

AccessibleEU – Accessibility Indicators Annual Report 2024 Latvia

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Topic 1. Legislation / Policy Framework / Standards

The following indicators would show the representation of accessibility in various legislation, policy and standards of EU Member States. They present information about scope, reference to right to equal access, reference to accessibility standards, enforcement, and involvement of people with disabilities.

Indicator 1.1: Existence of legislation / policy framework / standards on accessibility.

- **Description:** Identification of national legislation / policy framework / standards related to accessibility.
- **Areas:**
 - **Built environment:**

RESULT	YES
INFORMATION	<p>Construction Law applies to all structures and stipulates that construction must also respect (among other things) the principle of Environmental accessibility according to which such environment is created during the construction process, in which any person may move with comfort and use the structure according to its purpose of use. Safety of use and accessibility of the environment is one of the essential considerations to be put forward for the construction.</p> <p>The General Construction Standard for Buildings LBN 200-21 prescribed that access for people with functional impairments should be ensured in public buildings and public premises, in the territory of public buildings, as well as in the territory of multi-apartment residential buildings.</p>
SOURCES	<ul style="list-style-type: none"> - Construction Law - General Construction Standard for Buildings LBN 200-21

- **Transport:**

RESULT	YES
INFORMATION	<p>Built environment accessibility conditions in transport infrastructures are determined by the Construction Law (2013) and Cabinet of Ministers regulations approving certain Latvian construction standards, including the General Construction Standard for Buildings LBN 200-21.</p>
SOURCES	General Construction Standard for Buildings LBN 200-21

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>The Directive 2019/882 on the accessibility requirements for products and services is incorporated into Cabinet Regulation No.</p>

	<p>445 'Procedures for Publishing Information on the Internet by Institutions'. The institutions and the Ministry of Smart Administration and Regional Development shall supervise the implementation of accessibility requirements.</p> <p>To promote high-quality accessibility of electronic media services for persons with disabilities / Accessibility services standards (guidelines) will be developed in cooperation with industry representatives and NGOs in the second half of 2024.</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Regulation No. 445 'Procedures for Publishing Information on the Internet by Institutions' (2020) - Cabinet of Ministers, Regulation No. 445 Procedures for Publishing Information on the Internet by Institutions (2020), Annex 2

○ **Public Policies:**

RESULT	YES
INFORMATION	<p>Promoting accessibility of the electoral process for persons with disabilities. By the second half of 2027, the share of accessible polling stations will increase, and educational events will be organised before the election.</p> <p>Promoting the free movement of persons with disabilities and representing their rights and interests within the EU / In the second half of 2027, amendments have been made to laws and regulations to ensure the transposition of the Directive of the European Parliament and the Council establishing a European Disability Card and a European Parking Card for Persons with Disabilities into Latvian laws and regulations.</p> <p>In the field of culture – in the 'Cultural Policy Guidelines 'Cultural State' for 2022- 2027' One of the priorities is making the cultural offer accessible to the public. Implementing this is intended to pay particular attention to the accessibility of the cultural offer (among other things) for persons with functional impairments and the development of cultural services for different audiences. The Ministry of Culture shall be the institution responsible for implementing the guidelines.</p> <p>In the field of public procurement, the 'Guidelines for Referencing Standards in Public Procurement' are available on the Latvian National Standardisation Body's 'Latvijas standarts' website. Annex 2 of these guidelines indicates the need to pay attention to the provisions of Article 42 of Directive 2014/24/EU that all procurements for natural persons must take into account accessibility criteria for persons with disabilities or design suitable for every user, and the certificates issued by independent bodies referred to in Article 62 attesting that the entrepreneur meets specific quality standards on accessibility for persons with disabilities or the seniors.</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Order No. 143 (2022) 'About the Cultural Policy Guidelines 'Cultural State' for 2022-2027

	<ul style="list-style-type: none"> - Procurement Monitoring Bureau, Latvian National Standardisation Body 'Latvijas standarts'. 'Guidelines for Referencing Standards in Public Procurement', (2020). - Latvian National Standardisation Body 'Latvijas standarts' webpage - Procurement Monitoring Bureau, Latvian National Standardisation Body 'Latvijas standarts'. 'Guidelines for Referencing Standards in Public Procurement', (2020), p. 21.
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Indicator 1.2: Reference to the Right to Equal Access.

- **Description:** The identified legislation / policy framework / standards related to accessibility explicitly address the right to access, on an equal basis with others, to programs and services

- **Areas:**

- **Built environment:**

RESULT	YES
INFORMATION	The General Construction Standard for Buildings LBN 200-21 prescribed that access for people with functional impairments should be ensured in public buildings and public premises, in the territory of public buildings, as well as in the territory of multi-apartment residential buildings. Section 3 'Environmental Accessibility' of the standard states that the findings on research on the use of universal design, as well as guidelines, methodological recommendations and standards developed and tested in Latvia and other countries, shall be used to create environmental accessibility.
SOURCES	General Construction Standard for Buildings LBN 200-21

- **Transport:**

RESULT	YES
INFORMATION	Built environment accessibility conditions in transport infrastructures are determined by the Construction Law (2013) and Cabinet of Ministers regulations approving certain Latvian construction standards, including the General Construction Standard for Buildings LBN 200-21. Section 3 'Environmental Accessibility' of the standard states that the findings on research on the use of universal design, as well as guidelines, methodological recommendations and standards developed and tested in Latvia and other countries, shall be used to create environmental accessibility.
SOURCES	General Construction Standard for Buildings LBN 200-21

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	The Directive 2019/882 on the accessibility requirements for products and services is incorporated into Cabinet Regulation No. 445 'Procedures for Publishing Information on the Internet by

	Institutions'. No specific information has been identified regarding a reference to the right to equal access in the regulation.
SOURCES	Cabinet of Ministers, Regulation No. 445 'Procedures for Publishing Information on the Internet by Institutions' (2020)

- **Public Policies:**

RESULT	YES
INFORMATION	<p>Public Procurement Law and the Law on the Procurements of Public Service Providers.</p> <p>Both laws have been supplemented by a paragraph stating that 'For procurements, the results of which are intended for use by natural persons, including the staff of the contracting authority, the technical specifications shall be drawn up in such a way as to ensure accessibility of the procurement results for persons with disabilities or to take into account the principles of universal design, except in cases where the contracting authority duly justifies the non-inclusion of such requirements in the technical specifications. Where mandatory accessibility requirements have been approved by directly applicable European Union legislation or national laws and regulations transposing the requirements of European Union legislation, the technical specifications shall include a reference to such standards insofar as they require accessibility for persons with disabilities or to respect the principles of universal design', which will come into force on 28.06.2025.</p>
SOURCES	<ul style="list-style-type: none"> - Public Procurement Law - Law on the Procurements of Public Service Providers

Indicator 1.3: Scope of disability-related obstacles.

- **Description:** The identified legislation / policy framework / standards related to accessibility cover different types of disability related obstacles
- **Areas:**
 - **Built environment:**

RESULT	YES
INFORMATION	The General Construction Standard for Buildings LBN 200-21 prescribed that access for people with functional impairments should be ensured in public buildings and public premises, in the territory of public buildings, as well as in the territory of multi-apartment residential buildings. Section 3 'Environmental Accessibility' of the standard states that the findings on research on the use of universal design, as well as guidelines, methodological recommendations and standards developed and tested in Latvia and other countries, shall be used to create environmental accessibility.
SOURCES	General Construction Standard for Buildings LBN 200-21

- **Transport:**

RESULT	YES
INFORMATION	Built environment accessibility conditions in transport infrastructures are determined by the Construction Law (2013) and Cabinet of Ministers regulations approving certain Latvian construction standards, including the General Construction Standard for Buildings LBN 200-21. Section 3 'Environmental Accessibility' of the standard states that the findings on research on the use of universal design, as well as guidelines, methodological recommendations and standards developed and tested in Latvia and other countries, shall be used to create environmental accessibility.
SOURCES	General Construction Standard for Buildings LBN 200-21

○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>The Directive 2019/882 on the accessibility requirements for products and services is incorporated into Cabinet Regulation No. 445 'Procedures for Publishing Information on the Internet by Institutions'. Under Section IV of those regulations, the institutions' official websites must ensure accessibility. Authorities should advise users and provide support on the accessibility of the institutions' websites and mobile applications.</p> <p>To promote high-quality accessibility of electronic media services for persons with disabilities / Accessibility services standards (guidelines) will be developed in cooperation with industry representatives and NGOs in the second half of 2024.</p>
SOURCES	Cabinet of Ministers, Regulation No. 445 'Procedures for Publishing Information on the Internet by Institutions' (2020)

○ **Public Policies:**

RESULT	YES
INFORMATION	<p>Promoting accessibility of the electoral process for persons with disabilities. By the second half of 2027, the share of accessible polling stations will increase, and educational events will be organised before the election.</p> <p>Promoting the free movement of persons with disabilities and representing their rights and interests within the EU / In the second half of 2027, amendments have been made to laws and regulations to ensure the transposition of the Directive of the European Parliament and the Council establishing a European Disability Card and a European Parking Card for Persons with Disabilities into Latvian laws and regulations.</p> <p>In the field of culture – in the 'Cultural Policy Guidelines 'Cultural State' for 2022- 2027' One of the priorities is making the cultural offer accessible to the public.</p> <p>Implementing this is intended to pay particular attention to the accessibility of the cultural offer (among other things) for persons with functional impairments and the development of cultural</p>

	<p>services for different audiences. The Ministry of Culture shall be the institution responsible for implementing the guidelines.</p> <p>In the field of public procurement, the ‘Guidelines for Referencing Standards in Public Procurement’ are available on the Latvian National Standardisation Body’s ‘Latvijas standarts’ website. Annex 2 of these guidelines indicates the need to pay attention to the provisions of Article 42 of Directive 2014/24/EU that all procurements for natural persons must take into account accessibility criteria for persons with disabilities or design suitable for every user, and the certificates issued by independent bodies referred to in Article 62 attesting that the entrepreneur meets specific quality standards on accessibility for persons with disabilities or the seniors.</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Order No. 143 (2022) ‘About the Cultural Policy Guidelines ‘Cultural State’ for 2022-2027 - Procurement Monitoring Bureau, Latvian National Standardisation Body ‘Latvijas standarts’. ‘Guidelines for Referencing Standards in Public Procurement’, (2020). - Latvian National Standardisation Body ‘Latvijas standarts’ webpage - Procurement Monitoring Bureau, Latvian National Standardisation Body ‘Latvijas standarts’. ‘Guidelines for Referencing Standards in Public Procurement’, (2020), p. 21.

Indicator 1.4: Reference to accessibility standards.

- **Description:** The identified legislation / policy framework related to accessibility incorporates European and/or national accessibility standards
- **Areas:**

- **Built environment:**

RESULT	YES
INFORMATION	<p>The General Construction Standard for Buildings LBN 200-21 prescribed that access for people with functional impairments should be ensured in public buildings and public premises, in the territory of public buildings, as well as in the territory of multi-apartment residential buildings.</p> <p>On the webpage of Latvijas Standards a list of valid legislative acts containing references to Latvian standards is indicated (541 entries in total, 9 data in July 2024), but they cannot be selected using the keyword 'accessibility'.</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Regulation No. 693 (2021) ‘The General Construction Standard for Buildings LBN 200-21’ - Webpage of the Latvian National Standardisation Body SIA ‘Latvijas standarts’ (LVS)

- **Transport:**

RESULT	YES
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INFORMATION	<p>Built environment accessibility conditions in transport infrastructures are determined by the Construction Law (2013) and Cabinet of Ministers regulations approving certain Latvian construction standards, including the General Construction Standard for Buildings LBN 200-21.</p> <p>On the webpage of Latvijas Standards a list of valid legislative acts containing references to Latvian standards is indicated (541 entries in total, 9 data in July 2024), but they cannot be selected using the keyword 'accessibility'.</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Regulation No. 693 (2021) 'The General Construction Standard for Buildings LBN 200-21' - Webpage of the Latvian National Standardisation Body SIA 'Latvijas standarts' (LVS)

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>The standard designation LV EN or LV EN ISO indicates that the relevant standard is applicable in Latvia. Example includes LVS EN 62944:2017 'Audio, video, and multimedia systems and equipment - Digital television accessibility - Functional specifications' (IEC 62944:2016) which is available only in English.</p> <p>On the webpage of Latvijas Standards a list of valid legislative acts containing references to Latvian standards is indicated (541 entries in total, 9 data in July 2024), but they cannot be selected using the keyword 'accessibility'.</p>
SOURCES	Webpage of the Latvian National Standardisation Body SIA 'Latvijas standarts' (LVS)

- **Public Policies:**

RESULT	NA
INFORMATION	<p>No specific information has been identified regarding the reference to accessibility standards in accessibility-related legislation in the area of public policies in Latvia.</p> <p>On the webpage of Latvijas Standards a list of valid legislative acts containing references to Latvian standards is indicated (541 entries in total, 9 data in July 2024), but they cannot be selected using the keyword 'accessibility'.</p>
SOURCES	Webpage of the Latvian National Standardisation Body SIA 'Latvijas standarts' (LVS)

Indicator 1.5: Reference to enforcement mechanisms.

- **Description:** The identified legislation / policy framework / standards related to accessibility contains enforcement mechanisms to monitor compliance
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, Public Policies:**

RESULT	NO
INFORMATION	There is no specific infringement and sanctions regime in Latvia. Each case must be considered case-by-case in the area where discrimination occurs.
SOURCES	NA

Indicator 1.6: Reference to the mandatory involvement of people with disabilities.

- **Description:** The identified legislation / policy framework / standards related to accessibility requires the participation of persons with disabilities and their representative organizations during implementation
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding reference to the mandatory involvement of people with disabilities in accessibility-related legislation in Latvia. Any NGO can be actively involved in the preparation phase of any policy planning document or draft law by participating in working groups (if any are created and the NGO is invited) or in public consultation. NGOs that have made proposals in the preparation of documents are indicated in the annotations to regulatory enactments.
SOURCES	The Latvian People with Special Needs Cooperation Organization SUSTENTO

Indicator 1.7: Application of enforcement mechanisms.

- **Description:** The enforcement mechanisms contained in the identified legislation / policy framework / standards related to accessibility are operational. This information could be found in annual implementation reports published by public authorities.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, Public Policies:**

RESULT	NO
INFORMATION	There is no specific infringement and sanctions regime in Latvia. Each case must be considered case-by-case in the area where discrimination occurs.
SOURCES	NA

Indicator 1.8: Application of the mandatory involvement of people with disabilities.

- **Description:** Persons with disabilities and their representative organization actively participate to the implementation and monitoring of the identified legislation / policy framework / standards related to accessibility. This information could be found in annual implementation reports published by public authorities.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	YES
INFORMATION	Any disability organisation can be actively involved in the preparation phase of any policy planning document or draft law by participating in working groups (if any are created and the disability organisation is invited) or in public consultation. Disability organisations that have made proposals in the preparation of documents are indicated in the annotations to regulatory enactments.
SOURCES	The Latvian People with Special Needs Cooperation Organization SUSTENTO

Topic 2. Standards

Technical standardisation makes it possible to establish a common framework when talking about the specific requirements that products, services, systems, processes, must comply with. Having national accessibility standards aligned with the European standards can reinforce the homogenized achievement at European level while respecting the particularities of each country.

Indicator 2.1: Alignment of national and European standards.

- **Description:** Existing national accessibility standards incorporate and/or are aligned with European accessibility standards
- **Areas:**
 - **Built environment:**

RESULT	NO
INFORMATION	LBN 200-21 addresses accessibility in the built environment and came into force on November 1, 2021, so before the entry into force of the European Standard - EN 17210:2021 Accessibility and usability of the built environment. However, it should be noted that LVS EN 17210:2021 Accessibility and usability of the built environment - Functional requirements is also available in the

	Latvian National Standardisation Body 'Latvijas standarts' (LVS), in both English and Latvian.
SOURCES	Cabinet of Ministers, Regulation No. 693 (2021) 'The General Construction Standard for Buildings LBN 200-21'

- **Transport:**

RESULT	NO
INFORMATION	LBN 200-21 addresses accessibility conditions in transport infrastructures and came into force on November 1, 2021, so before the entry into force of the European Standard - EN 17210:2021 Accessibility and usability of the built environment. However, it should be noted that LVS EN 17210:2021 Accessibility and usability of the built environment - Functional requirements is also available in the Latvian National Standardisation Body 'Latvijas standarts' (LVS), in both English and Latvian.
SOURCES	Cabinet of Ministers, Regulation No. 693 (2021) 'The General Construction Standard for Buildings LBN 200-21'

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	International accessibility standards in ICT are incorporated in Latvia's standardisation framework. For example, standard LVS EN 62944:2017 Audio, video, and multimedia systems and equipment - Digital television accessibility - Functional specifications (IEC 62944:2016) is available only in the English language.
SOURCES	NA

- **Public Policies:**

RESULT	YES
INFORMATION	International accessibility standards are incorporated in Latvia's standardisation framework.
SOURCES	NA

Topic 3. Strategic Plans

The consideration of accessibility in national strategic plans shows the commitments of Member States to carry out accessibility initiatives in the medium/long term. Their existence is an important step, but other important parameters include their duration, periodic reviews and the involvement of people with disabilities during implementation.

Indicator 3.1: Existence of national accessibility strategy and/or plan.

- **Description:** Identification of comprehensive national accessibility strategy and/or plan to identify, remove and prevent barriers to accessibility
- **Areas:**

○ **Built environment:**

RESULT	YES
INFORMATION	<p>There is no unique National Action Plan on Accessibility in Latvia. On May 21, 2024, the Cabinet of Ministers approved the short-term policy planning document 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (hereafter – Plan) with the overall objective to contribute to developing a support system for persons with disabilities at a cross-sectoral level. One of the directions of action indicated in the Plan is 'Promoting Accessibility of the Environment, Information and Services'.</p> <p>Latvia also developed a Housing Plan on accessibility called "About Housing Accessibility Guidelines 2023-2027".</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers. Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam) - Cabinet of Ministers. Order No. 739 (2023) 'About Housing Accessibility Guidelines 2023-2027'

○ **Transport:**

RESULT	YES
INFORMATION	<p>In the transport field - the Transport Development Guidelines for 2021-2027 set the objective of accessible and available mobility, including measures to introduce digitalisation solutions in providing public transport services, improve accessibility, and modernise infrastructure to ensure mobility opportunities for the widest possible part of the population. The Ministry of Transport shall be the responsible institution for implementing these Guidelines. The co-responsible institutions are the Ministry of Economy, Ministry of Finance, Ministry of the Interior, Ministry of Education and Science, Ministry of Welfare, Ministry of Health and the Ministry of Smart Administration and Regional Development</p>
SOURCES	<p>Cabinet of Ministers. Order No. 710 (2021) 'About Transport Development Guidelines 2021-2027'</p>

○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>There is no unique National Action Plan on Accessibility in Latvia. On May 21, 2024, the Cabinet of Ministers approved the short-term policy planning document 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (hereafter – Plan) with the overall objective to contribute to developing a support system for persons with disabilities at a cross-sectoral level. One of the directions of action indicated in the Plan is 'Promoting Accessibility of the Environment, Information and Services'.</p> <p>In the ICT field - The overarching objective of the Digital Transformation Guidelines 2021-2027 is to create such a society, economy and public administration, 'which purposefully exploits</p>

	existing and new opportunities of digital technologies, as well as the environment they create, improving the quality of life of every individual and society as a whole, [...]'. The action directions included in the Guidelines are aimed at, among other things, the development of digital skills, secure access to digital services, and accessibility of the digital environment to the inhabitants of Latvia in Latvian, printed, audio and visual form.
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers. Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam) - Cabinet of Ministers. Order No. 410 (2021), 'About Digital Transformation Guidelines 2021-2027'

○ **Public Policies:**

RESULT	YES
INFORMATION	There is no unique National Action Plan on Accessibility in Latvia. On May 21, 2024, the Cabinet of Ministers approved the short-term policy planning document 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (hereafter – Plan) with the overall objective to contribute to developing a support system for persons with disabilities at a cross-sectoral level. One of the directions of action indicated in the Plan is 'Promoting Accessibility of the Environment, Information and Services'.
SOURCES	Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam)

Indicator 3.2: Duration of accessibility strategy and/or plan

- **Description:** Number of years foreseen to implement the identified national accessibility strategy and/or plan
- **Areas:**
 - **Built environment:**

RESULT	3
INFORMATION	<p>There is no unique National Action Plan on Accessibility in Latvia. On May 21, 2024, the Cabinet of Ministers approved the short-term policy planning document 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (hereafter – Plan) with the overall objective to contribute to developing a support system for persons with disabilities at a cross-sectoral level. One of the directions of action indicated in the Plan is 'Promoting Accessibility of the Environment, Information and Services'.</p> <p>Latvia also developed a Housing Plan on accessibility called "About Housing Accessibility Guidelines 2023-2027".</p>

SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam) - Cabinet of Ministers, Order No. 739 (2023) 'About Housing Accessibility Guidelines 2023-2027'
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○ **Transport:**

RESULT	6
INFORMATION	In the transport field - the Transport Development Guidelines for 2021-2027 set the objective of accessible and available mobility, including measures to introduce digitalisation solutions in providing public transport services, improve accessibility, and modernise infrastructure to ensure mobility opportunities for the widest possible part of the population. The Ministry of Transport shall be the responsible institution for implementing these Guidelines. The co-responsible institutions are the Ministry of Economy, Ministry of Finance, Ministry of the Interior, Ministry of Education and Science, Ministry of Welfare, Ministry of Health and the Ministry of Smart Administration and Regional Development
SOURCES	Cabinet of Ministers, Order No. 710 (2021) 'About Transport Development Guidelines 2021-2027'

○ **Information and Communication Technologies**

RESULT	6
INFORMATION	<p>There is no unique National Action Plan on Accessibility in Latvia. On May 21, 2024, the Cabinet of Ministers approved the short-term policy planning document 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (hereafter – Plan) with the overall objective to contribute to developing a support system for persons with disabilities at a cross-sectoral level. One of the directions of action indicated in the Plan is 'Promoting Accessibility of the Environment, Information and Services'.</p> <p>In the ICT field - The overarching objective of the Digital Transformation Guidelines 2021-2027 is to create such a society, economy and public administration, 'which purposefully exploits existing and new opportunities of digital technologies, as well as the environment they create, improving the quality of life of every individual and society as a whole, [...]'. The action directions included in the Guidelines are aimed at, among other things, the development of digital skills, secure access to digital services, and accessibility of the digital environment to the inhabitants of Latvia in Latvian, printed, audio and visual form.</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam) - Cabinet of Ministers, Order No. 410 (2021), 'About Digital Transformation Guidelines 2021-2027'

○ **Public Policies:**

RESULT	3
INFORMATION	There is no unique National Action Plan on Accessibility in Latvia. On May 21, 2024, the Cabinet of Ministers approved the short-term policy planning document 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (hereafter – Plan) with the overall objective to contribute to developing a support system for persons with disabilities at a cross-sectoral level. One of the directions of action indicated in the Plan is 'Promoting Accessibility of the Environment, Information and Services'.
SOURCES	Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam)

Indicator 3.3: Periodic review of accessibility strategy and/or plan

- **Description:** The identified national accessibility strategy and/or plan is reviewed and/or updated on a regular basis
- **Areas:**
 - **Built environment:**

RESULT	YES
INFORMATION	<p>The 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' contains accessibility initiatives in the area of built environment. For each measure included in the plan, the result of the activity, the performance indicator to be achieved, and the deadline for execution is indicated with an accuracy of up to half a year.</p> <p>Cabinet of Ministers Order No. 739 (2023) prescribes that by July 1, 2024, the Ministry of Economics must prepare and submit to the Cabinet of Ministers a plan for implementing the Housing Accessibility Guidelines 2023-2027 and an interim impact assessment of the implementation of the Guidelines by 31 December 2025.</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam) - Cabinet of Ministers, Order No. 739 (2023) 'About Housing Accessibility Guidelines 2023-2027'

- **Transport:**

RESULT	YES
INFORMATION	The 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' contains accessibility initiatives in the area of transport. For each measure included in the plan, the result of the activity, the performance indicator to be achieved, and the

	deadline for execution is indicated with an accuracy of up to half a year.
SOURCES	Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam)

○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>The 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' contains accessibility initiatives in the area of ICT. For each measure included in the plan, the result of the activity, the performance indicator to be achieved, and the deadline for execution is indicated with an accuracy of up to half a year.</p> <p>In the ICT field - The action directions included in the Digital Transformation Guidelines 2021-2027 are aimed at, among other things, the development of digital skills, secure access to digital services, and accessibility of the digital environment to the inhabitants of Latvia in Latvian, printed, audio and visual form. The Ministry of Smart Administration and Regional Development is responsible for this and shall prepare and submit an informative report on the interim assessment of implementing these Guidelines to the Cabinet of Ministers by December 31, 2024.</p>
SOURCES	<ul style="list-style-type: none"> - Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam) - Cabinet of Ministers, Order No. 410 (2021), 'About Digital Transformation Guidelines 2021-2027'

○ **Public Policies:**

RESULT	YES
INFORMATION	The 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' contains accessibility initiatives. For each measure included in the plan, the result of the activity, the performance indicator to be achieved, and the deadline for execution is indicated with an accuracy of up to half a year.
SOURCES	Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.' (Plāns personu ar invaliditāti vienlīdzīgu iespēju veicināšanai 2024.–2027. gadam)

Indicator 3.4: Involvement of people with disabilities in accessibility strategy and/or plan

- **Description:** Persons with disabilities and their representative organization actively participate to the implementation and monitoring of the identified national accessibility strategy and/or plan. This information could be found in annual implementation reports of public authorities.

- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the involvement of people with disabilities to implement accessibility-related strategies / plans in Latvia.
SOURCES	NA

Topic 4. Audits

The level of implementation of accessibility audits in a country is one of the ways to better understand the impact of accessibility initiatives onto facilities, services, and programmes. It also calls for auditors that are adequately trained to carry out this work in cooperation with people with disabilities.

Indicator 4.1: Implementation of accessibility audits.

- **Description:** Implementation of accessibility audits on public and/or private facilities, services and programmes. This information could be found in information published by public authorities, disability organizations and/or organizations promoting education and training on accessibility.
- **Areas:**
 - **Built environment, and Transport:**

RESULT	YES
INFORMATION	<p>To organize self-assessment of the environment and information about the building of state and local government institutions, including the accessibility of the environment and information of buildings where state and local government services are provided / One assessment of the accessibility of state and local government buildings, and public transport infrastructure is under preparation for the first half of 2026.</p> <p>In 2020, the Ministry of Welfare analysed the accessibility of state and municipal institutions' buildings infrastructure. The analysis aimed to obtain information on the accessibility of the environment and information in state and local government institutions, including public transport infrastructure, to increase the number of public services and public buildings intended for the public in which accessibility of the environment is ensured for all groups of society, including persons with disabilities.</p> <p>Separate environmental and transport accessibility audits within the framework of specific projects or case-by-case are carried out by the Foundation 'Apeirons' an environmental accessibility expert or environmental accessibility experts trained in November 2023 as</p>

	<p>part of an event organised by the Ministry of Welfare, the Foundation 'Apeirons' and the European Accessibility Resource Centre AccessibleEU.</p> <p>The Ministry of Welfare is responsible for ensuring the accessibility of state and local government buildings and monitoring the implementation of the Horizontal Principle of 'Equality, inclusion, non-discrimination and respect for fundamental rights. The first analytical summary about the accessibility of the environment and information in state and local government institutions is published on the Ministry of Welfare's website and is publicly available to anyone interested. The next one is scheduled for the first half of 2026.</p> <p>In the private sector, evaluations can be carried out by accessibility experts, a list of which is available on the Ministry of Welfare's website. If works financed by the ESF are carried out at the site, an expert opinion on building accessibility is required. Private entrepreneurs consult voluntarily. A separate list of audits has not been created, nor is it publicly available.</p>
SOURCES	<ul style="list-style-type: none"> - Ministry of Welfare, Website section 'Analysis of Self-assessment of Environment Accessibility in State and Local Government Institutions (31.03.2021)' - Ministry of Welfare, Website section 'Analysis of Self-assessment of Environment Accessibility in State and Local Government Institutions (31.03.2021)' - Ministry of Welfare, Website section 'Environment and Information Accessibility Experts'

○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>From case to case, individual state or local government institutions and commercial enterprises ask for opinions on the availability of websites. Advice is usually provided by the organisations addressed, such as the Foundation 'Apeirons', Society 'Redzi mani', and The Latvian People with Special Needs Cooperation Organization SUSTENTO. There is no single database.</p> <p>The Ministry of Smart Administration and Regional Development is responsible for testing of public websites and apps and involves people with disabilities.</p>
SOURCES	<p>Ministry of Environment Protection and Regional Development - Report on the accessibility of public sector websites</p>

○ **Public Policies:**

RESULT	NO
INFORMATION	<p>No accessibility audits in the area of public policies have been identified in Latvia.</p>
SOURCES	NA

Indicator 4.2: Number of accessibility audits.

- **Description:** Number of accessibility audits on public and/or private facilities, services and programmes. This information could be found in information published by public authorities, disability organizations and/or organizations promoting education and training on accessibility.
- **Areas:**
 - **Built environment and Transport:**

RESULT	2249
INFORMATION	In 2020, the Ministry of Welfare analysed the accessibility of state and municipal institutions' buildings infrastructure. The analysis aimed to obtain information on the accessibility of the environment and information in state and local government institutions, including public transport infrastructure, to increase the number of public services and public buildings intended for the public in which accessibility of the environment is ensured for all groups of society, including persons with disabilities. The analysis included 2.249 questionnaires in which state and municipal institutions provided self-assessment.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	137
INFORMATION	The Ministry of Smart Administration and Regional Development is responsible for testing of public websites and apps and involves people with disabilities. In 2021, a selection of simplified evaluation websites (113 websites) and an in-depth evaluation sample (16 websites and 8 mobile applications) was developed.
SOURCES	Ministry of Environment Protection and Regional Development - Report on the accessibility of public sector websites

- **Public Policies:**

RESULT	0
INFORMATION	No accessibility audits in the area of public policies have been identified in Latvia.
SOURCES	NA

Indicator 4.3: Involvement of people with disabilities in audit processes.

- **Description:** The identified accessibility audits on public and/or private facilities, services and programmes involve persons with disabilities and their representative organization in their processes, for instance during the trainings provided to the auditors responsible to conduct the audits
- **Areas:**

- **Built environment, and Transport:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the involvement of people with disabilities in accessibility audits in the areas of built environment and transport in Latvia.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	From case to case, individual state or local government institutions and commercial enterprises ask for opinions on the availability of websites. Advice is usually provided by the organisations addressed, such as the Foundation 'Apeirons', Society 'Redzi mani', and The Latvian People with Special Needs Cooperation Organization SUSTENTO. There is no single database. The Ministry of Smart Administration and Regional Development is responsible for testing of public websites and apps and involves people with disabilities.
SOURCES	Ministry of Environment Protection and Regional Development - Report on the accessibility of public sector websites

- **Public Policies:**

RESULT	NO
INFORMATION	No accessibility audits in the area of public policies have been identified in Latvia.
SOURCES	NA

Topic 5. Complaints

Information about accessibility-related complaints can provide a better understanding of the mechanisms used in each EU Member States to listen and respond to the needs of people with disabilities.

Indicator 5.1: Number of complaints on accessibility.

- **Description:** Number of complaints related to accessibility of persons with disabilities that have been received by public authorities and their outcomes (proportion redressed)
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, Public Policies:**

RESULT	NA
INFORMATION	One of the institutions that handles complaints from individuals, including about accessibility, is the Consumer Rights Protection Centre. Applications and complaints regarding accessibility issues

	in transport, health care, education, social services, and other areas are only entitled to be viewed by institutions of the relevant sector, for example, control inspections.
SOURCES	Consumer Rights Protection Centre

Topic 6. Trainings

The successful implementation of accessibility initiatives depends largely on the existence of trained professionals. The following indicators would provide a better understanding of efforts undertaken in each Member States to increase and improve the range of professionals receiving suitable knowledge and skills on Universal Design / Design for All.

Indicator 6.1: Existence of trainings on Universal Design / Design for All.

- **Description:** Identification of courses offering accessibility and universal design modules in educational curricula of relevant professions. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment, Information and Communication Technologies, and Public Policies:**

RESULT	YES
INFORMATION	<p>The courses on Accessibility/ Universal Design/ Inclusive Design/Barrier-free design/ Design-for-All are not included in the training programs in higher education and/or professional accreditation courses.</p> <p>The Foundation 'Association of Disabled People and their Friends 'Apeirons' (further –Foundation 'Apeirons') organises training on environmental accessibility and universal design to interested professionals, including architects, architecture students, specialists from various fields.</p>
SOURCES	NA

- **Transport:**

RESULT	YES
INFORMATION	<p>The courses on Accessibility/ Universal Design/ Inclusive Design/Barrier-free design/ Design-for-All are not included in the training programs in higher education and/or professional accreditation courses.</p> <p>From 2021, the Road Transport Administration in Latvia, contracting public transport service providers in regional bus routes, requires bus drivers to know how to support persons with</p>

	disabilities. The Foundation 'Apeirons', together with the Latvian Deaf Association and Society 'Redzi mani', provides training for bus drivers.
SOURCES	NA

Indicator 6.2: Number of trainings on Universal Design / Design for All.

- **Description:** Number of courses offering accessibility and universal design modules in educational curricula of relevant professions. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment, Information and Communication Technologies, and Public Policies:**

RESULT	1
INFORMATION	The Foundation 'Association of Disabled People and their Friends 'Apeirons' (further –Foundation 'Apeirons') organises training on environmental accessibility and universal design to interested professionals including architects, architecture students, specialists from various fields.
SOURCES	NA

- **Transport:**

RESULT	1
INFORMATION	From 2021, the Road Transport Administration in Latvia, contracting public transport service providers in regional bus routes, requires bus drivers to know how to support persons with disabilities. The Foundation 'Apeirons', together with the Latvian Deaf Association and Society 'Redzi mani', provides training for bus drivers.
SOURCES	NA

Indicator 6.3: Involvement of people with disabilities in trainings on Universal Design / Design for All.

- **Description:** The identified courses offering accessibility and universal design modules involve persons with disabilities and their representative organization during the design and delivery.
- **Areas:**
 - **Built environment, Information and Communication Technologies, and Public Policies:**

RESULT	YES
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INFORMATION	The Foundation 'Association of Disabled People and their Friends 'Apeirons' (further –Foundation 'Apeirons') organises training on environmental accessibility and universal design to interested professionals including architects, architecture students, specialists from various fields.
SOURCES	NA

- **Transport:**

RESULT	YES
INFORMATION	From 2021, the Road Transport Administration in Latvia, contracting public transport service providers in regional bus routes, requires bus drivers to know how to support persons with disabilities. The Foundation 'Apeirons', together with the Latvian Deaf Association and Society 'Redzi mani', provides training for bus drivers.
SOURCES	NA

Indicator 6.4: Number of trainees on Universal Design / Design for All.

- **Description:** Number of people participating in courses offering accessibility and universal design modules. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment, Information and Communication Technologies, and Public Policies:**

RESULT	200
INFORMATION	The Foundation 'Association of Disabled People and their Friends 'Apeirons' (further –Foundation 'Apeirons') organises training for interested persons, an average of 100 people per year, and/or provides information on environmental accessibility and universal design on an average of 200 consultations per year, including architects, architecture students, specialists from various fields.
SOURCES	NA

- **Transport:**

RESULT	300
INFORMATION	From 2021, the Road Transport Administration in Latvia, contracting public transport service providers in regional bus routes, requires bus drivers to know how to support persons with disabilities. The Foundation 'Apeirons', together with the Latvian Deaf Association and Society 'Redzi mani', provides training for bus drivers. From July 2023 to July 2024, approximately 300 bus drivers were trained.
SOURCES	NA

Topic 7. Public Awareness

The successful implementation of accessibility initiatives is not possible without a population that is aware of their rights and responsibilities. In this sense, awareness raising campaigns are essential to get all citizens involved. These indicators will show efforts undertaken by public authorities to organise public awareness activities to promote accessibility.

Indicator 7.1: Existence of public awareness raising campaigns on accessibility.

- **Description:** Identification of awareness raising campaigns and activities organized by public authorities to promote accessibility and inform individuals of their rights and responsibilities as they relate to accessibility
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, and Public Policies:**

RESULT	YES
INFORMATION	<p>The 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027' includes the following public awareness initiatives:</p> <ul style="list-style-type: none"> - the organisation of an online seminar for construction specialists on ensuring environmental accessibility requirements in the second half of 2025 (responsible institution: Ministry of Economics). - the preparation of Guidelines on applying the Law on Access to Goods and Services to microenterprises in the first half of 2025 (responsible institution: Ministry of Economics). - the organisation of educational events before the elections (responsible institutions - Central Election Commission, MOW). - disseminate information on digital accessibility and diversity management to authorities in the second half of 2024 (responsible – the Ministry of Smart Administration and Regional Development). - prepare Accessible electronic media services standards (guidelines) in the second half of 2024 (responsible institution: National Electronic Mass Media Council). <p>Separate events aimed at informing specialists in a particular sector or the public about accessibility issues in certain areas are organised by the Ombudsman of Latvia, and by organisations representing persons with disabilities. For example, in December 2023, the Conference 'AccessibleEU Latvia - Accessibility, quo vadis?' was organised in cooperation between the Foundation 'Apeirons', the Ombudsman of Latvia, the Latvia National Library and AccessibleEU. The Conference aimed to raise awareness about accessibility's importance in the everyday lives of persons with disabilities.</p>

SOURCES	Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.'
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Indicator 7.2: Number of public awareness raising campaigns on accessibility.

- **Description:** Number of awareness raising campaigns and activities organized by public authorities to promote accessibility and inform individuals of their rights and responsibilities as they relate to accessibility
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, and Public Policies:**

RESULT	1
INFORMATION	<p>In December 2023, the Conference 'AccessibleEU Latvia - Accessibility, quo vadis?' was organised in cooperation between the Foundation 'Apeirons', the Ombudsman of Latvia, the Latvia National Library and AccessibleEU. The Conference aimed to raise awareness about accessibility's importance in the everyday lives of persons with disabilities. One hundred twenty-two persons participated in person, 221 participated online, and more than 1000 viewed the Conference record. The Conference record was also shown on channel TV4.</p> <p>The are other public awareness initiatives foreseen in the 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027'.</p>
SOURCES	Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.'

Indicator 7.3: Involvement of people with disabilities in public awareness raising campaigns on accessibility.

- **Description:** The identified public awareness raising campaigns on accessibility involve persons with disabilities and their representative organization during the design and delivery
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, and Public Policies:**

RESULT	YES
INFORMATION	In December 2023, the Conference 'AccessibleEU Latvia - Accessibility, quo vadis?' was organised in cooperation between the Foundation 'Apeirons', the Ombudsman of Latvia, the Latvia National Library and AccessibleEU. The Conference aimed to raise

	<p>awareness about accessibility's importance in the everyday lives of persons with disabilities. One hundred twenty-two persons participated in person, 221 participated online, and more than 1000 viewed the Conference record. The Conference record was also shown on channel TV4.</p> <p>The are other public awareness initiatives foreseen in the 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027'.</p>
SOURCES	<p>Cabinet of Ministers, Order No. 396 (2024) 'Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2024-2027.'</p>

Indicator 7.4: Number of people reached out by public awareness raising campaigns on accessibility.

- **Description:** Number of individuals reach out as a result of awareness raising campaigns and activities organized by public authorities to promote accessibility and inform individuals of their rights and responsibilities as they relate to accessibility
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, and Public Policies:**

RESULT	1343
INFORMATION	<p>In December 2023, the Conference 'AccessibleEU Latvia - Accessibility, quo vadis?' was organised in cooperation between the Foundation 'Apeirons', the Ombudsman of Latvia, the Latvia National Library and AccessibleEU. The Conference aimed to raise awareness about accessibility's importance in the everyday lives of persons with disabilities. 122 persons participated in person, 221 participated online, and more than 1000 viewed the Conference record. The Conference record was also shown on channel TV4.</p>
SOURCES	NA

Topic 8. Incentives

Public authorities can demonstrate their level of commitment on accessibility by providing more resources to promote change. The following indicators would provide a better understanding of actions taken to incentivize goods and service providers to improve accessibility and respond to the needs of people with disabilities.

Indicator 8.1: Existence of public funding initiatives promoting accessibility.

- **Description:** Identification of measures from public authorities, such as funding / incentive schemes, to incentivize goods and service providers to improve accessibility of goods and service provisions, including information about accessibility to potential users
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, Public Policies:**

RESULT	NO
INFORMATION	No public funding initiatives on accessibility have been identified in Latvia.
SOURCES	NA

Indicator 8.2: Amount invested on public funding initiatives promoting accessibility.

- **Description:** Amount of funding provided by public authorities to incentivize goods and service providers to improve accessibility of goods and service provision, including information about accessibility to potential users
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, Public Policies:**

RESULT	0
INFORMATION	No public funding initiatives on accessibility have been identified in Latvia.
SOURCES	NA

Indicator 8.3: Number of recipients of public funding initiatives on accessibility.

- **Description:** Number of goods and service providers receiving funding from public authorities to improve accessibility of goods and service provision, including information about accessibility to potential users
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, Public Policies:**

RESULT	0
INFORMATION	No public funding initiatives on accessibility have been identified in Latvia.
SOURCES	NA

Topic 9. Situation on the ground

This indicator assesses the impact onto individuals of the commitments and efforts of EU Member States to implement accessibility initiatives. It is the last step in the implementation chain and could presents greater challenges in acquiring data, mostly due to the absence of existing data at this moment.

Indicator 9.1: Number and proportion of services in compliance with legal requirements

- **Description:** This indicator includes information such as the number and proportion of:
 - existing public/governmental facilities that meet accessibility requirements and/or standards;
 - websites and mobile applications of public sector bodies that comply with web accessibility standards; and
 - public transportation facilities that meet accessibility requirements and/or standards
- This information could be found in various types of repositories such as implementation reports regularly published by relevant public authorities and findings of accessibility audits.
- **Areas:**
 - **Built environment:**

RESULT	8
INFORMATION	Report published in 2021 'Analysis of self-assessment of environmental accessibility in state and local government institutions' concludes that 'in none of the groups of public spaces has access to the environment been ensured at a level that meets the requirements set out in building codes and environmental accessibility guidelines'. Main conclusions include that only 8% of public buildings are accessible, 26% are partially accessible, and 66% are inaccessible. The environment is most accessible in the Riga region and most inaccessible in the Vidzeme region. The analysis included 2.249 self-assessment questionnaires of state and municipal institutions.
SOURCES	Ministry of Welfare. Webpage section 'Research and surveys'

- **Transport:**

RESULT	NA
INFORMATION	Promoting accessibility of public transport services and infrastructure used in public transport services / <ul style="list-style-type: none"> - Environmental accessibility and improved safety at 75 railway stations in the first half of 2024, 65 modernised stations have been equipped with audiovisual notification of rail passengers in 'real-time'. - In the second half of 2024, 32 new electric trains were adapted for persons with disabilities and reduced mobility.

	<p>On routes of regional importance where electric trains provide service, all vehicles are 6 available; at least one place is reserved for wheelchair users. Information about stations is announced in an audible and visual format. Electric trains are equipped with an electronic route sign.</p> <ul style="list-style-type: none"> - In the first half of 2025, on routes of regional importance where the service is provided by buses – 60% of adapted vehicles are available, and at least one place is reserved for wheelchair users; all (100%) buses on regional routes are equipped with an electronic route sign located on the front side of the bus - on the side at the front entrance door or the front entrance door. - In the second half of 2025, on routes of regional importance where bus service is provided, 85% of information about stops will be provided in an audible and visual format. - In the first half of 2026, the application time for applying for a customised public vehicle has been reduced from 36 hours to 24 hours. <p>Facilitate the easy purchase of a vehicle ticket for persons with functional impairments / In the first half of 2025, ticket sellers will be required to ensure that tickets can also be purchased online by blind people.</p> <p>The Road Transport Administration grants the right to provide public transport services in the route network to carriers selected in the procurement procedure who have received a special permit (licence). Contracts for the carriage of passengers are concluded for ten years. With the entry into force of the new contracts (from 2021), passengers on regional public transport buses in Latvia will get high-quality services. On regional bus routes, passengers will use buses whose average age over ten years will be 3.7 years; information about upcoming stops on buses will be communicated both audio and visually. All vehicles will be equipped with an electronic route sign, seat belts, and Wi-Fi and will also have cashless payments. 61% of all buses will be adapted for transporting persons with reduced mobility and for easy access to the bus. In June 2024, of 1079 buses on regional routes, 53.8% or 580 were adapted for persons with mobility difficulties. In July 2024, 56 additional buses were introduced to provide public transport services, adapted for transporting persons with mobility difficulties. Consequently, 56% of buses in Latvia on routes of regional importance are adapted.</p> <p>Despite the increasing share of adapted buses on routes of regional importance, persons with disabilities view the accessibility of transport services more broadly, linking it also to the accessibility of transport infrastructure, which is a matter of municipal competence. Survey respondents rated the accessibility of transport and its infrastructure as 77% very bad and bad, 18% good or very good, and 5% could not answer. The most significant obstacles were indicated as unadjusted vehicles and stops, unresponsiveness of employees, Lack of information and non-understandable information, and lack of support (assistance). 40%</p>
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	of respondents noted that all the obstacles indicated were significant.
SOURCES	Presentation in the Conference 'AccessibleEU Latvia - Accessibility, quo vadis?'

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	No specific information is available
SOURCES	NA

- **Public Policies:**

RESULT	NA
INFORMATION	To expand opportunities for persons with disabilities to obtain information and participate in cultural life processes in a way that suits them / Until the second half of 2027, the amount of the broadcast volume in LTV programs and services is available from the total broadcast hours at 34%, of which with subtitles - 26%, and with sign language translation - 7%
SOURCES	National Heritage Boards' website

Indicator 9.2: Number and proportion of population with convenient access to services

- **Description:** This indicator includes information such as the number and proportion of people reporting access to:
 - public/governmental facilities;
 - websites and mobile applications of public sector bodies; and
 - public transportation facilities.
- This information could be found in various types of repositories such as implementation reports regularly published by relevant public authorities and findings of accessibility audits.
- **Areas:**
 - **Built environment:**

RESULT	NA
INFORMATION	A survey organised by the Foundation 'Apeirons' before the Conference 'AccessibleEU Latvia - Accessibility, quo vadis?' (further – Survey) also assesses environmental accessibility. A total of 100 persons with disabilities or associated with these persons responded (for example, parents). The Survey results indicated that 79% of respondents rated the availability of a built environment as very bad or bad, 15% as good or very good, and 6% had answering difficulties. The most significant obstacles in a built environment were indicated steps, lack of slope of ramps, thresholds, inappropriate door width, narrow spaces, inappropriate toilet. spaces, lack of obstacle marking, and inadequate lighting. 58% of respondents noted that all the obstacles indicated are significant.

SOURCES	Ltd 'Projektu un kvalitātes vadība', Report 'Analysis of Self-assessment of Environment Accessibility in State and Local Government Institutions', pp. 68-69
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○ **Transport:**

RESULT	NA
INFORMATION	No specific information is available
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>Latvia ranks 17th out of 27 EU Member States in the 2022 edition of the Digital Economy and Society Index (DESI). Latvia's score was 49.7, whereas the EU score was 52.334, and 11th in the EU for Digital public services and scores (78.8) above the EU average (67.3) in most categories.</p> <p>DESI in 2024 for digital public services for citizens is 88.2, which is above the EU (79.4). The recommendation for Latvia 2024 is to 'Ensure that the online access service complies with web accessibility guidelines. Although it was stated that 'People with disabilities can access e-government benefiting from tools provided by the AI-based automated translation service of the national platform of digital language tools and technologies, HUGO.LV, persons with disabilities assess the actual situation differently. Survey results indicated that 48% of respondents rated the availability of ICT as very bad or bad, 37% as good or very good, and 15% had answering difficulties. Digital services were rated as very bad or bad by 45%, 42% as good or very good, and 11% of respondents had no answer. The most significant obstacles in ICT were the need for more information in simple language on adapting the device to individual needs, the lack of knowledge about ICT device use, the lack of training, and complicated programs and devices. 36% of respondents noted that all the obstacles indicated are significant. In digital services, the most significant obstacles are the need for more information in simple language about the adaptation of programs, the lack of training, frequent changes and updates, and overly complicated services. 37% of respondents indicated that all these obstacles are relevant.</p>
SOURCES	<ul style="list-style-type: none"> - European Commission. Digital Economy and Society Index (DESI) 2022 Latvia, p. 3 - European Commission. Digital Economy and Society Index (DESI) 2022 Latvia, p. 14 - European Commission. Report on the State of the Digital Decade 2024. Annex - Short Country Report 2024, p. 3 - European Commission. Report on the State of the Digital Decade 2024. Annex - Short Country Report 2024. - European Commission. Digital Economy and Society Index (DESI) 2022 Latvia, p. 14 - Presentation in the Conference 'AccessibleEU Latvia - Accessibility, quo vadis?'

○ **Public Policies:**

RESULT	NA
INFORMATION	<p>In the field of culture in 2022, the National Heritage Board invited the owners of cultural monuments to provide information on the public accessibility of the cultural monument -available/partially available/not available.</p> <ul style="list-style-type: none"> • Education – In 2021, the Ministry of Welfare assessed the environment's accessibility in 26 higher education institutions (94 buildings in total). Environmental accessibility is ensured in three institutions (n=26) and seven branches of higher education institutions (n=94). The main conclusions of the evaluation: <ul style="list-style-type: none"> - 34% of parking spaces are accessible, parking for people with disabilities is not 51%, and other parking spaces are partially accessible. - 25% of sidewalks and paths (up to the main entrance of the building) are not created or have a hard, flat pavement; all requirements meet 9.57%; in other cases, sidewalks and paths are partially accessible. - entrance without obstacles or a corresponding ramp is provided in 51%, ramps have not been created in 46%, and deficiencies have been identified in other cases. - 56% of doors (main entrance to the building or alternative entrance) fully comply with all environmental accessibility requirements, not meeting 18%; in other buildings, the doors are partially accessible, - accessibility for people with visual, hearing and mental impairments is fully ensured only by 6%; in 89%, it is not ensured; partially secured only in 4%. - safety, evacuation routes for people with disabilities are fully ensured in 13%; in 50% is not ensured; in other buildings, safety is partially ensured, - in buildings where an elevator is needed, 60% of elevators are absent, and in 83% of cases, movement between floors needs to be ensured. • The Survey (2023) evaluated the accessibility of goods and services. On average, 60% of respondents rated accessibility as very bad or bad, but 30% rated it as good or very good. The most significant obstacles in service accessibility were mentioned as a lack of understanding of persons with disabilities' needs by service providers, staff attitude, lack of individual approach, lack of information regarding service provision places, and too complex communication language. 32 % of respondents indicated that all these obstacles are relevant.
SOURCES	National Heritage Boards' website