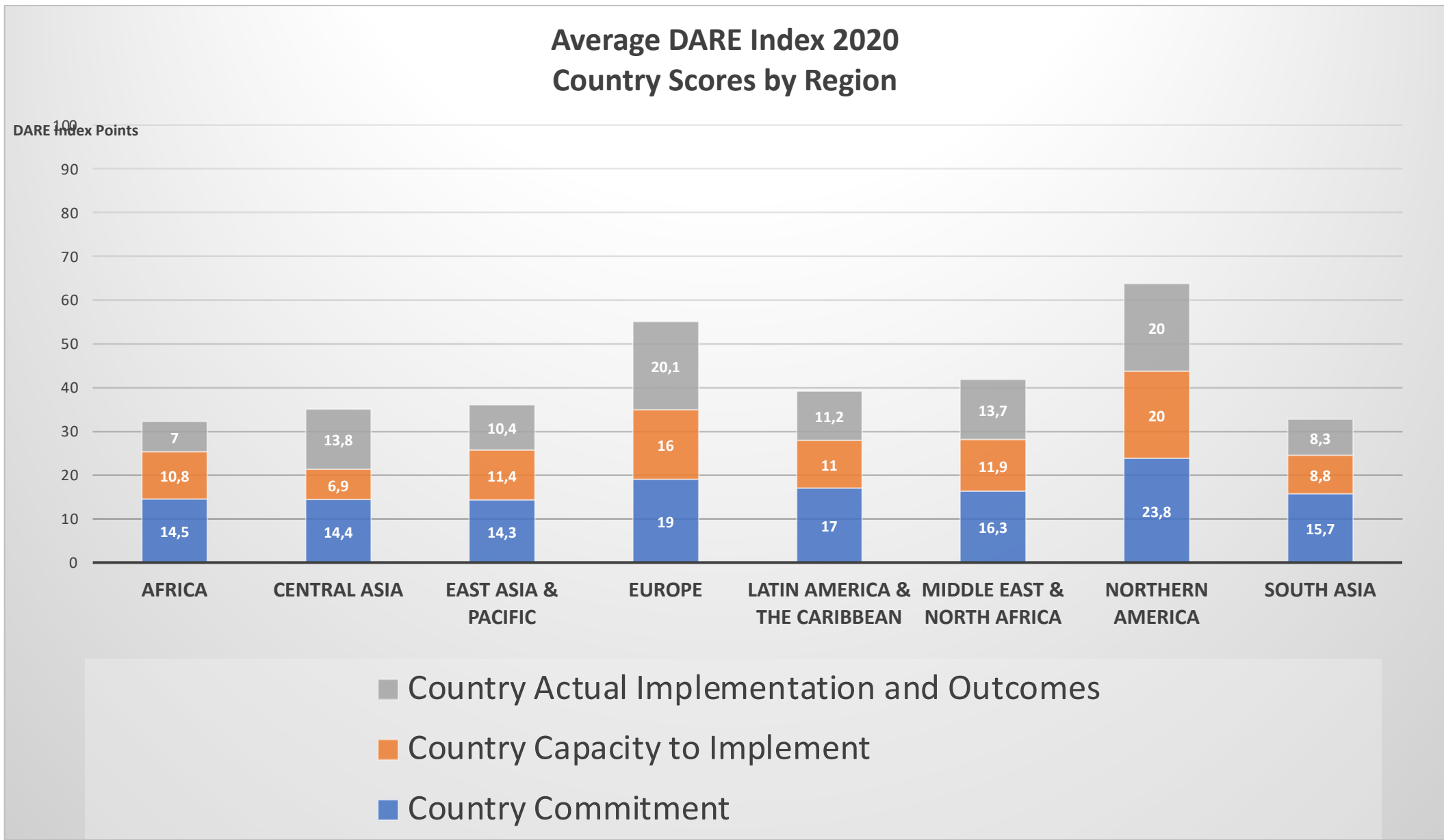
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# Average DARE Index 2020 - Europe Catching up



# Foundational Country Commitments for Digital Accessibility Policies in Public Services

| <b>COUNTRY COMMITMENTS</b>                                     | <b>EUROPE</b> | <b>GLOBAL AVERAGE<br/>% OF COUNTRIES WITH LEGAL<br/>DISPOSITIONS</b> |
|--|---------------|--|
| GENERAL LAW PROTECTING THE RIGHTS OF PERSONS WITH DISABILITIES | <b>92%</b>    | <b>88%</b>   |
| REASONABLE ACCOMMODATION DEFINED                               | <b>76%</b>    | <b>68%</b>   |
| DEFINITION OF ACCESSIBILITY INCLUDES ICTs                      | <b>80%</b>    | <b>61%</b>   |



# Country Capacity to Implement – Key Variables for Digital Accessibility Policies in Public Services

| <b>COUNTRY CAPACITY TO IMPLEMENT VARIABLE</b>                                      | <b>EUROPE</b> | <b>GLOBAL AVERAGE OF COUNTRIES WITH KEY IMPLEMENTATION RESOURCES OR PROCESSES</b> |
|--|---------------|---|
| GOVERNMENT AGENCY FOR ACCESSIBLE ICT   | <b>36%</b>    | <b>39%</b>  |
| PROCESS TO INVOLVE PERSONS WITH DISABILITIES IN POLICY MAKING ON ICT ACCESSIBILITY | <b>44%</b>    | <b>26%</b>  |
| COUNTRY REFERS TO INTERNATIONAL ICT ACCESSIBILITY STANDARDS                        | <b>88%</b>    | <b>44%</b>  |



# European Implementation Levels on Key Digital Accessibility Policies

- **TV Accessibility:** 80% have a policy
  - Just 4% fully implementing it
- **Web Accessibility:** 88% have a policy
  - None - 0% fully implementing it
- **Accessible Egov & Smart Cities:** 80% have policy
  - None - 0% fully implementing it
- **Accessibility in Public Procurement:** 80% have policy
  - None - 0% fully implementing it



## For More Information...

DARE Index: <https://g3ict.org/digital-accessibility-rights-evaluation-index/>

Country Profiles: <https://g3ict.org/country-profile>

G3ict Resource Center: [https://g3ict.org/resource\\_center](https://g3ict.org/resource_center)



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