MeAC - Measuring Progress of eAccessibility in Europe

eAccessibility status follow-up 2008

December 2008

Contents

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Bonn, December 2008

1 Introduction

1.1 The main MeAC benchmarking report

In 2007, the "MeAC — Measuring Progress of eAccessibility in Europe" study presented its main benchmarking report on eAccessibility-related policy measures and the status of eAccessibility in the EU Member States and three comparison countries (Australia, Canada, United States of America). The evidence-base generated by the MeAC study was intended to be used to answer three core questions:

- What is the current eAccessibility status situation in Europe as a whole and across the Member States?
- How well-developed is current eAccessibility policy at EU-level and across the Member States?
- What conclusions can be drawn in support of decision-making about possible future needs for reinforced or new policy measures at EU-level?

Until today, this report provides by far the largest and most representative information on the eAccessibility field in Europe and internationally. It is available for download from the MeAC study website at http://www.eaccessibility-progress.eu/. The report shows that – despite some progress that could be observed – overall progress towards eAccessibility in Europe has remained very limited. In particular three key empirical benchmarks support this assessment:

- **The eAccessibility deficit**: People with disabilities in Europe continue to be confronted with many barriers to usage of the everyday ICT products and services that are now essential elements of social and economic life. Such eAccessibility deficits can be found across the spectrum of ICT products and services, for example telephony, TV, web, computers and self-service terminals.
- **The eAccessibility gap**: From a comparative perspective, the eAccessibility situation for people with disabilities across Europe as a whole compares very unfavourably with that of their peers in Australia, Canada and the United States of America.
- **The eAccessibility patchwork**: Finally, the eAccessibility situation across Europe is very much a patchwork at present. This patchwork presents a picture of many important “white spaces”, of uneven attention across the spectrum of eAccessibility themes and of wide disparities across the Member States.

In addition to the evidence of eAccessibility gaps, deficits and patchworks, on the one hand, and of the effectiveness of (good) policy on the other, the evidence and analysis presented in the main MeAC benchmarking report also indicates the importance of EU-level policies in progressing eAccessibility in Europe. In this regard, the report analyses a number of options for further EU-level measures that may need to be considered if satisfactory progress in eAccessibility is to be achieved within any reasonable timeframe.

Against this background, it was decided to follow up-the eAccessibility status situation in a selected number of countries one year after the main benchmarking exercise had been conducted in the summer of 2007, with a view to identify whether any significant unexpected changes may have occurred since then.

1.2 Country selection and approach adopted for the follow-up of the eAccessibility status situation

The 2008 eAccessibility status measurement relies on the indicator set that was developed and applied for the purposes of the 2007 benchmarking exercise. A detailed description of the methodological approach adopted for that purpose is provided in the main benchmarking report "Assessment of the Status of eAccessibility in Europe" and it's Annexes (Deliverable no. 7). The eAccessibility status situation was revisited in ten countries as follows:

- Austria
- France
- Germany
- Ireland
- Italy
- Portugal
- Spain
- Sweden
- The United Kingdom
- The United States of America

These countries have been selected from the total of 28 countries covered by the main benchmarking exercise in 2007 because they can be considered as being comparatively advanced in terms of relevant policy and practice. In the light of the results presented in the main benchmarking report, it was assumed that any kind of progress in the eAccessibility status within a one year period was most likely to emerge in countries that have shown comparatively good performance so far[1].

Data on the indicators used was gathered during the summer of 2008 through two different methods:

- National-level data gathering on indicators relating to telephony, television, computing and self-service terminals in each country by a network of national correspondents
- Systematic assessment of the accessibility of a sample of key public and private websites by a team of experts within the core study team, including both automatic and manual testing.

[1] It should be noted that comparatively good performance does not necessarily mean that performance can also be called well in absolute terms. Please see the 2007 report for more detailed information on the actual levels of eAccessibility achieved in the countries.

1.3 Structure of this report

The reminder of this document presents data gathered on the eAccessibility status in the ten countries selected for the 2008 follow-up in comparison with the data gathered in the framework of the 2007 main benchmarking exercise. This starts with an overview of changes that could be observed between the two measurements according to a set of compound indicators which were developed for the purposes of MeAC (Chapter 2). Following to this, the data collated in 2007 and 2008 is presented according to individual ICT domains covered by the study. Raw data collated in the two measurements are presented separately in the Annex.

2 Overview of changes in the eAccessibility status situation between 2007-2008

As outlined above, the eAccessibility benchmarking undertaken by MeAC in 2007 showed, in a nutshell, that progress towards eAccessibility in Europe remains very limited. The evidence collated in 2008 suggests that no significant changes in the overall eAccessibility status have taken place and that the three key benchmarks persist. Table 2-1 below presents differences that could be observed between 2007 and 2008 according to a set of compound indicators developed for the purposes of MeAC.

Table 2-1 The eAccessibility status according to the MeAC compound indicator set (2007, 2008)

	Country	Telephony		TV		Computer	Web		Self-service terminals
		Telecom operators provision of accessibility information	Availability of text relay service	Share of national language broadcasts with subtitles by two main public broadcasters	Share of national language broadcasts with subtitles by two main commercial broadcasters	Hard- and software manufacturers provision of accessibility information	Basis accessibility of governmental websites	Basic accessibility of private / sectoral websites	Deployment of accessible cash dispensers
2007	AT	1.5	0.0	1.1	0.0	2.8	0.8	0.0	0.0
	DE	0.5	1.7	1.2	0.0	2.2	2.0	0.0	0.0
	ES	4.0	2.5	2.6	0.6	0.3	1.0	0.0	0.0
	FR	1.5	0.0	2.8	1.7	0.8	0.0	0.0	0.2
	IE	2.0	5.0	3.5	1.1	2.5	0.0	0.0	0.0
	IT	1.5	1.7	1.4	0.3	1.1	2.5	0.8	0.3
	PT	1.5	0.0	0.0	0.0	2.2	2.0	0.0	2.1
	SE	1.5	5.0	2.9	0.9	0.6	0.0	0.0	5.0
	UK	2.0	5.0	4.8	4.4	2.8	3.3	1.7	0.0
	US	3.5	5.0	4.3	4.3	3.3	1.0	0.0	3.6
2008	AT	1.0	0.0	1.3	0.0	3.1	1.7	0.0	0.0
	DE	0.5	3.3	1.1	0.0	2.2	3.0	0.0	0.1
	ES	4.0	5.0	2.6	0.8	0.3	3.0	1.7	0.0
	FR	1.0	0.0	3.1	2.3	1.4	0.0	0.0	0.3
	IE	3.5	5.0	3.7	1.5	3.3	0.8	0.8	0.0
	IT	1.5	1.7	3.0	0.6	1.4	1.3	0.0	0.4
	PT	1.0	0.0	0.0	0.2	2.5	3.0	0.8	2.2
	SE	2.5	5.0	4.5	0.9	0.6	0.0	0.0	5.0
	UK	4.0	5.0	4.9	4.7	2.8	3.3	1.0	0.0
	US	3.5	5.0	4.3	4.3	3.6	2.0	0.0	4.1

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex).

As can be seen from this table, progress in relation to the indicators used is very limited and from a statistical point of view not significant. All in all, there is still a notable lack of eAccessibility in key

ICT domains, including mobile and land-line telephony, TV broadcast, the internet, computer hard- and software and self-service terminals. As a consequence, people with disabilities in the nine EU countries continue to be confronted with many barriers to ICT usage.

From a comparative perspective, the eAccessibility situation for people with disabilities across the nine EU countries still compares unfavourably with that in the USA in most areas. There has been limited progress in some areas, i.e. the gap was reduced to a certain extent, which is often due to positive developments in the EU countries rather than much progress being made in the US. In some areas however the gap has actually widened as a consequence of increased eAccessibility in the United States.

Finally, the situation across Europe for the eAccessibility status is also still very much a patchwork, i.e. there remain important ‘white spaces’, areas of uneven attention across the spectrum of eAccessibility themes and wide disparities across the countries. There are domains that currently provide no or only a very low level of eAccessibility in almost all of the nine EU countries (e.g. accessibility of private/commercial websites and self service terminals). In some countries, up to three of the eAccessibility areas under observation here are not covered. Such “white spaces” are still a lot less visible in the US. The patchwork also shows that the levels of eAccessibility for some ICT domains tend to be higher than others. For example, the telephony, public broadcasting and computer domains tend to score better when compared with other domains, even if yet far from satisfactory. In a similar manner, there is also still a notable amount of variation between the 9 EU Member States even if this is somewhat less marked than in 2007.

3 Detailed results according to ICT domains

This section presents the detailed analytic outcomes of the follow-up and the 2007-2008 comparison for the different technology domains under observation.

3.1 Telephony

In accordance with the methodological approach adopted for the eAccessibility benchmarking in 2007 (cf. the MeAC report "Assessment of the Status of eAccessibility in Europe" available from http://www.eaccessibility-progress.eu/) the follow-up on the current status of eAccessibility in the telephony domain is presented in relation to mainstream telephony equipment on the one hand and access to standard telephony services by people who rely upon text telephony and video telephony on the other.

3.1.1 Mainstream telephony equipment

The MeAC data on the indicators listed in Table 3-1 below seem to suggest that the availability of accessible land-line mobile telephony handsets in general is moderate to low in the countries under observation. In particular, online provision of information on hearing aid compatibility or other disability-related information is still not practiced by the two main landline and mobile telephony operators in a majority of countries[2]. Looking back at the situation in 2007, there have been slight changes in the overall situation in the nine countries.

Table 3-1eAccessibility indicators on mainstream telephony equipment

- Offering of landline handsets that are explicitly labelled as being hearing-aid compatible on the websites of the two main landline operators in the country
- Provision of any other eAccessibility related customer information on the websites of the two leading landline operators in the country
- Offering of mobile telephones that are explicitly labelled as being hearing-aid compatible on the websites of the two main mobile operators in the country
- Provision of any other eAccessibility related customer information on the websites of the two leading mobile operators in the country

In most of the sample countries, customers with disabilities have to rely on the main landline telephony operator when looking for an accessible handset (cf. Table 3-2). Oftentimes, this is the former public telecoms provider looking back at a certain history of addressing disadvantaged customer groups as part of its former remit. In every country under observation, this main operator provides online information on the hearing-aid compatibility of its landline handsets, whereas the operators in 7 EU countries and the US provide additional disability-related information. These results are identical to those of 2007. At the same time, the second-largest telephony operator offers this kind of information in only one out of 9 EU countries and the US, a further indication for the fact that the "inherited" responsibility of the formerly public providers may play an important

[2] For each country the two main landline operators and the two main mobile telephony operators have been identified according to available business statistics.

role, whereas new players are considerably slower in turning to the customer group of disabled people.

Table 3-2 Online provision of customer information relevant to people with disabilities by the two main land line operators

	Online provision of information on hearing-aid compatible handsets by 1st main land line telephony operators		Online provision of any other information to disabled customers by 1st main land line telephony operators		Online provision of information on hand sets that are hearing aid compatible by 2nd main land line telephony operators		Online provision of any other information to disabled customers by 2nd main land line telephony operators	
	2007	2008	2007	2008	2007	2008	2007	2008
9 EU countries	9	9	7	7	-[3]	1[4]	1[5]	1[6]
USA	✓	✓	✓	✓	✓	✓	✓	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex).

In relation to mobile telephony, a different picture emerges. All in all, only a minority of operators provides any kind of customer information to people with disabilities with only slight increases since 2007 (cf. Table 3-3). At the same time, differences between the first and second largest provider are less marked, in particular since the number of countries where the second operator provides information has increased somewhat when compared to 2007 (from one to three and two to four, respectively). Still, mobile telephony customers with disabilities in five to six countries are left in the dark about hearing-aid compatibility and other issues that concern them.

Table 3-3 Online provision of customer information for people with disabilities by the two main mobile telephony operators

	Online provision of information on hearing-aid compatible handsets by 1st main mobile telephony operator in the country		Online provision of any other information to disabled customers by 1st main mobile telephony operator in the country		Online provision of information on hand sets that are hearing-aid compatible by 2nd main mobile telephony operator in the country		Online provision of any other information to disabled customers by 2nd main mobile telephony operator in the country	
	2007	2008	2007	2008	2007	2008	2007	2008
9 EU countries	3	4	3	4	1	3	2	4
USA	✓	✓	✓	✓	✓	✓	✓	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex, section 1)

3.1.2 Relay services for text telephone and video telephone users

According to the MeAC indicators relating to relay services (cf. Table 3-4), text relay services are available in a majority of the countries under observation, even if not always around the clock (i.e.

[3] Note: in six countries the second main operator does not sell any hand sets at all and for two countries data are not available.
[4] Note: in six countries the second main operator does not sell any hand sets at all and for two countries data are not available.
[5] Note: for two countries data are not available.
[6] Note: for two countries data are not available.

24 hours a day and seven days a week). The situation for video relay services is similar, but availability here is even lower. Compared to 2007, there have been slight changes in the overall situation in the nine countries.

Table 3-4 eAccessibility indicators on relay services for users of text telephones and video telephones

- Availability of text relay service
- 24h/7d availability of text relay service
- Availability of text relay service without additional service costs beyond the immediate call connection costs
- Availability of video relay service
- 24h/7d availability of video relay service
- Availability of video relay service without additional service costs beyond the immediate call connection costs
- Direct accessibility of emergency service to text telephone users

In 2008 as well as in 2007, in six of the nine countries a text relay service can be found as also in the United States. There has however been some progress in the mode of operation in two countries, where former pilot implementations have been extended to fully up and running services. Around the clock availability remains an issue: while the relay service in the US is available 24/7, the same can only be said about services in four EU countries. In the other countries, users have to time their communication according to the availability of the service. The situation here has not changed since 2007. There is some evidence that singular services provide access to emergency numbers even outside their normal operation hours. Five of the six relay services in the European countries as well as the service in the US are available without additional service fees beyond the immediate phone costs, which is the same situation as in 2007.

Table 3-5 Availability of a text relay service, service hours and additional service fees according to country

	Text relay service available (in brackets: of which pilot implementations)		**24hour/7day availability of text relay service**		**No additional service fee beyond immediate telephone line connection costs**	
	2007	**2008**	**2007**	**2008**	**2007**	**2008**
9 EU countries	6 (3)	6 (1)	4	4	5	5
USA	✓	✓	✓	✓	✓	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex).

To people preferring or needing video telephony for interpersonal communication (e.g. for signing or lip reading) access to an equivalent to mainstream voice telephony was and remains a bit more restricted. A video relay service is available in five out of nine EU countries (two of which are pilot implementations) and in the US (as a regular service). There has been no change in this regard since 2007. Temporal availability is even more limited: only in one EU country the service can be reached around the clock (compared to none in 2007). A slight improvement can be observed in relation to service fees with four out of five countries providing a service without further costs.

Table 3-6 Availability of a video relay service, service hours and additional service fees according to country

	Video relay service available (in brackets: of which pilot implementations)		**24hour/7day availability of video relay service**		**No additional service fee beyond immediate telephone line connection costs**	
	2007	**2008**	**2007**	**2008**	**2007**	**2008**
9 EU countries	5 (2)	5 (2)	-	1	3	4
USA	✓	✓	✓	✓	✓	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex).

A crucial aspect of relay service communication relates to contacting emergency services such as the police, the fire fighters or the paramedics. Ideally, these services can be contacted directly by text telephone so that no further time is lost for contacting the relay service. However, direct access to emergency numbers for text telephone users was and remains the exception rather than the rule. It is possible only in four out of the nine EU countries (compared to three in 2007) and in the United States.

Table 3-7 Direct access to emergency service numbers to text telephone users according to country

	Direct access to emergency no. to text telephone users	
	2007	**2008**
9 EU countries	3	4
USA	✓	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008© (c.f. Annex, section 1).

3.2 Television

In accordance with the methodological approach adopted for the eAccessibility benchmarking in 2007 (cf. the MeAC report "Assessment of the Status of eAccessibility in Europe" available from http://www.eaccessibility-progress.eu/) the follow-up on the current status of eAccessibility in the television domain is presented in relation to the provision of TV access services (subtitling, sign language interpretation and audio description).

The MeAC data on the indicators listed in Table 3-8 suggest that subtitling is provided to a comparatively wide extent in the 9 EU Member States under observation, among both the two main public and private broadcasters[7], whereas the actual share of subtitled programming varies considerably. When it comes to sign language interpretation and audio description, a more heterogeneous picture emerges with some variations between the first and second largest broadcasters as well as between public and private broadcasters. Looking back to 2007, there has been next to no change in the overall situation in the nine countries.

Table 3-8 eAccessibility indicators on TV service accessibility

- Provision of TV content provided with subtitling by two main public broadcasters in the country

[7] For each country, the two main public and commercial broadcasters have been identified according to available media statistics.

- Provision of TV content provided with subtitling by two main commercial broadcasters in the country
- Provision of TV content provided with sign language interpretation by two main public broadcasters in the country
- Provision of TV content provided with sign language interpretation by two main commercial broadcasters in the country
- Provision of TV content provided with audio description by two main public broadcasters in the country
- Provision of TV content provided with audio description by two main commercial broadcasters in the country

Although some programmes with subtitling are available in each of the nine countries and the United States (cf. Table 3-9) in 2007 as well as in 2008, the actual amount of programming broadcasted with subtitles varies considerably across countries and leaves some room for improvement, as Figure 3-1 below shows. On average, the share of programming provided with subtitles is slightly above 50% for the two main public broadcasters and around 30% for the two main commercial broadcasters. This average value should not conceal the fact that there are huge variations in the provision levels between the countries ranging from nearly 100% to 0%.

As regards sign-language interpretation, there are considerable differences between the first and second largest public broadcasters. While in 2008 the first broadcasters in each of the nine countries offers programming with sign language (as opposed to eight countries in 2007), second broadcasters in only four countries do so with no change since 2007. The actual share of programming with signing currently broadcasted is much lower when compared with subtitling, not exceeding 6% of the overall programme of the 1st public broadcaster in any of the ten countries.

TV programmes broadcast with audio description are available from the first public broadcaster in five countries in 2008 (four in 2007) and from the second public broadcasters in seven countries (eight in 2007). The share of programming provided with audio description is again very low, rarely exceeding 1% of the overall programme.

Table 3-9 Provision of TV programmes with access services by 1st and 2nd main public broadcaster

	Subtitling by 1st main public broadcaster		Sign language interpretation by 1st main public broadcaster		Audio description by 1st main public broadcaster	
	2007	2008	2007	2008	2007	2008
9 EU countries	9	9	8	9	4	5
USA	✓	✓	-	-	✓	✓
	Subtitling by 2nd main public broadcaster		**Sign language interpretation by 2nd main public broadcaster**		**Audio description by 2nd main public broadcaster**	
	2007	2008	2007	2008	2007	2008
9 EU countries	9	9	4	4	8	7
USA	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex).

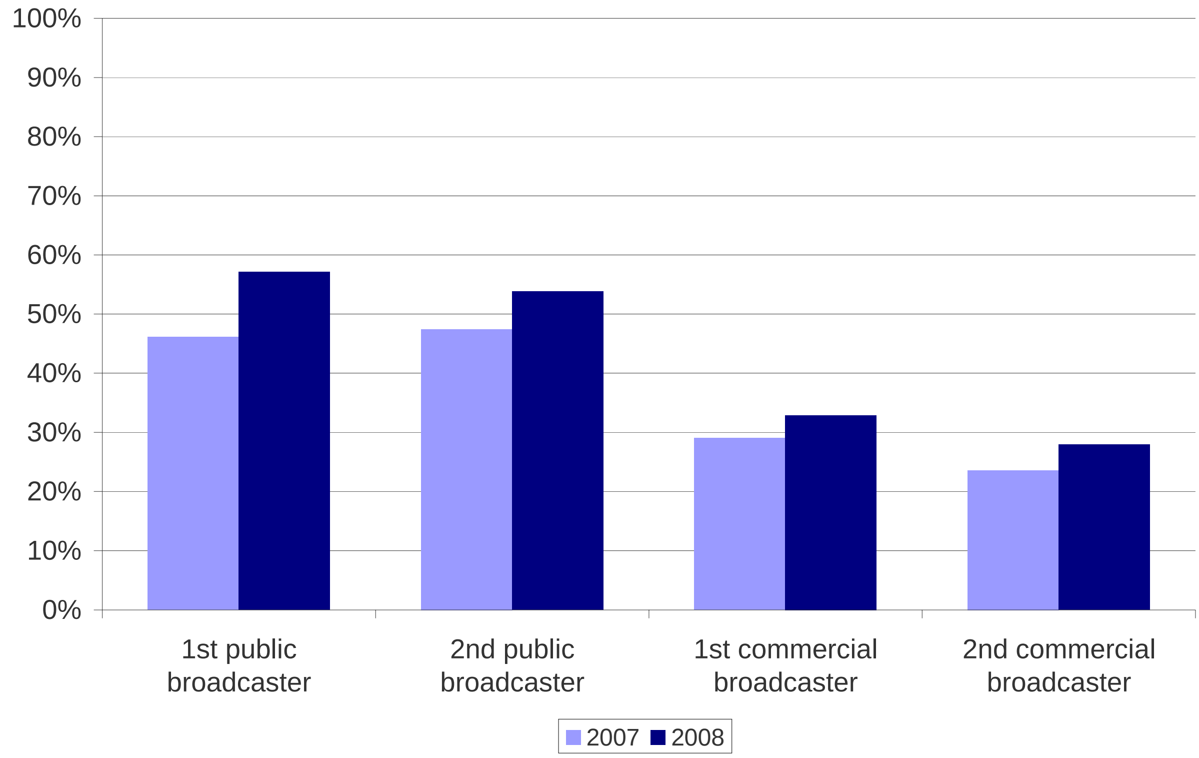
Notwithstanding the rather low share of access services provided by the public broadcasters, the data also show that accessibility is considered even less by private broadcasters (cf. Table 3-10 below). While subtitles can be found among commercial broadcasters in seven out of the nine countries and the US, sign language interpretation is available in only two and three countries respectively, audio description is provided by a commercial broadcaster in only one EU country and the US. Additionally the actual share of programming provided with any access service tends to be lower when compared with public broadcasters. There has been next to no change in the situation in 2008 compared to the previous year. The number of countries where the first commercial broadcaster provides sign language interpretation decreased from three to two, while the average share of programming provided with subtitles increased marginally.

Table 3-10 Provision of TV programmes with access services by 1st and 2nd main commercial broadcaster

	Subtitling by 1st main commercial broadcaster		Sign language interpretation by 1st main commercial broadcaster		Audio description by 1st main commercial broadcaster	
	2007	2008	2007	2008	2007	2008
9 EU countries	7	7	3	2	1	1
USA	✓	✓	-	-	✓	✓
	Subtitling by 2nd main commercial broadcaster		**Sign language interpretation by 2nd main commercial broadcaster**		**Audio description by 2nd main commercial broadcaster**	
	2007	**2008**	**2007**	**2008**	**2007**	**2008**
9 EU countries	7	7	3	3	1	1
USA	✓	✓	-	-	✓	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex).

Figure 3-1 Average share of national language programmes broadcasted in 2007 with subtitles in the EU Member States by the two main public and commercial broadcasters



Source: MeAC Survey of ICT Companies, 2007 & 2008 © (c.f. Annex, section 3).

3.3 The World Wide Web

In accordance with the methodological approach adopted for the eAccessibility benchmarking in 2007 (cf. the MeAC report "Assessment of the Status of eAccessibility in Europe" available from http://www.eaccessibility-progress.eu/) the follow-up on the web accessibility tests within MeAC were conducted against the Web Content Accessibility Guidelines (WCAG 1.0), published by the Web Accessibility Initiative (WAI) of the W3C[8]. The tests were applied to a sample of important governmental and private/sectoral websites in each country. The following pass and failure criteria (at WCAG Level A) were used:

- Pass Level A – Website passes the test for all Priority 1 checkpoints, including a range of checkpoints to be assessed manually.
- Pass Level A Automated – Website passes test for all Priority 1 checkpoints that can be tested automatically.
- Marginal Fail – Website fails certain Priority 1 checkpoints, but the number of checkpoints failed or of failure instances is below specific quantitative thresholds.
- Fail – Website fails multiple Priority 1 checkpoints.

Table 3-11 presents the indicators that were used in the analysis.

Table 3-11 MeAC indicators for the accessibility of websites

- Share of selected governmental and private/sectoral websites in the countries under investigation that provide a basic level of accessibility according to WCAG 1.0 Level A check points.
- Share of websites that are labelled as being accessible according to WCAG 1.0 Level A check points.

The results show that only a small share of websites in the ten countries provides a basic level of eAccessibility according to WCAG 1.0 guidelines. Of all websites checked, only about 3% passed the full range of level-A automated and manual checkpoints in 2008 (cf. Table 3-12) and 20% passed the automated test but failed those checkpoints that can only be tested manually. This is an interesting change when compared with the situation in 2007, where the share of sites that fully passed the test was slightly higher, whereas the share of websites passing only the automatic test was considerably lower.

Table 3-12 Percentage of all websites that passed level-A check points

	All websites			
	Pass level-A automatic and manual checkpoints		Pass level-A automatic check points only	
	2007	2008	2007	2008
9 EU countries & USA	3,6%	2,9%	11,8%	20%

Source: MeAC 2007 & 2008 ©

[8] W3C Web Accessibility Initiative, http://www.w3.org/WAI/.

When looking separately at governmental and public/private websites, these differences become even more noticeable. From 2007 to 2008 the share of governmental websites that passed the full test decreased by about 5 %-points to 2% in the ten countries, while the share of websites passing only automatic checkpoints nearly doubled to about 37%.

In the private/sectoral domain about 4% of the websites passed the full check compared to 0% in 2007, whereas the share of websites passing only the automated test has remained the same.

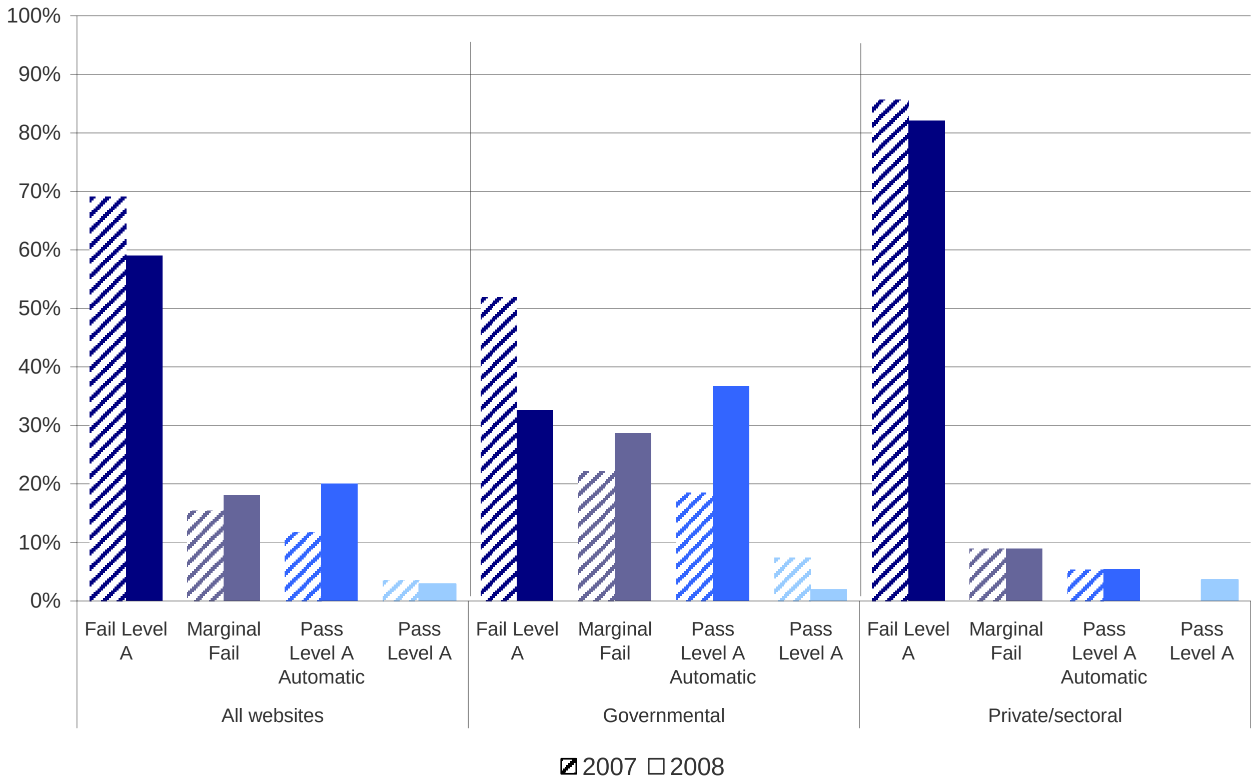
These figures should not conceal the fact that the vast majority of all websites tested in the ten countries — about 60% in the governmental and 95% (!) in the private/sectoral domain — still not even reach the most basic level of accessibility, regardless of whether the more strict criteria of automatic and manual tests or the somewhat more loose criteria of automatic checks only are applied.

Table 3-13 Percentage of governmental and private/sectoral websites that passed level-A check points

	Governmental websites				Private / sectoral websites			
	Pass level-A automatic and manual checkpoints		Pass level-A automatic check points only		Pass level-A automatic and manual checkpoints		Pass level-A automatic check points only	
	2007	2008	2007	2008	2007	2008	2007	2008
9 EU countries & USA	7,4%	2%	18,5%	36,7%	0%	3,6%	5,4%	5,4%

Source: MeAC 2007 & 2008©

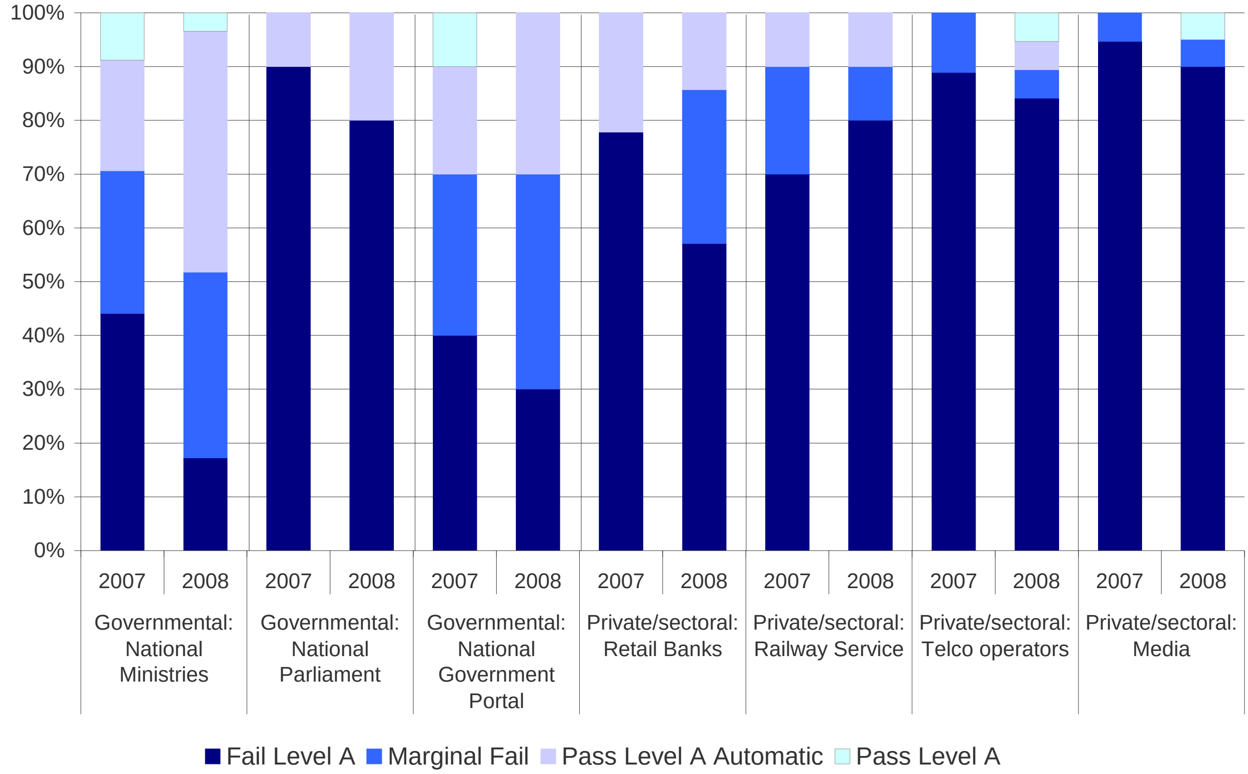
Figure 3-2 Web accessibility check: overall results



Source: MeAC 2007 & 2008©

Among the different types of governmental websites tested in the MeAC survey, web presences of national ministries showed the best performance, followed by the sites of the national parliaments and the national government portals (Figure 3-3). In the private domain, comparatively better performance was found among the websites of retail banks and telecommunication operators, followed by railway services and media companies. Differences, however, were only marginal.

Figure 3-3 Accessibility of different governmental and private/sectoral websites



Source: MeAC 2007 & 2008©

Finally, outcomes of the testing exercise differ considerably across countries (Table 3-14). Only in two sample countries between 26% and 50% of the websites reached level-A accessibility, in 5 Member States and the USA between 1% to 25% reached level-A, while in 2 Member States not a single website reached basic accessibility.

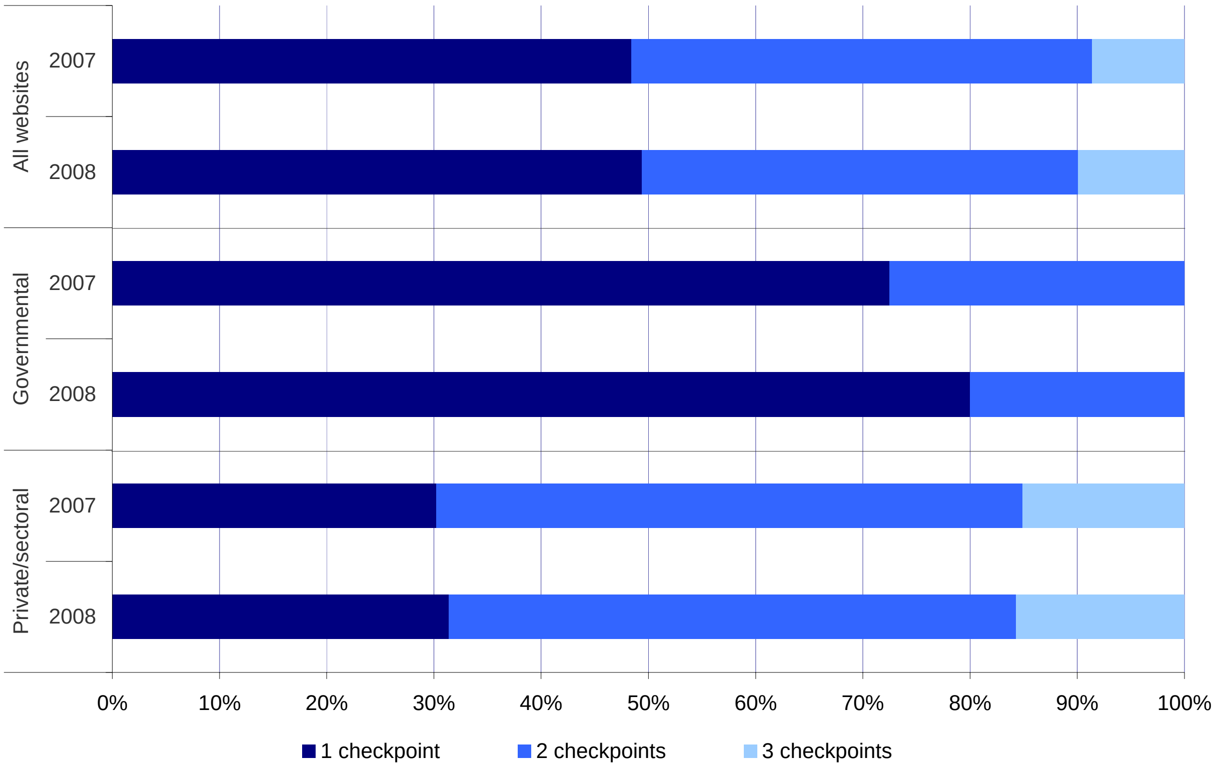
Table 3-14 Levels of basic web accessibility in nine EU countries and in the USA for all websites, governmental websites and private/sectoral websites

Share of websites reaching basic accessibility	All websites		Governmental websites		Private / sectoral websites	
	2007	2008	2007	2008	2007	2008
>50%	-	-	1	-	-	-
26 - 50%	2	2	3	1	1	1
1 - 25%	4, US	5, US	2, US	1	1	1
0%	3	2	3	7, US	7, US	7, US

Source: MeAC 2007 & 2008©

Further to the levels of web accessibility reached in the different domains, a deeper understanding of the web accessibility situation can also be gained by looking at the relative failure intensity and the technical reasons for failures the testing identified. Figure 3-4 below shows the average number of WCAG Level A checkpoints failed for all websites and for the two domains.

Figure 3-4 Web accessibility failure intensity: number of checkpoints failed



Source: MeAC 2007 & 2008©

It can be seen that about 90% of the websites in the ten countries failed either one or two checkpoints, while none failed more than three. In the government domain more than 70% of the websites failed just one checkpoint, compared to about 30% in the private domain. The share of websites failing 3 checkpoints is quite low, varying between 15% and 0%. This is by and large the same situation when compared to the 2007 data: a considerable part of the websites included in this test may still only be a relatively short distance away from reaching at least basic accessibility. This step could be achieved if all instances of a single checkpoint failure were remedied for a given website.

The three most frequent checkpoints (CPs) failed remain the same as in 2007: 1.1, 6.3 and 6.2 (in order of frequency of occurrence) with CP 1.1 being by far the most frequent one[9] (Table 3-15). It refers to the use of text equivalents for all non-textual content elements (such as images). This includes, among other things, the so-called alt-tags.

[9] Cf. http://www.w3.org/TR/WCAG10/full-checklist.html for a list of checkpoints and a technical description of their meaning.

Table 3-15 Web accessibility failure intensity: type of checkpoints failed

Checkpoint	Description
1.1	Text equivalent for every non-text element (such as images) This allows users with visual impairments to understand what is being presented, e.g. if using a text-only browser or a screen reader.
6.3	Ensure that pages are usable when scripts, applets etc. (such as JavaScript) are turned off or not supported This applies again to users of text-only browsers and screen readers, but also to those using older browser versions or browsers with high security settings prohibiting the use of scripting. Pages should remain usable if scripts, applets etc. cannot be used for those reasons.
6.2	Ensure that equivalent for dynamic content are updated when the dynamic content changes Applies to the same users as 6.3. Whenever the content of a page is changed by use of a script or applet (i.e. dynamically), the equivalent (e.g. descriptive texts) must also be updated.

Source: MeAC 2007 ©

The other two checkpoints in question (6.3 and 6.2) refer to the use of scripting technologies and dynamic content. They are of concern for websites providing more than static content, e.g. interactive online services. These findings seem to indicate that apart from accessibility issues raised by images and other non-text elements, another main reason for the inaccessibility of a website is to be found in its interactive features.

3.4 Computing

In accordance with the methodological approach adopted for the eAccessibility benchmarking in 2007 (cf. the MeAC report "Assessment of the Status of eAccessibility in Europe" available from http://www.eaccessibility-progress.eu/) the follow-up on the current status of eAccessibility in the computing domain is presented in relation to the provision of information to people with disabilities by main soft- and hardware market players. Data on the MeAC indicators in this field (cf. Table 3-16) suggest that the level of eAccessibility-related product information available from mainstream market players tends to be higher for software manufacturers than for hardware manufacturers[10]. Among the latter in particular there is considerable variation between the three companies included in the research. Compared to 2007, there have been slight changes in the overall situation in the nine countries.

Table 3-16 eAccessibility indicators on computer hardware and software

- Provision of information about product accessibility provided by main hardware manufacturers on their websites in national language
- Provision of information about product accessibility provided by main software manufacturers on their websites in national language

Of the three selected hardware manufacturer, one provides information on accessibility features of its products via national language websites in seven out of the nine EU countries as well as in the US (compared to six countries and the US in 2007). A second hardware manufacturer does so in only three countries (two in 2007) and the US, while a third manufacturer had and has no

[10] For the purpose of this study three major hardware and software manufacturers have been identified from existing market statistics.

accessibility information at all available on any of its websites. When it comes to other information that might be of relevance to disabled customers, there is even less available: between three and none of the national language websites of all manufacturers provide information of that kind. Here, the only change in the situation between 2007 and 2008 was that the number of national language websites where hardware manufacturer 2 provides this kind of information decreased from two to one.

Table 3-17 Availability of information for customers with disabilities in national language on websites of selected hardware manufacturers

	Hardware manufacturer 1				Hardware manufacturer 2			
	Info on products' accessibility features		Other info to disabled customers		Info on products' accessibility features		Other info to disabled customers	
	2007	2008	2007	2008	2007	2008	2007	2008
9 EU countries	6	7	3	3	2	3	2	1
USA	✓	✓	✓	✓	✓	✓	✓	✓

	Hardware manufacturer 3			
	Info on products' accessibility features		Other info to disabled customers	
	2007	2008	2007	2008
9 EU countries	-	-	-	-
USA	-	-	-	-

Source: MeAC National Correspondents Investigation, 2007& 2008 © (c.f. Annex, section 1).

The situation among the three key software manufacturers under observation is somewhat better than for the hardware industry. Two manufacturers provide information on accessibility features of their software via websites in seven languages in 2008 (compared to six and seven, respectively, in 2007). The third manufacturer makes the information available in two languages, which is an increase by one compared to the previous year. Further to this, all three manufacturers provide further disability-related information in three to seven languages, with a notable increase only in the case of manufacturer 3, where the number of national language websites with that kind of information increased from zero to three.

Overall, customers with disabilities who are able to rely on information available in English language seem to be better served when compared with those who have to rely on other languages, since in 2008 all but one of the six manufacturers under observation here provide appropriate information via their US website.

Table 3-18 Availability of information for customers with disabilities in national language on websites of selected software manufacturers

	Software manufacturer 1				Software manufacturer 2			
	Info on products' accessibility features		Other info to disabled customers		Info on products' accessibility features		Other info to disabled customers	
	2007	2008	2007	2008	2007	2008	2007	2008
9 EU countries	6	7	6[11]	7	7	7	6[12]	6

[11] Note: for France there is no data available
[12] Note: for France there is no data available

USA	✓	✓	✓	✓	✓	✓	✓	✓

	Software manufacturer 3			
	Info on products‘ accessibility features		Other info to disabled customers	
	2007	2008	2007	2008
9 EU countries	1	2	-	3
USA	-	✓	-	✓

Source: MeAC National Correspondents Investigation, 2007& 2008 © (c.f. Annex, section 1).

3.5 Self-service terminals

In accordance with the methodological approach adopted for the eAccessibility benchmarking in 2007 (cf. the MeAC report "Assessment of the Status of eAccessibility in Europe" available from http://www.eaccessibility-progress.eu/) the follow-up on the current status of eAccessibility in the self-service terminal domain is presented in relation to the provision of ATMs with speech-output capability in the banking sector. Data on the MeAC indicators in this field (Table 3-19) suggest that the two main retail banks in the majority of the ten countries under observation here do not deploy any talking ATMs[13]. In countries where this kind of ATM can be found, the share of installed machines is usually about 20% of the total number of ATMs operated by the banks. Looking back at 2007, there has been next to no change in the overall situation in the nine EU countries.

Table 3-19 eAccessibility indicators on automatic self-service terminals

- Deployment of talking ATMs by the two main national retail banks in the country
- Share of talking ATMs deployed by main national retail banks in the country
- Provision of headphones for accessible ATMs by two main national retail banks to their customers
- Planned deployment of accessible ATMs in the future by two main national retail banks
- Provision of customer information about the location of accessible ATMs implemented by two main national retail banks in the country

In four of the nine EU countries as well as in the US the first main national retail bank operates talking ATMs (Table 3-20). Of these, only one European and the US bank also provide headphones to their customers allowing for the confidentiality of the audio output of the machine. In the other countries, the machines either use a speaker or headphones have to be brought by the customer. In most cases, banks inform their customers about the location of the talking ATMs via their website (three EU countries and the US). Banks in five countries state that they plan to deploy (further) talking ATMs in the future. Compared to 2007 there has been virtually no change of the situation in relation to the first main retail bank.

Table 3-20 Deployment of ‘talking’ ATMs by 1st main national retail bank

	Any talking ATM deployed		Provision of head phones		Customer info on the web		Customer info by other means		Planned deployment	
	2007	2008	2007	2008	2007	2008	2007	2008	2007	2008

[13] For each county the two main retail banks have been identified with help of available business statistics.

9 EU countries	4	4	1	1	3	3	1	-	5[14]	5
USA	✓	✓	✓	✓	✓	✓	✓	✓	n.d.a.	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex, section 1)

A similar picture emerges when looking at the second largest retail bank: talking ATMs have been deployed by banks in three EU countries and in the US. Three of these provide headphones to their customers whereas only the US bank gives any information about the ATMs on their website. In 2008, banks in three countries and the US stated to have plans for the future deployment of talking ATMs. Here as well there has been next to no change in the situation when compared with the 2007 data.

Table 3-21 Deployment of 'talking' ATMs by 2nd main national retail bank

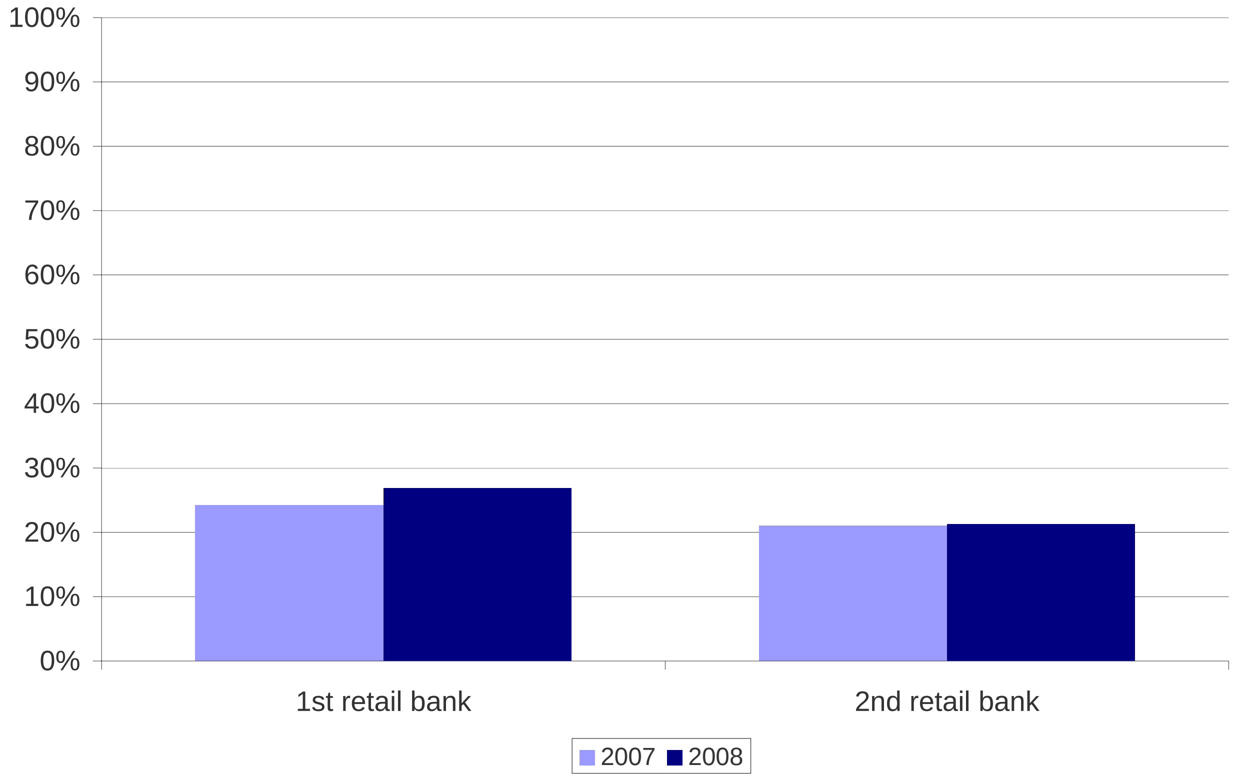
	Any talking ATM deployed		**Provision of head phones**		**Customer info on the web**		**Customer info by other means**		**Planned deployment**	
	2007	**2008**	**2007**	**2008**	**2007**	**2008**	**2007**	**2008**	**2007**	**2008**
9 EU countries	3	3	2	2	-	-	-	-[15]	2[16]	3
USA	✓	✓	✓	✓	✓	✓	✓	✓	n.d.a.	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008 © (c.f. Annex, section 1)

Same as in 2007, access to ATMs for people with visual impairments is not only hampered by the fact that many banks do not deploy such machines at all but also due to the comparatively low share of talking devices when compared to the overall number of ATMs deployed by the bank (Figure 3-5). The average share is at or slightly above 20% and there has been only a slight increase since 2007. Together with the overall deployment figures presented above and the frequent lack of customer information this might indicate that actually finding a talking ATM at or near a given location might be a very difficult task.

[14] Note: for Germany there is no data available
[15] Note: for France there is no data available
[16] Note: for France there is no data available

Figure 3-5 Average proportion of talking ATMS installed by two main retail banks across the EU



Source: MeAC National Correspondents Investigation, 2007& 2008 © (c.f. Annex, section 1).

ANNEX
RAW DATA TABLES

1 Raw data collated by the national correspondents 2007 & 2008

This annex presents the raw data on the status of eAccessibility collated in the nine EU Member States and the USA in 2007 and 2008.

1.1 Telephony

Table 1-1 Accessibility of emergency services by means text telephones

Country	Access to emergency services by dialling 112 or another no.
AT 2007	-
AT 2008	-
DE 2007	-
DE 2008	-[17]
ES 2007	✓
ES 2008	n.d.a.
FR 2007	-
FR 2008	-
IE 2007	-
IE 2008	✓
IT 2007	-
IT 2008	-
PT 2007	-
PT 2008	-
SE 2007	✓
SE 2008	✓
UK 2007	✓
UK 2008	✓
USA 2007	✓
USA 2008	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008

[17] A few local emergency services are available via text telephones and/or FAX. No nation wide consistent emergency service solution available. An regional overview can be found here: http://www.schwerhoerigen-netz.de/MAIN/notrufe.asp?page=BLAENDER/01

Table 1-2 Availability of relay services

Country	Text relay	Video relay
AT 2007	-	-
AT 2008	-	-
DE 2007	✓	✓
DE 2008	✓	✓
ES 2007	✓	-
ES 2008	✓	✓
FR 2007	-[18]	✓
FR 2008	-[19]	✓
IE 2007	✓	-
IE 2008	✓	-
IT 2007	✓	✓
IT 2008	✓	✓
PT 2007	-[20]	-
PT 2008	-	-
SE 2007	✓	✓
SE 2008	✓	✓
UK 2007	✓	✓
UK 2008	✓	-
USA 2007	✓	✓
USA 2008	✓	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008

[18] A text telephone relay service (Centre Relais) that had been operated by France Telecom in Paris area was closed down in 2006.

[19] On the National Disability Conference held on June 2008, the French President announced that text relay services should be created soon, an experimental text relay services should be opened later in 2008 and two in 2009.

[20] Some time ago, a relay service had been set up in the framework of a pilot project by Fundacao in cooperation with INOV. However the service is not in operation anymore.

Table 1-3 Text relay service provision per country

Country	Pilot implementation	Fully-up and running services	Accessible without additional service fee	24h / 7 days relay service availability	Hours available on working days (if not 24/7)	Hours available on weekend (if not 24/7)
AT 2007	-	-	-	-	-	-
AT 2008	-	-	-	-	-	-
DE 2007	✓	-	-	-	08:00 - 11:00	08:00 - 11:00
DE 2008	-	✓	-	-	08:00 - 23:00	08:00 - 23:00
ES 2007	✓	-	✓	✓	-	-
ES 2008	-	✓	✓	✓	-	-
FR 2007	-	-	-	-	-	-
FR 2008	-	-	-	-	-	-
IE 2007	-	✓	✓	✓	-	-
IE 2008	-	✓	✓	✓	-	-
IT 2007	✓	-	✓	-	08:00-19:30[21]	-
IT 2008	✓	-	✓	-	08:00-19:30[22]	-
PT 2007	-	-	-	-	-	-
PT 2008	-	-	-	-	-	-
SE 2007	-	✓	✓	✓	-	-
SE 2008	-	✓	✓	✓	-	-
UK 2007	-	✓	✓	✓	-	-
UK 2008	-	✓	✓	✓	-	-
USA 2007	-	✓	✓	✓	-	-
USA 2008	-	✓	✓	✓	-	-

Source: MeAC National Correspondents Investigation, 2007 & 2008

[21] Beyond the opening hours, the service is available only for emergency calls
[22] Beyond the opening hours, the service is available only for emergency calls

Table 1-4 – Video relay service provision per country

Country	Pilot implementation	Fully-up and running services	Accessible without additional service fee	24h / 7 days relay service availability	Hours available on working days (if not 24/7)	Hours available on weekend (if not 24/7)
AT 2007	-	-	-	-	-	-
AT 2008	-	-	-	-	-	-
DE 2007	✓	-	-	-	08:00 - 11:00	08:00 - 11:00
DE 2008	-	✓	-	-	08:00 - 23:00	08:00 - 23:00
ES 2007	-	-	-	-	-	-
ES 2008[23]	✓	-	✓	-	n.a	n.a.
FR 2007	-	✓	✓[24]	-	n.d.a.	n.d.a.
FR 2008	-	✓	✓[25]	-	n.d.a.	n.d.a.
IE 2007	-	-	-	-	-	-
IE 2008	-	-	-	-	-	-
IT 2007	✓	-	✓	-	08:00 -19:30	08:00 - 13:00
IT 2008	✓	-	✓	✓[26]	-	-
PT 2007	-	-	-	-	-	-
PT 2008	-	-	-	-	-	-
SE 2007	-	✓	✓	-	08:00 - 20:00	09:00 - 15:00
SE 2008	-	✓	✓	-	07:00 - 20:00	09:00 - 15:00
UK 2007	-	✓[27]	-	-	09:00 - 05:00	-
UK 2008[28]	-	-	-	-	-	-

[23] Pilot service promoted by the DG of Coordination of Sectoral Politics of Disabilities of the Social Affairs Ministry, to facilitate the communication between deaf people that use standard telephones (started 2006, will finish end of 2008). Service described as implementation in some public spaces with different opening/service hours.
[24] The relay service is provided by a private company, Websourd, to employees of public organisations. The service is paid by the administration and no fees accrue to the end user.
[25] The relay service is provided by a private company, Websourd, to employees of public organisations. The service is paid by the administration and no fees accrue to the end user.
[26] There are two video relay services available in Italy. One service is available 24h/7 days. The other service has the weekday opening hours 08:00 – 19:30. Beyond the opening hours, the service is available only for emergency calls
[27] A video relay service operated by the British deaf Association (BDA) is currently not available due to technical problems. A video relay service operated by the Royal National Institute of Deaf People (RNID) closed in March 2007 due to lack of funding.
[28] A video relay service is not anymore available in the UK.

Country	Pilot implementation	Fully-up and running services	Accessible without additional service fee	24h / 7 days relay service availability	Hours available on working days (if not 24/7)	Hours available on weekend (if not 24/7)
USA 2007	-	✓	✓	✓	-	-
USA 2008	-	✓	✓	✓	-	-

Source: MeAC National Correspondents Investigation, 2007 & 2008

Table 1-5 – Online provision of customer information relevant to people with disabilities by the two leading national mobile telephony operators

Country	1st operator		2nd operator	
	Models labelled as hearing aid compatible	Other eAccessibility related information	Models labelled as hearing aid compatible	Other eAccessibility related information
AT 2007	✓	-	-	-
AT 2008	-	-	-	-
DE 2007	-	-	-	-
DE 2008	-	-	-	-
ES 2007	✓	✓	✓	✓
ES 2008	✓	✓	✓	✓
FR 2007	-	-	-	✓
FR 2008	-	-	-	✓
IE 2007	-	-	-	-
IE 2008	✓	✓	-	✓
IT 2007	-	-	-	-
IT 2008	-	-	-	-
PT 2007	-	✓	-	-
PT 2008	-	-	-	-
SE 2007	✓	-	-	-
SE 2008	✓	✓	✓	-
UK 2007	-	✓	-	-
UK 2008	✓	✓	✓	✓
USA 2007	✓	✓	✓	✓
USA 2008	✓	✓	✓	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008

Table 1-6 – Online provision of customer information relevant to people with disabilities by the two leading national landline telephony operators

Country	1st operator		2nd operator	
	Models labelled as hearing aid compatible	Other eAccessibility related information	Models labelled as hearing aid compatible	Other eAccessibility related information
AT 2007	✓	-	n.a. [29]	-
AT 2008	✓	-	n.a. [30]	-
DE 2007	✓	-	-	-
DE 2008	✓	-	-	-
ES 2007	✓	✓	n.d.a.	n.d.a.
ES 2008	✓	✓	n.d.a.	n.d.a.
FR 2007	✓	✓	-	-
FR 2008	-	✓	-	-
IE 2007	✓	✓	n.a.[31]	n.d.a.
IE 2008	✓	✓	n.a.[32]	n.d.a.
IT 2007	✓	✓	n.a.[33]	-
IT 2008	✓	✓	n.a.[34]	-
PT 2007	✓	✓	-	-
PT 2008	✓	✓	-	-
SE 2007	✓	✓	-	-
SE 2008	✓	✓	-	-
UK 2007	✓	✓	-	✓
UK 2008	✓	✓	✓	✓
USA 2007	✓	✓	-	✓
USA 2008	✓	✓	-	✓

Source: MeAC National Correspondents Investigation, 2007 & 2008

[29] Operator does not offer any hand sets for sale
[30] Operator does not offer any hand sets for sale
[31] Operator does not offer any hand sets for sale
[32] Operator does not offer any hand sets for sale
[33] Operator does not offer any hand sets for sale
[34] Operator does not offer any hand sets for sale

1.2 Television

Table 1-7 - Proportion of programmes broadcasted free on air with access services by the two main <u>public broadcasters</u> (in % of the overall programme broadcasted in 2006)

Country	1st public broadcaster							2nd public broadcaster						
	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
AT 2007	✓	22%	22%	✓	0,5%	✓	<1%[35]	✓	22%	22%	✓	0,08%	✓	<0,1[36]
AT 2008[37]	✓	26%	26%	✓	0,25%	✓	<1%[38]	✓	26%	26%	✓	0,25%	✓	<0,1[39]
DE 2007	✓[40]	15-25%	15-25%	✓	n.d.a.	✓	n.d.a.	✓	23%	23%	✓	n.d.a.	✓	1.8%
DE 2008	✓	>22%	>22%	✓	n.d.a.	✓	n.d.a.	✓	23,95%	23,95%	✓	n.d.a.	✓	1,37%
ES 2007	✓	70%	15%	✓	5%	-	-	✓	90%	90%	✓	15%	-	-
ES 2008[41]	✓	75%	15%	✓	5%	-	-	✓	90%	90%	✓	15%	-	-
FR 2007	✓	53%.	53%	✓	< 1%[42]	-	-	✓	60%	60%.	✓	<1%.	-	-
FR 2008	✓	58,9%	58,9%	✓	< 1%[43]	-	-	✓	67%	67%	-	-	-	-
IE 2007	✓	87%[44]	87%	✓	0.06%[45]	-	-	✓	53%[46]	53%	-	-	-	-
IE 2008	✓	87%[47]	87%	✓	0.06%[48]	-	-	✓	62%[49]	62%	-	-	-	-

35 Overall, 16 movies and 25 serials episodes in 2006
36 Overall, 9 movies in 2006
37 The proportion could only be provided for the total public broadcasters programme, both channels belong to the same public broadcaster
38 Overall, 9 movies and 51 serial episodes in 2007
39 9 movies in 2007
40 Reported percentages are estimates provided by the broadcaster
41 Data available via http://www.cesya.es
42 Only a new programme in the morning
43 31 hours (among 9690 hours)
44 During peak time: 18:00-23:30 (24 hours: 57%)
45 During peak time: 18:00-23:30 (2.5 minutes)
46 During peak time: 18:00-23:30 (24 hours: 25%)
47 During peak time: 18.00-23.30 (07.00-00.01: 74%)
48 During peak time: 18:00-23:30 (2.5 minutes)
49 During peak time: 18.00-23.30 (07.00-00.01: 42%)

Country	1st public broadcaster							2nd public broadcaster						
	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
IT 2007	✓	27%[50]	27%	-	-	✓	>1%	✓	27%[51]	27%	✓	>1%	✓	>1%
IT 2008[52]	✓	28%	90%	✓	1%	✓	2%	✓	27%	28%	✓	1%	✓	2%
PT 2007	✓	11,3%	n.d.a.	✓	3,5%.	-[53]	-	✓	3,7%	n.d.a.	✓	10,8%.	-	-
PT 2008	✓	10,8%	n.d.a.	✓	4,7%	✓	n.d.a.[54]	✓	1,6%	n.d.a.	✓	n.d.a.	-	-
SE 2007[55]	✓	68%	57%	✓	1,2%	-	-	✓	68%	57%	✓	1,2%	-	-
SE 2008[56]	✓	68-90%[57]	90%	✓	2%	-[58]	-	✓	68-90%[59]	90%	✓	2%	-[60]	-
UK 2007	✓	95,4%	95,4%	✓	4,3%	✓	10,8%	✓	95%	95%	✓	5,7%	✓	8,3%
UK 2008	✓	97.5%	97.5%	✓	5.2%	✓	14,6%	✓	97.2%	97.2%	✓	5,4%	✓	11,4%
USA 2007	✓	85%[61]	85%	-	-	✓	20%	n.a.[62]	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
USA 2008[63]	✓	85%	85%	-	-	✓	20%	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.

50 The figure refers to programmes broadcasted across all three channels owned by the broadcaster. Data relating to individual channels is not available.
51 The figure refers to programmes broadcasted across all three channels owned by the broadcaster. Data relating to individual channels is not available.
52 The figure refers to programmes broadcasted across all three channels owned by the broadcaster. Data relating to individual channels is not available.
53 Provision of programmes with audio description is currently being tested in an experimental setting. It is expected that that the test phase will be concluded by the end of 2007.
54 The operator had started to broadcast one entertainment programme in audio-description in October 2007 through the channel, once a week.
55 Both channels are operated by the same broadcaster and data are only available for the overall amount of programmes broadcasted by both channels. For the purposes of this study it is assumed hat the share of programmes broadcasted with access services is equally distributed across both channels.
56 Both channels are operated by the same broadcaster and data are only available for the overall amount of programmes broadcasted by both channels. For the purposes of this study it is assumed hat the share of programmes broadcasted with access services is equally distributed across both channels.
57 Between 18-23 o'clock 90% of the programs are available with subtitling, all over the day about 68% of the programs have subtitles
58 It is possible to buy a device (provided by the broadcaster) which reads subtitles (30% of all the broadcasted time)
59 Between 18-23 o'clock 90% of the programs are available with subtitling, all over the day about 68% of the programs have subtitles
60 It is possible to buy a device (provided by by the broadcaster) which reads subtitles (30% of all the broadcasted time)
61 Data refer to Public Broadcasting Service (PBS). Programming between 2AM and 6AM is exempt from captioning rules. Otherwise 100% of all new programming must be captioned. There are exemptions for some pre-1998 content, but roughly 75% of this material must be captioned as well. There are also significant exemptions for certain types of programming as outlined in the communications act of 1996" U.S. public television stations are independent and serve community needs. All public television organizations are linked nationally, however, through three national organizations: the Corporation for Public Broadcasting (CPB), created by Congress in 1967 to channel federal government funding to stations and independent producers; the Public Broadcasting Service (PBS), formed in 1969 and which today distributes programming and operates the satellite system linking all public TV stations; and the Association of Public Television Stations (APTS), which helps member public TV stations with research and planning.
62 See previous footnote
63 Data refer to Public Broadcasting Service (PBS). Programming between 2AM and 6AM is exempt from captioning rules. Otherwise 100% of all new programming must be captioned. There are exemptions for some pre-1998 content, but roughly 75% of this material must be captioned as well. There are also significant exemptions for certain types of programming as outlined in the communications act of 1996" U.S. public television stations are independent and serve community needs. All public television organizations are linked nationally, however, through three national organizations: the Corporation for Public Broadcasting (CPB), created by Congress in 1967 to channel federal government funding to stations and

Source: MeAC National Correspondents Investigation, 2007 & 2008

independent producers; the Public Broadcasting Service (PBS), formed in 1969 and which today distributes programming and operates the satellite system linking all public TV stations; and the Association of Public Television Stations (APTS), which helps member public TV stations with research and planning.

Table 1-8 - Proportion of programmes broadcasted free on air with access services by the two main commercial broadcasters (in % of the overall programme broadcasted in 2006)

Country	1st commercial broadcaster							2nd commercial broadcaster						
	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
AT 2007	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AT 2008	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DE 2007	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DE 2008	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ES 2007	✓	15%	15%	-	-	-	-	✓	10%	10%	-	-	-	-
ES 2008[64]	✓	20%	20%	-	-	-	-	✓	12%	12%	-	-	-	-
FR 2007	✓	49%	49%	-	-	-	-	✓	18%	18%	-	-	-	-
FR 2008	✓	60%	60%	-	-	-[65]	-	✓	31,5%	31,5%	-	-	-	-
IE 2007	✓	15%	15%	-	-	-	-	✓	30%	30%	-	-	-	-
IE 2008[66]	✓	23%	23%	-	-	-	-	✓	36%	36%	-	-	-	-
IT 2007	✓	5,1%[67]	5,1%	✓	1,4%[68]	-	-	✓	5,1%[69]	5,1%	✓	1,4%[70]	-	-
IT 2008	✓	8,4%	8,4%	-	-	-	-	✓	14,2%	14,2%	✓	>1%[71]	-	-
PT 2007	✓	5,7%	n.d.a.	✓	2,6%	-	-	✓	4.8%	n.d.a.	✓	3,1%	-	-
PT 2008	✓	5,3%	n.d.a.	✓	4,8%	-	-	✓	6,84%	9,79%	✓	3,94%	-	-
SE 2007	✓	75%	35%[72]	-	-	-	-	✓	85%	-	-	-	-	-

64 Data available via http://www.cesya.es
65 On a experimental basis they showed 1 movie in 2007 on digital channel
66 Information available via the Broadcasting Commission of Ireland
67 The percentages were estimated on the basis of data available on the absolute no. of hours broadcasted with subtitling across all channels owned by the broadcaster.
68 The percentages were estimated on the basis of data available on the absolute no. of hours broadcasted with sign language interpretations across all channels owned by the broadcaster.
69 The percentages were estimated on the basis of data available on the absolute no. of hours broadcasted with subtitling across all channels owned by the broadcaster.
70 The percentages were estimated on the basis of data available on the absolute no. of hours broadcasted with sign language interpretations across all channels owned by the broadcaster.
71 Offers only one programme a day (TV news at 11.30, 8 to 10 broadcast minutes) with the signing service, for a total of approximately 60 broadcast hours per year on a total of 8760 broadcast hours in 2007
72 100% of the recorded programme is available with subtitling (by choosing a certain page on the Text TV) but almost none of the live broadcasts. The relatively small proportion of subtitling available in relation to national language content is due to the large share of live broadcasts.

Country	1st commercial broadcaster							2nd commercial broadcaster						
	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
SE 2008	✓	75%	35%[73]	-	-	-	-	✓	85%	-	-	-	-	-
UK 2007	✓	86,6%	86,6%	✓	4,3%	✓	9,3%	✓	87,7%	87,7%	✓	4,5%	✓	9,7%
UK 2008	✓	97,6%	97,6%	✓	5,2%	✓	16,2%	✓	90,6%	90,6%	✓	5,9%	✓	10,3%
USA 2007	✓[74]	85%	85%	-	-	✓	n.d.a.	✓	85%	85%	-	-	✓	n.d.a.
USA 2008[75]	✓	85%	85%	-	-	✓	n.d.a.	✓	85%	85%	-	-	✓	n.d.a.

Source: MeAC National Correspondents Investigation, 2007 & 2008

1.3 Computing

Table 1-9 – Availability of information for customers with disabilities in national language on web sites of selected hard ware manufacturers

		AT 2007	AT 2008	DE 2007	DE 2008	ES 2007	ES 2008	FR 2007	FR 2008	IE 2007	IE 2008	IT 2007	IT 2008	PT 2007	PT 2008	SE 2007	SE 2008	UK 2007	UK 2008	USA 2007	USA 2008
A	Info on product accessibility features	✓	✓	✓	✓	-	-	-	✓	✓	✓	-	-	✓	✓	✓	✓	✓	✓	✓	✓
	Other info to disabled customers	✓	✓	✓	-	-	-	-	-	✓	✓	-	-	-	✓	-	-	-	-	✓	✓

[73] 100% of the recorded programme is available with subtitling (by choosing a certain page on the Text TV) but almost none of the live broadcasts. The relatively small proportion of subtitling available in relation to national language content is due to the large share of live broadcasts.

[74] According to current legislation, programming between 2AM and 6AM is exempt from captioning rules. Otherwise 100% of all new programming must be captioned. There are exemptions for some pre-1998 content, but roughly 75% of this material must be captioned as well. Descriptive Video Services (DVS) from PBS reach approximately 80% of the national market. The FCC mandate for Descriptive Video Services was struck down by a federal court in 2002. The major broadcasters continue to provide some DVS services on a voluntary basis. This rule if in effect would require 50 hours of descriptive video in prime time or children's programming per quarter or about 4 hours a week. This corresponds with about 7% of programs. Broadcast stations are not required to report the amount of descriptive video services they provide. The same is true for Closed Captioning services.

[75] According to current legislation, programming between 2AM and 6AM is exempt from captioning rules. Otherwise 100% of all new programming must be captioned. There are exemptions for some pre-1998 content, but roughly 75% of this material must be captioned as well. Descriptive Video Services (DVS) from PBS reach approximately 80% of the national market. The FCC mandate for Descriptive Video Services was struck down by a federal court in 2002. The major broadcasters continue to provide some DVS services on a voluntary basis. This rule if in effect would require 50 hours of descriptive video in prime time or children's programming per quarter or about 4 hours a week. This corresponds with about 7% of programs. Broadcast stations are not required to report the amount of descriptive video services they provide. The same is true for Closed Captioning services.

		AT 2007	AT 2008	DE 2007	DE 2008	ES 2007	ES 2008	FR 2007	FR 2008	IE 2007	IE 2008	IT 2007	IT 2008	PT 2007	PT 2008	SE 2007	SE 2008	UK 2007	UK 2008	USA 2007	USA 2008
	Information on AT products	✓	✓	✓	✓	-	-	-	-	✓	✓	-	-	✓	✓	✓	✓	-	-	✓	✓
B	Info on product accessibility features	-	-	-	-	✓	✓	-	-	✓	✓	-	-	-	-	-	-	✓	-	✓	✓
B	Other info to disabled customers	-	-	-	-	-	-	-	-	✓	✓	-	-	-	-	-	-	✓	-	✓	✓
	Information on AT products	-	-	-	-	-	-	-	-	✓	✓	-		-	-	-	-	✓	-	✓	✓
C	Info on product accessibility features	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
C	Other info to disabled customers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Information on AT products	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Source: MeAC National Correspondents Investigation, 2007 & 2008

Table 1-10 – Availability of information for customers with disabilities in national language on web sites of selected soft ware companies

		AT 2007	AT 2008	DE 2007	DE 2008	ES 2007	ES 2008	FR 2007	FR 2008	IE 2007	IE 2008	IT 2007	IT 2008	PT 2007	PT 2008	SE 2007	SE 2008	UK 2007	UK 2008	USA 2007	USA 2008
A	Info on product accessibility features	✓	✓	✓	✓	-	-	✓	✓	✓	✓	-	✓	✓	✓	-	-	✓	✓	✓	✓
A	Other info to disabled customers	✓	✓	✓	✓	-	-	n.d.a	✓	✓	✓	✓	✓	✓	✓	-	-	✓	✓	✓	✓
	Information on AT products	✓	✓	✓	✓	-	-	✓	✓	✓	✓	-	-	✓	✓	-	-	✓	✓	✓	✓

		AT 2007	AT 2008	DE 2007	DE 2008	ES 2007	ES 2008	FR 2007	FR 2008	IE 2007	IE 2008	IT 2007	IT 2008	PT 2007	PT 2008	SE 2007	SE 2008	UK 2007	UK 2008	USA 2007	USA 2008
B	Info on product accessibility features	✓	✓	✓	✓	-	-	✓	✓	✓	✓	✓	✓	✓	✓	-	-	✓	✓	✓	✓
	Other info to disabled customers	✓	✓	✓	✓	-	-	n.d.a	-	✓	✓	✓	✓	✓	✓	-	-	✓	✓	✓	✓
	Information on AT products	✓	-	✓	✓	-	-	-	-	-	-	✓	✓	✓	✓	-	-	✓	✓	✓	✓
C	Info on product accessibility features	✓	✓	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	✓	-	✓
	Other info to disabled customers	-	✓	-	-	-	-	-	-	-	✓	-	-	-	-	-	-	-	✓	-	✓
	Information on AT products	-	✓	-	-	-	-	-	-	-	-	-	-	-	-	-	-	✓	✓	-	-

Source: MeAC National Correspondents Investigation, 2007 & 2008

1.4 Self-service terminals

Table 1-11 - Deployment of talking ATMs by retail banks

	1st main retail bank								2nd main retail bank							
Country	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of head phones	Customer info on the web	Customer info by other means	Planned deployment	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of head phones	Customer info on the web	Customer info by other means	Planned deployment
AT 2007	-	-	n.d.a.	-	-	-	-	✓[76]	-	-	-	-	-	-	-	-
AT 2008	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DE 2007	✓	30	1900	Phones	✓	✓	-	n.d.a.	-	-	n.d.a	-	-	-	-	-
DE 2008	✓	60	Ca. 1900	Phones	✓	✓	-	✓[77]	-	-	n.d.a	-	-	-	-	-
ES 2007	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ES 2008	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
FR 2007	-	-	-	-	-	-	-	✓[78]	✓	352	3600	Phones	✓	-	✓	n.d.a.
FR 2008	-	-	-	-	-	-	-	✓[79]	✓	574	4700	Phones	✓	n.d.a	n.d.a	✓[80]
IE 2007	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IE 2008	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IT 2007	✓	930	7017	Phones	-	✓	✓[81]	✓[82]	✓	18	4590	Phones	✓	-	✓[83]	✓[84]
IT 2008	✓	1100	6557	Phones	-	✓	-	✓[85]	✓	25	5250	Phones/ Speaker	✓	-	✓[86]	✓[87]

76 New software is planned be used to upgrade existing ATMs, but it's not clear by now how many machines will actually be enhanced to talking ATMs (within the next 5 to 10 yes)
77 The banks policy, that new installed cash dispensers will have accessibility features will be continued.
78 Details on the number of talking ATMs to be applied by the end of 2007 are not available.
79 New cash machines are equipped with headphone output. But software took longer to be developed and tested. First machines are expected in 2009
80 The bank plans to continue implementation "as fast as possible".
81 By means of periodical contacts with Unione Italiana dei Ciechi e degli Ipovedenti (National Italian Union of the Blind)
82 Overall, 110 further items are to be deployed by the end of 2007
83 Through the so called FRAO service (Funzionamento Atm Rilevato On line). This is a service provided by a consortium of 167 Italian banks called 'Patti Chiari' which covers a total of 26,000 branches, equal to 84% of the entire Italian banking system, aims at helping customers in identifying the nearest ATM of any bank represented by the consortium. The service is offered free of charge over the World Wide Web or through a toll-free telephone number.
84 Only on request of the individual bank branches managing the ATM (no figures available)
85 Until the end of 2008 the bank planned to install another 1500 talking ATMs.
86 Through the so called FRAO service (Funzionamento Atm Rilevato On line). This is a service provided by a consortium of 167 Italian banks called 'Patti Chiari' which covers a total of 26,000 branches, equal to 84% of the entire Italian banking system, aims at helping customers in identifying the nearest ATM of any bank represented by the consortium. The service is offered free of charge over the World Wide Web or through a toll-free telephone number
87 Only on request of the individual bank branches managing the ATM (no figures available)

Country	1st main retail bank								2nd main retail bank							
	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of head phones	Customer info on the web	Customer info by other means	Planned deployment	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of head phones	Customer info on the web	Customer info by other means	Planned deployment
PT 2007	✓	2065	2481	Speaker	-	✓	-	✓[88]	-	-	n.d.a.	-	-	-	-	-
PT 2008	✓	2 310	2 677	Speaker/ Phones	-	✓	-	✓[89]	-[90]	-	-	-	-	-	-	-
SE 2007	✓	640	640	Speaker	-	-	-	✓[91]	✓	409	409	Speaker	-	-	-	✓[92]
SE 2008	✓	640	640	Speaker	-	-	-	✓[93]	✓	Ca. 400	Ca. 400	Speaker	-	-	-	✓[94]
UK 2007	-	-	n.d.a.	-	-	-	-	-	-[95]	-	-	-	-	-	-	-
UK 2008	-	-	n.d.a.	-	-	-	-	-	-	-	n.d.a.	-	-	-	-	-
USA 2007	✓	7000[96]	16,000	Speaker / Phones	✓	✓	✓[97]	n.d.a.[98]	✓	6,800	6,800	Speaker / Phones	✓	✓	✓[99]	n. a.
USA 2008	✓	10,000	16,000	Speaker / Phones	✓	✓	✓	✓[100]	✓	6,800	6,800	Speaker / Phones	✓	✓	✓	✓[101]

Source: MeAC National Correspondents Investigation, 2007 & 2008

88 416 talking ATM are planned to be deployed in short term
89 The bank planned to replace the rest of the ATMs (367 ATMs) with ATMs with talking features. Timeframe is not given.
90 The bank ATMs machines at the moment don't have talking features, but is planned that all of them will be replaced by ATMs with accessibility functionalities in the next 3 or 4 years. The ATMs machines replacement will be started on the end of this year. The bank shares ATMs machines with the SIBS "Sociedade Interbancária de Serviços, S.A", these ATMs have accessibility (talking) features
91 All ATMs deployed have accessibility features and when an old one needs to be replaced the new one will also have such features.
92 All ATMs deployed have accessibility features and when an old one needs to be replaced the new one will also have such features.
93 All their ATMs already have accessibility features and when an old one needs to be replaced, the new one will also have such features.
94 All their ATMs already have accessibility features and when an old one needs to be replaced, the new one will also have such features
95 A representative of the bank stated the following: "We are aware that ATMs with audio facilities work well both in Australia and the USA, however our own research has highlighted that these ATMs tend to be situated in shopping malls and customers therefore feel secure using them. Our ATMs together tend to be situated on the high street and feedback suggests that customers would feel vulnerable using an audio system".
96 Estimation provided by the ATM department of the bank
97 Via 800 number
98 Representatives of the bank declined to comment regarding plans for further deployment or about specifics of their machines
99 Via 800 number
100 Bank planned to have approx. 15,000 talking ATMs till the end of 2008
101 All new ATMs will continue to be accessible as they are deployed

2 Results of web accessibility check

Table 2-1 Accessibility of governmental websites

	AT 2007	AT 2008	DE 2007	DE 2008	ES 2007	ES 2008	FR 2007	FR 2008	IE 2007	IE 2008	IT 2007	IT 2008	PT 2007	PT 2008	SE 2007	SE 2008	UK 2007	UK 2008	USA 2007	USA 2008
Fail Level A	83	83	40	83	40	80	40	100	33	100	50	67	60	100	100	83	17	67	60	100
Marginal Fail	0	17	20	17	40	20	60	0	67	0	0	17	0	0	0	17	17	0	20	0
Pass Level A Automatic	17	0	20	0	20	0	0	0	0	0	50	17	40	0	0	0	17	33	20	0
Pass Level A	0	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	50	0	0	0

Source: MeAC National Correspondents Investigation, 2007 & 2008

Table 2-2 Accessibility of private/sectoral websites

	AT 2007	AT 2008	DE 2007	DE 2008	ES 2007	ES 2008	FR 2007	FR 2008	IE 2007	IE 2008	IT 2007	IT 2008	PT 2007	PT 2008	SE 2007	SE 2008	UK 2007	UK 2008	USA 2007	USA 2008
Fail Level A	83	83	83	83	80	80	100	100	100	100	67	67	100	100	83	83	67	67	100	100
Marginal Fail	17	17	17	17	20	20	0	0	0	0	17	17	0	0	17	17	0	0	0	0
Pass Level A Automatic	0	0	0	0	0	0	0	0	0	0	17	17	0	0	0	0	33	33	0	0

Source: MeAC National Correspondents Investigation, 2007 & 2008