



to support EU eInclusion and eAccessibility

Proposal no.: 004111

INT. CONCERTATION MEETING 1

Policies and Legislations in favour of e-accessibility in Europe /
Politiques et Législations en faveur de l'accessibilité numérique
en Europe



Information Society
Technologies

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4.1 The Most Important Results	Fehler! Textmarke nicht definiert.

1 EXECUTIVE SUMMARY

The developments in regard to legislation concerning accessibility and usability of web sites are of critical importance these days. The last years have shown growing awareness towards the chances new ICT and AT – in particular the World Wide Web - offers for people with disabilities. The European Union in its eEurope and eInclusion initiative provoked a process of putting national policies and legislations in favour of e-accessibility in place.

All these activities more or less make reference to the work of the World Wide Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C). But different countries implement them in different ways. This tends to non harmonised approaches. The more regulations and legislations differ in Europe the more difficult it is to guarantee equal accessibility over national borders.

The efforts of the EU are in favour of equal accessibility for all European citizens. To support this goal a harmonised legislation and regulation based on the same standards is of critical importance.

This meeting therefore fits very well into the CWST activities. As it focuses on the need of international co-operation and harmonisation it was decided to support it as an ICM (International Concertation Meeting).

This deliverable reports on the situation in different countries and gives examples web pages which become more accessible due to these changes in legislation. Based on this recommendations are given for co-ordinated activities at European level to reach the goal of an harmonised approach. This is of importance for co-ordinated European wide activities to keep further rise the awareness towards e-accessibility as well as to build the floor for multinational systems, products, markets and activities ran by government, multinational companies or any other actor.

This report

- summarizes the organisation of the meeting
- gives an overview to the presentations and discussions
- derives recommendations for activities which should be put in place to reach a more harmonised approach in policy and legislation for e-accessibility

The workshop "Policies and Legislations in favour of e-accessibility in Europe" brought together key actors in the field of political and legal structures in e-accessibility. More than 150 persons took part coming from 15 countries. The different presentations have shown differing approaches towards legislation.

The conference has shown a strong convergence towards e-accessibility in Europe. It has also demonstrated that Legislation and policies would benefit from European concerted actions covering the following aspects:

- Online information on Web accessibility, awareness and advice
- Accessibility toolkit (Guides, requirements, sample call of tenders, ...)

- Training courses for webmasters, developers, students
- Directives and Tools for Public procurement
- Web observatory (benchmarking, monitoring, ...)
- Harmonisation of National laws (legal obligations for public Web sites)
- European Agency for Digital Accessibility
- Accessibility Conformance development tools (evaluation, authoring, ...)
- National Award for Accessible public Web site
- Financial support for assistive technologies
- Quality Mark for Web accessibility certification
- Financial support for helping public Web sites (development, training, certification)
- Supporting standardisation activities
- Best practice guides

2 PREPARING AND RUNNING THE ICM

2.1 Invitation/application/nomination of chair



BrailleNet, an organisation which works since years in the area of Web Accessibility, became aware of the danger of such a non harmonised approach towards e-Accessibility legislation and policy.

As co-ordinator of the EU-IST project SupportEAM (Supporting the Supporting the creation of an e-Accessibility Mark, Proposal/Contract no.: IST-2-004754-SSA) they are confronted with the problem of developing products at European level when a harmonised approach is missing.

This workshop, which also supports (but is not part of!) their project activities, should be a starting point to reach a more harmonised approach in legislation and policy for e-accessibility in Europe.

Dominique Burger, the chair person of BrailleNet and co-ordinator of the SupportEAM project was invited to act as the chair of the ICM meeting.

BrailleNet and Dominique Burger are known for years for their activities in the forefront of accessibility and usability of ICT and AT for blind and visually handicapped people and in particular for their engagement for Web accessibility.

2.2 Agreement with CWST

Due to the close co-operation between BrailleNet and the CWST co-ordinator no written agreement was produced. Klaus Miesenberger is involved in the project Support-EAM and acted as a co-chair for the meeting. Due to this no formal agreement was needed.

2.3 ICM office

INSERM U483 - association BrailleNet
Université Pierre et Marie Currié, B23
9, quai Saint Bernard - 75252 Paris cedex 05 - France
tel: 33 1 44 27 34 35 fax: 33 1 44 27 34 38
http://inova.snv.jussieu.fr/colloques/villette-2005/index_en.php

2.3.1 Information, Invitation, Flyer

Information, Invitation and Flyer was sent out only electronically pointing interested people to the workshop web page (http://inova.snv.jussieu.fr/colloques/villette-2005/index_en.php). The materials are inserted in the following:

Policies and Legislations in favour of e-accessibility in Europe

under the Patronage of Madame Claudie Haigneré, European Affairs Minister
in the presence of Madame Marie-Anne Montchamp, State Secretary of Personnes with
Disabilities

Cité des sciences et de l'industrie
30, avenue Corentin-Cariou
75930 Paris cedex 19

Monday 31 January 2005
Paris - 9:00 - 17:30

Workshop description:

The objective of the workshop is to disseminate information about the policies put in place by governments in different countries to foster equal access to the information society in accordance to European policy and decisions. Participants will be offered an unique opportunity to learn from organisations strongly involved in the battle for a better, more accessible, Web. The speakers are from organisations representing users and consumers with disabilities, Governmental bodies, administrations and industrial companies. They will present the progresses made in the different countries and will discuss how policies are - or should be - implemented by the different actors. Concrete study cases will be discussed. There will also be an opportunity to hear first-hand about the reactions to these policies, from users with disabilities and members of the Web industry. The workshop will also encourage the harmonisation of good practices all over Europe .

The following topics will be covered in the workshop:

- Legislations
- International recommendations and standards
- E-Accessibility assessment
- E-accessibility as part of a quality assurance process
- Quality Marks
- User involvement
- Industrial approach
- European harmonization

The workshop will answer questions like :

- How legislation.s differ all around Europe ? How do they refer to international recommendations and standards ?
- How to foster European harmonisation ?
- What measures should support laws in favour of e-accessibility ?
- How to encourage purchasers to include accessibility requirements in call for tenders (training, technical reference document, toolkits for public procurement, Quality Mark ...)
- What is the industrial cost of accessibility ?
- Is E-accessibility as part of a quality assurance ?

- Can e-Accessibility be assessed and certified ?
- How take into account users. experience feedback, including persons with disabilities ?

Organisation

The workshop is organised jointly by

- la Cité des sciences et de l'industrie
- EdeAN-France (European Design for All e-Accessibility Network);
- Association BrailleNet

with support of two European Specific Support Actions : Support-EAM and CWST

Venue

The workshop is hosted by:

Cité des sciences et de l'industrie
30, avenue Corentin-Cariou
75930 Paris cedex 19

http://www.cite-sciences.fr/english/ala_cite/serv_pro/congres/global_fs.htm

Accessibility

The building and auditorium are accessible for all visitors.

http://www.cite-sciences.fr/english/ala_cite/cite_pra/accessibilite/global_fs.htm

Languages

Official language is English.

Simultaneous translation will be provided (French- English and English- French)

Accommodation

Hotel accommodation is available in the close neighbourhood.

Fees

The Seminar registration fee is 120 euros per person, covering conferences material, coffee breaks and a lunch buffet.

Reduced fee for students : 60 euros

More information

BrailleNet : seminaire-accessiweb@snv.jussieu.fr

Politiques et Législations en faveur de l'accessibilité numérique en Europe

sous le Patronage de Madame Claudie Haigneré, Ministre Déléguée au Affaires Européennes
en présence de Madame Marie-Anne Montchamp, Secrétaire d'Etat aux Personnes
Handicapées

Cité des sciences et de l'industrie
30, avenue Corentin-Cariou, 75930 Paris cedex 19

Lundi 31 Janvier 2005
Paris - 9:00 - 17:30, (Enregistrement: 8:15)

Description du séminaire et informations pratiques

L'objectif du séminaire est de diffuser largement l'information sur les politiques mises en place par les gouvernements des différents pays Européens dans le but d'encourager un accès égal pour tous à la Société de l'Information, en conformité avec les décisions politiques européennes.

Les participants pourront suivre des présentations faites par des organismes fortement engagés dans la bataille pour un Web plus accessible et plus conforme aux attentes de tous.

Les intervenants viennent d'organisations représentatives de personnes handicapés , d'organismes gouvernementaux, d'administrations publiques et de sociétés industrielles. Ils présenteront les progrès accomplis dans les différents pays et discuteront la façon dont les décisions politiques sont - ou devraient être - implémentées par les différents acteurs. Des cas concrets seront discutés. Ce sera aussi l'occasion, pour les utilisateurs handicapés et les sociétés industrielles de faire part de leurs expériences, de leurs commentaires et leurs suggestions. Le séminaire vise aussi à encourager l'harmonisation des bonnes pratiques en Europe.

Le séminaire couvrira les thèmes suivants :

- Législations
- Recommandations Internationales et standards
- Vérification de l'accessibilité numérique
- L'accessibilité numérique comme élément de la qualité
- Marques de Qualité
- Implication des utilisateurs
- Approche industrielle
- Harmonisation Européenne

Le séminaire répondra à des questions telles que :

- Quelles différences existent entre les législations des différents pays européens ? Comment se réfèrent-elles aux recommandations internationales ?
- Comment encourager l'harmonisation européenne ?
- Quelles mesures doivent accompagner le vote d'une loi en faveur de l'accessibilité numérique ?

- Commente encourager la spécification de l'accessibilité dans les appels d'offre (par des formations, des référentiels techniques, des outils d'assistance à la rédaction d'appel d'offre, par une marque de qualité, ...)
- Quel est le coût industriel de l'accessibilité ?
- L'accessibilité numérique est-elle une composante de l'Assurance Qualité ?
- L'accessibilité numérique peut-elle être vérifiée et certifiée ?
- Comment prendre en compte les retours d'expérience de utilisateurs, en incluant les personnes handicapées?

Organisation

Le séminaire est organisé conjointement par:

- la Cité des Sciences et de l'Industrie
- EdeAN-France (European Design for All e-Accessibility Network);
- Association BrailleNet

Avec le soutien de deux Actions Spécifiques Européennes: Support-EAM et CWST

Lieu

Le séminaire est hébergé par la:

Cité des sciences et de l'industrie

30, avenue Corentin-Cariou

75930 Paris cedex 19

http://www.cite-sciences.fr/english/ala_cite/serv_pro/congres/global_fs.htm

Accessibilité

Les bâtiments et amphithéâtres sont accessibles pour tous publics.

http://www.cite-sciences.fr/english/ala_cite/cite_pra/accessibilite/global_fs.htm

Langues

La langue officielle est l'anglais.

Traduction Simultanée Français- Anglais et Anglais- Français

Hébergement

Hotels à proximité.

Frais

Les frais d'inscription au séminaire s'élèvent à 120 euros par personne, qui comprennent les supports, pauses café et buffet déjeuner.

Tarif étudiant : 60 euros

Information

BrailleNet : seminaire-accessiweb@snv.jussieu.fr

2.3.2 Registration

Registration was done via e-mail to the conference office.

2.3.3 Contributions: Keynote Invitations, Submissions

Speakers were invited based on their reputation in the field. No submission were made, only invited experts were taken into account. The following list gives reference to the qualities of the speakers and why they were invited.

Speaker	background
Dominique BURGER, INSERM, Association BrailleNet, France	Dominique BURGER is the President of the Association BrailleNet. Graduated from the Ecole Supérieure d'Electricité and PhD in Electronics. Dominique Burger is Research engineer at INSERM (Institut National de la Santé et de la Recherche Médicale). Since 1982, his major research interests have been in the area of interface design for users with visual impairment, particularly in the field of education. He has been participating in several European projects, as scientific manager.
Alistair GARRISON, Accessinmind Limited, United Kingdom	Alistair GARRISON is the Managing Director of Accessinmind Limited. He has a long experience in evaluating websites and is an invited expert member of WAI's Web Content Accessibility Guidelines Working Group.
Barry MCMULLIN, Dublin City University, Ireland	Barry MCMULLIN is a senior lecturer with the School of Electronic Engineering at Dublin City University, Ireland. He is director of the e-Accessibility lab at RINCE [pronounced RINK-AH], an Irish national Information Technology research center.
Eric VELLEMAN, Bartiméus Accessibility Foundation, The Netherlands	Eric VELLEMAN is director and specialised ICT accessibility researcher and trainer at the Bartiméus Accessibility Foundation. He has worked with (visually) impaired students and ICT for 14 years setting up solutions to the barriers they run into. He is advising the government and the industry on the accessibility of Internet and Internet-based multimedia. He is Member of the W3C Advisory Committee and member of different W3C Working Groups (WCAG and EOWG). He is a member of the EU eAccessibility Expert Group.

Conferences – Workshops – Seminars - Tutorials

<p>Gerrhit BERKOUWER, Ministry Of Health, Welfare and Sports, The Netherlands</p>	<p>Gerrhit BERKOUWER is the Coordinator 'Digital Media' at the Department of Communication of the Ministry Of Health, Welfare and Sports in The Netherlands. The website http://www.minvws.nl is one of his responsibilities.</p>
<p>Domenico GARGANI, Ministry for Innovation and Technologies, Italy</p>	<p>Domenico GARGANI's mission at the Italian Ministry for Innovation and Technologies is primarily to monitor national and international topics in the fields of Innovation and Technology with a particular eye on the new technologies/regulations/laws related to the weak categories, and to report on it. Domenico GARGANI's also conducts researches and contributes upon request to the Minister's speeches.</p>
<p>Dónal RICE, National Disability Authority, Ireland</p>	<p>Dónal RICE is the ICT Accessibility Coordinator with the Public Services Accessibility Initiative at the National Disability Authority. He provides advice to public sector organisations on how to make their websites and ICT services more accessible for people with disabilities. He has responsibility for the NDA IT Accessibility Guidelines, http://accessit.nda.ie. These guidelines cover accessibility in 4 main ICT areas, namely the Web, application software, telecommunications and public access terminals.</p>
<p>Juan Carlos RAMIRO IGLESIAS, Labour and Welfare Ministry, Spain</p>	<p>Juan Carlos RAMIRO IGLESIAS is Supervisor of Training and Employment Projects at ONCE Foundation He is advisor for the Social Services, Family and Disability State Department of the Labour and Welfare Ministry in Spain</p>
<p>Wallbruch</p>	<p>Rainer WALLBRUCH graduated from the University of Bochum where he got his MSc in Psychology. He works at the Research Institute Technology for the Disabled (FTB) in Germany. He has a special interest in the field of AAC-projects (alternative and augmentative communication) developing activities in training, consulting service, management and co-ordination of projects. He works also on projects related to e-accessibility. He has been involved in several European R&D activities.</p>
<p>Archmann</p>	<p>Sylvia ARCHMANN got her academic degree in economy and informatics. She works for the Federal Chancellery in Austria and is the director of the HELP portal of administrative services. She has a long experience in public administrative development and reforms</p>

Conferences – Workshops – Seminars - Tutorials

Souhard	Pascal SOUHARD has been in charge of several projects in domains related to telecommunications and multimedia in different French ministries. He works for the Agency for the Development of Electronic Administration under the French Prime Minister
Frederic DULAC, Eolas Business & Decision, France	Frederic DULAC is the director of the Web Agency Eolas at Business & Decision Group. He has had a long experience of conducting Internet projects. He has supervised all the different aspects of the engineering cycle, including initial design, human factors, referencing, Web hosting. Eolas obtained a Label Or AccessiWeb from BrailleNet and an Award the from the Public Web Award from the Pays de Loire for their Web site www.loire.fr .
Marc WALRAVEN, ASCII, Belgium	Marc WALRAVEN was Web Designer & Web Accessibility Consultant at DG PRESS (European Commission) from 1995 to 2001. Since 2001 he is Project Manager of ASCII's Web Accessibility & Usability Department and Manager of ASCII's technical team Web Accessibility Consultant (DG PRESS, ...)
Funda DENIZHAN, Staatskontoret, Sweden	Funda DENIZHAN is the manager of the "24-hour web" - Guidelines for design of public web sites at the Swedish Agency for Public Management (Staatskontoret). She works as usability architect and analyst at the department of electronic administration. Her main working area concerns policies and promoting of the development of public electronic services, including the development of 24-hour public administration.
Rasmus SHERMER, Ministry of Science Technology and Innovation, Denmark	Rasmus SHERMER is head of unit in the Centre of Excellence IT for All in the Ministry of Science Technology and Innovation in Denmark. The Centre of Excellence coordinates the efforts of the Danish government on e-accessibility.
Carves	Jean-Louis CARVES is responsible for the Marketing & Sales support at IBM Accessibility Center Europe Middle East Asia
Pierre GUILLOU, BrailleNet, France	Pierre GUILLOU has a Master of Science in Electrical Engineering from the University of Georgia Tech (Atlanta, USA) in 1995. From 1996 to 2002, he worked on telecom projects in the Vivendi group and in the Internet sector at Icon Medial Lab. He joined BrailleNet in October 2002 for developing the Web accessibility department.

Per BLIXT	Per BLIXT works for the European Commission DG Information Society. Since 2003 he is the Head of Unit for eInclusion. He is responsible for research and policymaking for elderly and persons with disabilities
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2.3.4 WWW tools and WWW page

<http://inova.snv.jussieu.fr/colloques/villette-2005/>

2.4 Budget: Sponsoring, Accounting

The workshop was organised by BrailleNet as part of their normal and project activities. This covered the biggest part of the budget.

Sponsoring was made available by the following organisations and projects:

- IBM Accessibility Center Europe
- European Commission (projects)
 - CWST
 - Support EAM
- Délégation aux usages de l'Internet
- Cité des Sciences et de l'Industrie
- EdeAN France



EDeAN European Design for All e-Accessibility Network



2.5 Local Facilities

2.5.1 ICM Rooms

A fully conference room at Cité des Sciences was made available. Cité des Sciences offers support for people with di

2.5.2 Presentation Technology

Modern ICT for presentation was available (PC, video beamer) sound system was available.

In addition, to support hearing impaired people, subtitles were projected on a second screen.

2.5.3 PCs, Internet Access

The presentation PC was connected to the Internet

2.6 Hotel: Reservation, Booking, Co-operation

2.6.1 Pre-reservation

Rooms in one hotel near the workshop location were booked in advances for participants interested. Rooms in a second hotel in the centre were also offered. The reservation was done by the workshop office.

2.6.2 Special conditions

The conference office arranged a special price.

2.6.3 Tourist and local information

Were made available via the web page (see 2.3.1)

2.6.4 Transport

No transport arrangements were made (public transport).

2.7 Special needs arrangements

2.7.1 Sign language and induction loop

Subtitling (velo typing) was offered

2.7.2 Braille print

All information was made available in digital format. Braille was available on demand

2.7.3 Accessible PCs

not applicable

2.7.4 Guidance

For participants requesting guidance was offered. Accompanying persons could take part for free.

2.7.5 Support staff

Support for people with disabilities was offered by the organising staff.

2.7.6 Accompanying persons

Accompanying persons could take part for free.

2.8 Evaluation, Quality Control

The evaluation is based on feedback given in interviews, discussions and via e-mail.

2.8.1 Questionnaire for participants (print/online)

not applicable

2.8.2 Evaluation Report

The workshop was very well attended: more than 150 participants coming from more than 15 countries.

No major problems were reported concerning the organisation of the workshop. The accessibility of the location and the support for people with disabilities was very well recognised.

3 FINAL REPORT: Programme and Content

3.1 Final Programme

9:00 - Opening Session / Ouverture

Welcome Address / Mot de bienvenue

Jean -François HEBERT, Président de la Cité des sciences et de l'industrie, France.

Introduction / Introduction

Dominique Burger, Institut National de la Santé et de la Recherche Médicale, Association BrailleNet, France.

What does accessibility mean ? / Définir l'accessibilité ?

Alistair Garrison, Accessinmind Limited, United Kingdom.

The presentation will clarify some basic concepts concerning accessibility. It will examine how the term "accessible" may correspond to different understandings depending on the context it is used (W3C recommendations, local legislations, public procurement, user requirements, ...). But finally it will be demonstrated that these different definitions are not in contradiction but contribute together to a global approach to more efficient services for the benefit of all users.

A Comparative Assessment of Web Accessibility and Technical Standards

Conformance in Four EU States / Evaluation comparative de l'accessibilité du Web et du respect des standards dans quatre pays européens

Barry McMullin and Carmen Marincu, RINCE, Dublin City University, Ireland.

The paper presents results of a comparative survey of Web accessibility guidelines and HTML standards conformance for samples of Web sites drawn from Ireland, the United Kingdom, France and Germany. A particular conclusion of the study is that the general level of Web accessibility guideline conformance, and HTML standards conformance, in all of the samples studied is very poor; and that the pattern of failure is strikingly consistent in the four samples. Although considerable efforts are being made to promote Web accessibility for users with disabilities, this is certainly not yet manifesting itself through such automated survey instruments.

9:45 - "All around Europe" / "Partout en Europe"(1)

Chair Shadi ABOU-ZHARA, W3C/WAI.

"Setting up a Quality Mark for web accessibility in the Netherlands and results of two years of web evaluation testing" / "La mise en place d'une marque de qualité aux Pays-Bas et les résultats de deux années d'évaluation"

Eric Velleman, Bartimeus Accessibility Foundation, The Netherlands.

"Applying Web standards at the Ministry of Health, Welfare and Sports in the

Netherlands: <http://www.minvws.nl> and <http://www.minvws.nl/en> (for the English part)" / "L'application des standards du Web au Ministère de la Santé, de la Qualité

de Vie et des Sports aux Pays-Bas: <http://www.minvws.nl> et <http://www.minvws.nl/en>

(pour la partie en anglais)"

G.C. Berkouwer, Dutch Ministry of Health, Welfare and Sports, The Netherlands.

E-Accessibility Legislation and its application in Italy / La loi en faveur de l'accessibilité numérique en Italie et son application.

Domenico Gargani, Ministro per l'Innovazione e le Tecnologie, Italy.

"E-Accessibility Legislation and Initiatives in Ireland" / "Lois et initiatives en faveur de l'accessibilité numérique en Irlande."

Donal Rice, ICT Accessibility Coordinator, National Disability Authority, Ireland.

The paper will introduce current and pending Irish legislation that is relevant to e-accessibility. It will also examine the main initiative in this area in Ireland, namely the National Disability Authority's "Excellence Through Accessibility" awards process which is due to be launched in the Summer of 2005. This awards process aims to encourage, monitor and award improvements in accessibility of public service providers and government departments.

11:00 Break / Pause

11:20 "All around Europe" (2) / "Partout en Europe" (2)

Chair Klaus MIESENBERGER, University Linz.

"Making the administration more accessible for people with disabilities in Spain" / "Rendre l'administration plus accessible pour les personnes handicapées en Espagne"

Juan Carlos Ramiro Iglesias, Secretaría de Estado de Servicios Sociales, Familia y Discapacidad Ministerio de Trabajo y Asuntos Sociales, Spain

The new Spanish Government stated the achievement of the full accessibility in all the aspects related with the Public Administration -architectonic accessibility, access to employment, access to the New Technologies- as one of its priorities. In order to aim this the Government has already started to carry out Strategic Accessibility Plans. The first and most significant of these plans is "The Moncloa Palace Plan" aimed to make this Presidential Palace completely accessible. It's also committed to have all the Web portals of the Administration accessible according to the recommendations of the Web Accessibility Initiative of the World Wide Web Consortium

"Developing new services for the e-accessibility in Spain" / "Développement de nouveaux services pour l'accessibilité numérique en Espagne"

Miguel JIMENEZ, Teleservicios Foundation

The company Teleservicios will present their experience in developing new services related to the e-accessibility laws in Spain. The company is affiliated to the ONCE a major organisation acting in favour of persons with disabilities in Spain. The ONCE also plays an influential role on policies at European level.

"E-accessibility in Germany: acts and ordinances, outcome of benchmarking and activities" / "Accessibilité numérique en Allemagne: lois et ordonnances, résultats d'une étude comparative"

Rainer Wallbruch, FTB, Germany.

German law regarding e-accessibility is introduced and aspects for e-accessibility of the Act on Equal Opportunities for Disabled (BGG) and federal law (LBGG) are

shown. Differences and commonness of the Ordinance on Barrier-Free Information Technology (BITV) and WCAG1.0 are presented.

Results of a benchmarking study for the years 2002 and 2003 are outlined.

Network activities of the German Alliance for barrier free Information technology (Abl) are introduced. This introduction is focused on the 3-step procedure for testing accessibility of websites of Abl and on the publicity approach of the BIENE-awards 2003 and 2004.

["www.help.gv.at](http://www.help.gv.at) - the main Austrian governmental portal for administrative services: an example of accessible e-government" / ["www.help.gv.at](http://www.help.gv.at) - le principal portail gouvernemental des services administratifs en Autriche : un exemple d'accessibilité pour l'e-government"

Sylvia Archmann, Federal Chancellery, Division for Online Services, Austria; Klaus Miesenberger, University of Linz.

12:40 Lunch break / Pause déjeuner

14 :00 "All around Europe" / "Partout en Europe" (3)

Chair Jan ENGELN, Katholieke Universiteit Leuven.

"The law and the accompanying mesures in France" / "Le cadre législatif en France et les mesures d'accompagnement"

Pascal SOUHARD, Agence pour le Développement de l'Administration Electronique, France.

"Specificities of an accessible Web site project: example of www.leGrandChalon.fr" / "Particularité d'un projet de site accessible : l'exemple du site www.leGrandChalon.fr"

Frédéric DULAC Eolas, Business & Decision, France.

"E-accessibility initiatives undertaken in Belgium and on the demand of European Institutions in the field of e-accessibility" / "Les initiatives en faveur de l'accessibilité numérique en Belgique et la demande des institutions européennes."

Marc Walraven, ASCII, Belgium.

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15 :40 Break / Pause

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25 32

9:00 - Opening Session / Ouverture

Welcome Address / Mot de bienvenue

Jean -François HEBERT, Président de la Cité des sciences et de l'industrie, France.

Introduction / Introduction

Dominique Burger, Institut National de la Santé et de la Recherche Médicale,
Association BrailleNet, France.

What does accessibility mean ? / Définir l'accessibilité ?

Alistair Garrison, Accessinmind Limited, United Kingdom.

The presentation will clarify some basic concepts concerning accessibility. It will examine how the term "accessible" may correspond to different understandings depending on the context it is used (W3C recommendations, local legislations, public procurement, user requirements, ...). But finally it will be demonstrated that these different definitions are not in contradiction but contribute together to a global approach to more efficient services for the benefit of all users.

A Comparative Assessment of Web Accessibility and Technical Standards

Conformance in Four EU States / Evaluation comparative de l'accessibilité du Web et du respect des standards dans quatre pays européens

Barry McMullin and Carmen Marincu, RINCE, Dublin City University, Ireland.

The paper presents results of a comparative survey of Web accessibility guidelines and HTML standards conformance for samples of Web sites drawn from Ireland, the United Kingdom, France and Germany. A particular conclusion of the study is that the general level of Web accessibility guideline conformance, and HTML standards conformance, in all of the samples studied is very poor; and that the pattern of failure is strikingly consistent in the four samples. Although considerable efforts are being made to promote Web accessibility for users with disabilities, this is certainly not yet manifesting itself through such automated survey instruments.

9:45 - "All around Europe" / "Partout en Europe"(1)

Chair Shadi ABOU-ZHARA, W3C/WAI.

"Setting up a Quality Mark for web accessibility in the Netherlands and results of two years of web evaluation testing" / "La mise en place d'une marque de qualité aux Pays-Bas et les résultats de deux années d'évaluation"

Eric Velleman, Bartimeus Accessibility Foundation, The Netherlands.

"Applying Web standards at the Ministry of Health, Welfare and Sports in the Netherlands: <http://www.minvws.nl> and <http://www.minvws.nl/en> (for the English part)" / "L'application des standards du Web au Ministère de la Santé, de la Qualité de Vie et des Sports aux Pays-Bas: <http://www.minvws.nl> et <http://www.minvws.nl/en> (pour la partie en anglais)"

G.C. Berkouwer, Dutch Ministry of Health, Welfare and Sports, The Netherlands.

E-Accessibility Legislation and its application in Italy / La loi en faveur de l'accessibilité numérique en Italie et son application.

Domenico Gargani, Ministro per l'Innovazione e le Tecnologie, Italy.

"E-Accessibility Legislation and Initiatives in Ireland" / "Lois et initiatives en faveur de l'accessibilité numérique en Irlande."

Donal Rice, ICT Accessibility Coordinator, National Disability Authority, Ireland.

The paper will introduce current and pending Irish legislation that is relevant to e-accessibility. It will also examine the main initiative in this area in Ireland, namely the National Disability Authority's "Excellence Through Accessibility" awards process which is due to be launched in the Summer of 2005. This awards process aims to encourage, monitor and award improvements in accessibility of public service providers and government departments.

11:00 Break / Pause

11:20 "All around Europe" (2) / "Partout en Europe" (2)

Chair Klaus MIESENBERGER, University Linz.

"Making the administration more accessible for people with disabilities in Spain" / "Rendre l'administration plus accessible pour les personnes handicapées en Espagne"

Juan Carlos Ramiro Iglesias, Secretaría de Estado de Servicios Sociales, Familia y Discapacidad Ministerio de Trabajo y Asuntos Sociales, Spain

The new Spanish Government stated the achievement of the full accessibility in all the aspects related with the Public Administration -architectonic accessibility, access to employment, access to the New Technologies- as one of its priorities. In order to aim this the Government has already started to carry out Strategic Accessibility Plans. The first and most significant of these plans is "The Moncloa Palace Plan" aimed to make this Presidential Palace completely accessible. It's also committed to have all the Web portals of the Administration accessible according to the recommendations of the Web Accessibility Initiative of the World Wide Web Consortium

"Developing new services for the e-accessibility in Spain" / "Développement de nouveaux services pour l'accessibilité numérique en Espagne"

Miguel JIMENEZ, Teleservicios Foundation

The company Teleservicios will present their experience in developing new services related to the e-accessibility laws in Spain. The company is affiliated to the ONCE a major organisation acting in favour of persons with disabilities in Spain. The ONCE also plays an influential role on policies at European level.

"E-accessibility in Germany: acts and ordinances, outcome of benchmarking and activities" / "Accessibilité numérique en Allemagne: lois et ordonnances, résultats d'une étude comparative"

Rainer Wallbruch, FTB, Germany.

German law regarding e-accessibility is introduced and aspects for e-accessibility of the Act on Equal Opportunities for Disabled (BGG) and federal law (LBGG) are shown. Differences and commonness of the Ordinance on Barrier-Free Information Technology (BITV) and WCAG1.0 are presented.

Results of a benchmarking study for the years 2002 and 2003 are outlined.

Network activities of the German Alliance for barrier free Information technology (Abl) are introduced. This introduction is focused on the 3-step procedure for testing accessibility of websites of Abl and on the publicity approach of the BIENE-awards 2003 and 2004.

www.help.gv.at - the main Austrian governmental portal for administrative services: an example of accessible e-government" / "www.help.gv.at - le principal portail gouvernemental des services administratifs en Autriche : un exemple d'accessibilité pour l'e-government"

Sylvia Archmann, Federal Chancellery, Division for Online Services, Austria; Klaus Miesenberger, University of Linz.

12:40 Lunch break / Pause déjeuner

14 :00 "All around Europe" / "Partout en Europe" (3)

Chair Jan ENGELEN, Katholieke Universiteit Leuven.

"The law and the accompanying mesures in France" / "Le cadre législatif en France et les mesures d'accompagnement"

Pascal SOUHARD, Agence pour le Développement de l'Administration Electronique, France.

"Specificities of an accessible Web site project: example of www.leGrandChalon.fr" /

"Particularité d'un projet de site accessible : l'exemple du site www.leGrandChalon.fr
Frédéric DULAC Eolas, Business & Decision, France.

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3.2 Proceedings: Minutes, Reports, Handouts, Slides, Materials

Information on presentations and summaries are available from the conference office or can be downloaded from the ICM web page. No further proceedings were made available. A scientific report was made available by the ICM chair.

3.2.1 Printed Version

Not available.

3.2.2 WWW Version

<http://www.brailenet.org> or <http://www.edean.org>

3.2.3 Alternative Formats

The Web version of the proceedings is fully accessible.

4 FINAL REPORT: International Co-operation

This sections proposes some outlines and recommendations drawn from the presentations and discussions during the conference.

4.1 What does accessibility mean?

The term accessibility corresponds to a general concept that everybody agrees on: goods and services shall be designed to make them usable by anybody. Nevertheless, in concrete situations the design of an accessible product (or the decision whether a product is accessible or not) involves operational definitions and instruments that may differ considerably.

For instance the context in which a user will access the product may change. A disability, permanent or not, may change dramatically our judgement on accessibility. Also the professional context generally induces totally different attitudes and needs concerning e-Accessibility. A Web site developer will need technical specifications and documents, while the owners of the web site will principally consider the satisfaction of their clients. Procurers will need a collection of unambiguous requirements to be included in call for tenders. They may attach references to technical documents, as well. Policy makers will have to measure how far their decisions have produced effects. Lawyers may simply need to find certified experts capable of writing authorised reports on accessibility (see paper by A. Garrison)

Outcome: A general outcome from the conference was to better identify and illustrate activities linked to the implementation of accessibility.

4.2 European Challenges

It was reminded that the WCAG recommendations are still poorly implemented, in spite of the fact that most European organisations and countries now considerer as the reference document for Web accessibility (see paper by B. McMullin).

Peer Blixt, head of e-Inclusion, presented the policy approach proposed by the European Commission to challenge on e-Accessibility. He particularly insisted on three important aspects :

- Public Procurement
- Certification
- Legislation

Recommendation: coordinated actions are necessary to make e-Accessibility a reality in Europe.

4.3 Raising awareness

Several presentations have insisted on the fact that accessibility is still not yet understood and that efforts have to be made to be improved this situation. Several presentations have illustrated how it can be done: by means of leaflets, Web Sites, awards, ... (see papers by E. Velleman, D. Rice, R. Wallbruch, F. Denizhan, for instance)

Recommendation: A suggestion is to develop outreach material at European level (leaflet, European Award for Accessible Web site, ..)

4.4 Public Procurement

R. Shermer, from the Danish Ministry of Science Technology and Innovation, presented an example of what can be done to encourage public procurers to include accessibility requirements in their call for tenders. The toolkit he presented is also designed to make the providers better understand the rationale for these requirements and how they shall be implemented.

Recommendation: This approach should be encouraged and harmonized everywhere in Europe, possibly localized to some extent.

4.5 Certification

E. Velleman, from the Bartimeus Accessibility Foundation, presented the strategy followed to set up a Quality Mark in the Netherlands, while P. Guillou, BrailleNet, France, presented the Support Specific Action Support-EAM, pledging that such a Quality Mark can be beneficial to all stakeholders, from private and public sectors.

F. Dulac, presented the efforts made of Eolas-Business-Interactive, France, to get the AccessiWeb label. He detailed how it affected their internal industrial development and quality process. He concluded that for a Web agency the long-term benefit constitutes a good return on investment. This was confirmed by several presentations from both public and private sectors (ASCII, Belgium; IBM Accessibility EMEA; Dutch Ministry of Health, Welfare and Sports; Federal Chancellery in Austria).

Outcome: The certification of e-accessibility appears to correspond to expectations from both public and private sectors in Europe. The Support-EAM project is a first step in this direction.

4.6 Legislation

Several countries have presented their legislation: France, Germany, Ireland, Italy, and Spain. The legislative approach generally covers the following aspects:

1. Policy statement, like “ Access to technology and its full use represents today a basic right for all citizens without exception”; “ e-Accessibility consists in removing the virtual barriers which are fundamentally equivalent to architectural barriers ” in the Italian Law (D. Gargani)
2. Definitions: accessibility, assistive technology
3. Who is concerned (Public administrations; companies providing public services; ...)
4. What goods and services: Websites, software, hardware, learning tools, ...

Recommendation: For now, not all the European countries have adopted legal obligations for e-accessibility. This should be encouraged. Harmonisation of legal measures adopted should be one objective. In order to facilitate this, a suggestion is to collect comparative description of the legislation and accompanying measures in the different countries.

4.7 Other necessary measures

P. Guillou summarised the presentations and discussions in a list of possible measures to be taken by European countries. In addition to those which have been mentioned above, he proposed:

- The creation of Agencies for Digital Accessibility
- Observatories for e-Accessibility observatory (benchmarking, monitoring, ..)

- On-line Ressources centres for e-Accessibility - • Accessibility toolkit (Guides, call of tenders, requirements...)
- Training for webmasters, developers, students, policy makers
- Technical tools respecting the accessibility standards (evaluation, authoring, ...)
- Quality Mark for Web accessibility certification
- Financial support for assistive technologies
- Financial support for public Web sites (development, training, certification)