

**LATVIA**

<b>MAINSTREAM STRATEGY ON ACCESSIBILITY</b>	
<b>National Action Plan on Accessibility in place</b>	<p><b>NO – accessibility initiatives contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>There is no unique National Action Plan on Accessibility in Latvia. However, Ensuring the Accessibility of the Environment and Services is one of the five directions of action under the <a href="#">‘Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2021-2023’</a>. The overall objective of the plan is to contribute to the development of an integrated support system that meets the needs of persons with disabilities.</p> <p>The direction of action ‘Ensuring the Accessibility of the Environment and Services’ envisages the development of measures that promote accessibility of the environment and services, including by increasing public awareness of the importance of accessibility to the environment and services for building an inclusive society, as well as by developing services that ensure that persons with disabilities are active members of society on an equal basis with the rest of society’.</p> <p>The Plan for 2021-2023 identifies 26 measures divided into four areas covering aspects of accessibility: the built environment, communications, public transport, and elections.</p> <p>The plan has been developed for the period 2021-2023. Information on the results achieved will be available after the plan's implementation, indicatively in 2024.</p>
<b>Authority monitoring accessibility initiatives in place</b>	<p><b>YES – accessibility initiatives led by a cross-group of authorities</b></p> <p><b>Additional information:</b></p> <p>The responsible and co-responsible institutions are indicated in the <a href="#">‘Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2021-2023’</a> according to the intended measure, including</p>

	as responsible institutions - the Ministry of Welfare, the Ministry of Economics, the Ministry of Transport, the Central Election Commission, the National Council of Electronic Mass Media, while local governments, NGOs, and other institutions - as co-responsible institutions.
<b>Adoption of target dates to achieve accessibility initiatives</b>	<p><b>YES – several target dates</b></p> <p><b>Additional information:</b></p> <p>For each measure included in the '<a href="#">Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2021-2023</a>', the result of the activity, the performance indicator to be achieved and the deadline for execution with an accuracy of up to half a year are indicated.</p>
<b>Infringement and sanction regime on equal opportunities, non-discrimination and accessibility for people with disabilities in place</b>	<p><b>NO</b></p> <p><b>Additional information:</b></p> <p>There is no specific infringement and sanctions regime in Latvia. Each case must be considered case-by-case in the area where discrimination occurs.</p>
<b>Public Body that manages complaint about accessibility in place</b>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>One of the institutions that handles complaints from individuals, including about accessibility, is the <a href="#">Consumer Rights Protection Centre</a>, which implements consumer protection, monitors the sale of goods and the provision of services, provides consumers with the necessary information, and helps consumers resolve conflicts that arise.</p>

	Applications and complaints regarding accessibility issues in transport, health care, education, social services, and other areas are entitled to be viewed by institutions of the relevant sector, for example, control inspections.
<b>Umbrella organisation representing more than 50% of associations for persons with disabilities in place</b>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>Information on the number of NGOs for persons with disabilities in Latvia is not publicly available. National-level organisations are formed mainly by the type of disability – Latvian Deaf Association, Latvian Blind Society, but others by territorial coverage. The Latvian People with Special Needs Cooperation Organization <a href="#">SUSTENTO</a> is considered to be an umbrella organisation which has united 50 organisations, including organisations representing people with certain diseases. NGO SUSTENTO is a member organisation of the European Disability Forum.</p>
<b>International accessibility standards incorporated into the national legislative framework</b>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>International accessibility standards are incorporated in Latvia's standardisation framework, for example, harmonised standard Rail system: interoperability. The standard designation LV EN or LV EN ISO indicates that the relevant standard is applicable in Latvia. Still, it is international, and in many cases, it has not even been translated into Latvian. 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.</p>
<b>Certification Body for accessible environments,</b>	<b>NO</b>

<p>products, or services in place</p>	
<p>Mandatory requirement regarding accessibility courses at post-secondary level in place</p>	<p><b>NO</b></p>

<p><b>BUILT ENVIRONMENT</b></p>	
<p>Legislation requiring public buildings to be accessible in place</p>	<p><b>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p><a href="#">Construction Law</a> 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 <a href="#">General Construction Standard for Buildings LBN 200-21</a> 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. The standard also includes technical requirements. The General Construction Standard for Buildings LBN 200-21 was adopted on October 19, 2021, and came into force on November 1, 2021, so before the entry into force</p>

	<p>of the European Standard - EN 17210:2021 Accessibility and usability of the built environment on 23.12.2021. 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.</p>
<p><b>Action plan on accessibility related to built environment in place</b></p>	<p><b>NO – accessibility initiatives related to built environment are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>Built environment is one of the four areas identified under the <a href="#">‘Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2021-2023’</a>.</p> <p>Actions and performance indicators indicated under built environment include:</p> <ul style="list-style-type: none"> <li>• Evaluation of the accessibility in State and local government buildings and public transport infrastructure for persons with functional impairments / 70% of state and local government institutions have carried out self-assessment.</li> <li>• Promotion of environmental accessibility in State and local government institutions / 63 institutional environments are accessible.</li> <li>• Strengthening environmental accessibility requirements for public buildings and premises and general outdoor spaces / updated Environmental Accessibility Guidelines for Public Buildings and Premises and Public Outdoor Space (draft standard).</li> <li>• Provision of support for persons with disabilities to adapt one dwelling / support provided to 253 persons with disabilities for housing adaptation.</li> <li>• Raising public awareness of ensuring environmental accessibility in multi-apartment residential buildings and installing accessible parking spaces for persons with disabilities / One set of informative materials has been prepared.</li> <li>• Increase the competence of architects and municipal construction specialists on accessibility and universal design issues / One Web seminar.</li> </ul>

	<ul style="list-style-type: none"> <li>Carrying out a case assessment of compliance with the requirements of building codes in group apartments created within the framework of the project 'Deinstitutionalization' / Evaluation of 20 group apartments, recommendations.</li> </ul>
Authority monitoring the action plan on accessibility related to built environment in place	<b>NO – accessibility initiatives related to built environment are contained in a broad action plan</b>
Adoption of target dates to achieve accessibility initiatives related to built environment	<b>YES</b>
Official data on public buildings complying with EN17210:2010 available	<b>NO</b>

**TRANSPORT**

Action plan on accessibility related to public transport in place	<p><b>NO – accessibility initiatives related to public transport are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>Public Transport is one of the four areas identified under the '<a href="#">Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2021-2023</a>'.</p>
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	<p>Actions and performance indicators indicated under public transport include:</p> <ul style="list-style-type: none"> <li>• Promoting accessibility of public transport services and infrastructure used in public transport services / 73 railway stations ensure accessibility and improved safety, 23 stations have audio/visual passenger notification systems installed, 32 new electric trains adapted for persons with disabilities and persons with reduced mobility, 100% replacement of timetable plates on regional bus routes, on 85% of regional routes, the service is provided with adapted buses and 100% with electric trains; introduction of a requirement for wheelchair access to one space for people in a wheelchair, communication of information in an audible and visual format for bus and electric train services of regional importance, equipping public transport vehicles with an electronic route sign.</li> <li>• Informing the public about using state-imposed fare relief in public transport / One information campaign.</li> <li>• Promote the provision of public transport tailored to the needs of persons with disabilities / Improved online ticketing for blind persons.</li> </ul>
<p><b>Authority monitoring the action plan on accessibility related to public transport in place</b></p>	<p><b>NO – accessibility initiatives related to public transport are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>The Ministry of Transport shall be responsible for the implementation of the public transport measures under the <a href="#">‘Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2021-2023’</a>. Co-responsible institutions include Road Transport Directorate, State Joint Stock Company ‘Latvijas dzelzceļš’, local governments and NGOs as consulting organisations.</p>
<p><b>Adoption of target dates to achieve accessibility initiatives related to public transport</b></p>	<p><b>YES</b></p>

<p><b>Legislation in place regulating built environment accessibility conditions in airport infrastructures</b></p>	<p><b>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p>There is no special law. Built environment accessibility conditions in airport infrastructures are determined by the Construction Law (2013) and Cabinet of Ministers regulations approving certain Latvian construction standards, such as the</p> <ul style="list-style-type: none"> <li>• <a href="#">General Construction Standard for Buildings LBN 200-21</a></li> <li>• <a href="#">Latvian Construction standard LBN 003-19 ‘Building Climatology’</a></li> <li>• <a href="#">Latvian Construction Standard LBN 002-19, Thermotechnics of Building Envelopes</a></li> <li>• <a href="#">Latvian Construction Standard LBN 005-15 ‘Rules for Engineering Research in Construction’</a></li> <li>• <a href="#">Latvian Construction Standard LBN 201-15 ‘Fire Safety of Structures’</a></li> </ul> <p>European Standard - EN 17210:2021 Accessibility and usability of the built environment entered into force on 23.12.2021. It is available in the Latvian National Standardization Body (LVS) as a standard LVS EN 17210:2021 Accessibility and usability of the built environment - Functional requirements, but its application is voluntary.</p>
<p><b>Legislation in place regulating built environment accessibility conditions in railway infrastructures</b></p>	<p><b>YES – not based on the regulations established by PRM TSI NIP (TSI 1300/2014) and the European series of standards EN 16584, EN 16585, EN 16586 and EN 16587</b></p> <p><b>Additional information:</b></p> <p>There is no special law. Built environment accessibility conditions in railway infrastructures are determined by the Construction Law (2013) and Cabinet of Ministers regulations approving certain Latvian construction standards, including <a href="#">Railway Construction Regulations</a>, which determine the procedures for the construction process of railway infrastructure objects (railway engineering structures). In this regulation, no references to PRM TSI NIP (TSI 1300/2014) are provided.</p>



	<p>In the catalogue of standards of the Latvian National Standardization Body (LVS), EN 16584, EN 16585, EN 16586 and EN 16587 standards have been adapted as national standards LVS EN 16584, LVS EN 16585, LVS EN 16586 and LVS EN 16587:2017.</p>
<p><b>Legislation in place regulating accessibility conditions of sea and inland waterway ports</b></p>	<p><b>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p>There is no special law. Accessibility conditions of sea and inland waterway ports are determined by the Construction Law (2013) and Cabinet of Ministers regulations approving certain Latvian construction standards, including the <a href="#">General Construction Standard for Buildings LBN 200-21</a>.</p> <p>European Standard - EN 17210:2021 Accessibility and usability of the built environment entered into force on 23.12.2021. It is available in the Latvian National Standardization Body (LVS) as a standard LVS EN 17210:2021 Accessibility and usability of the built environment - Functional requirements, but its application is voluntary.</p>
<p><b>Legislation in place regulating accessibility conditions of bus and coach transport infrastructure</b></p>	<p><b>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p>There is no special law. Accessibility conditions of bus and coach transport infrastructure are determined by the Construction Law (2013) and Cabinet of Ministers regulations approving certain Latvian construction standards, including the <a href="#">General Construction Standard for Buildings LBN 200-21</a>.</p> <p>European Standard - EN 17210:2021 Accessibility and usability of the built environment entered into force on 23.12.2021. It is available in the Latvian National Standardization Body (LVS) as a standard</p>

	<p>LVS EN 17210:2021 Accessibility and usability of the built environment - Functional requirements, but its application is voluntary.</p>
<p><b>National Enforcement Bodies in place to monitor and enforce compliance with Passenger Rights Regulations</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>The <a href="#">Consumer Rights Protection Centre</a> (CRPC) is the responsible authority in Latvia for Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 laying down common rules on compensation and assistance for passengers due to refusal of boarding and flight cancellation or long delays and repealing Regulation (EEC) No 295/91 and for Regulation (EU) No 1177/2010 of the European Parliament and the Council concerning the rights of passengers when travelling by sea and inland waterway. At the same time, the CRPC assists the passengers in disputes with carriers.</p> <p>The <a href="#">Road Transport Administration</a> is an independent public authority. It is responsible for the enforcement of Regulation (EU) No 181/2011 of the European Parliament and the Council concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 regarding regular services, and reviews passenger complaints that have not been resolved with the carrier.</p> <p>The competence of the authorities in protecting rail passengers' rights by the requirements of EU Regulation (EC) No 1371/2007 of the European Parliament and of the Council on the rights and obligations of rail passengers is provided in Article 33.3 of the <a href="#">Railway Law</a>. According to it, the <a href="#">State Railway Administration</a> is the responsible authority for international rail passenger transport; the <a href="#">Road Transport Administration</a> is the responsible authority for the carriage of passengers by inland rail and <a href="#">Stock Company 'Pasažieru vilciens'</a> in the network of regional routes.</p> <p>Additional link:</p>

	<ul style="list-style-type: none"> <li>• <a href="#">National Enforcement Bodies for Passenger Rights</a></li> </ul>
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ICT	
<b>Entity responsible for accessibility compliance of public websites and applications in place</b>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>The organisation responsible for monitoring the accessibility of public websites and apps in Latvia is the Ministry of Environment Protection and Regional Development. Each year, the Ministry of Environment Protection and Regional Development publishes a <a href="#">report on the E-index</a>, a sustainable digital development measurement tool on a national scale, covering both direct administration and municipalities, providing data for fact-based decision-making in the digital transformation process of public administration.</p> <p>Additional link:</p> <ul style="list-style-type: none"> <li>• <a href="#">Member States' bodies in charge of monitoring the Web Accessibility Directive</a></li> </ul>
<b>Results of accessibility compliance test son public websites and applications published</b>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Web Accessibility Directive - Monitoring reports</a></li> </ul>
<b>Action plan on accessibility related to ICT in place</b>	<p><b>NO – accessibility initiatives related to ICT are contained in a broad action plan</b></p> <p><b>Additional information:</b></p>

	<p>Communication is one of the four areas identified under the <a href="#">‘Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2021-2023’</a>.</p> <p>Actions and performance indicators indicated under communication include:</p> <ul style="list-style-type: none"> <li>• Expanding opportunities for persons with disabilities to obtain information and participate in cultural life processes in a way that suits them / 40% of the total broadcast hours accessible to persons with disabilities, of which with subtitles – 32.2%, with sign language translation – 7.8%.</li> <li>• Promoting accessibility of the content of electronic media programs for persons with disabilities / Not less than ten pieces of content per year on the needs and interests of persons with disabilities in commercial electronic media with the provision of subtitles.</li> <li>• Raising awareness of the needs and opportunities of persons with disabilities, as well as ensuring the control of accessibility of content related to disabilities / A system for recording the volume of integrated content and digital content about persons with disabilities and for persons with disabilities has been introduced, providing that electronic media provide reports on the integrated content and content in the digital environment intended for persons with disabilities.</li> <li>• Promoting accessibility of media services for persons with disabilities / Action Plan to improve accessibility of electronic media services for persons with disabilities.</li> <li>• Improvement of the accessibility of cultural programs for persons with disabilities / 13 hours of radio theatre recordings and seven additional productions per year.</li> <li>• Promotion of accessibility of multimedia content for persons with functional impairments / 75 radio recordings in the form of a podcast per year and 100 units of titrated multimedia content per year.</li> </ul> <p>In 2021, the Cabinet of Ministers also approved <a href="#">Digital Transformation Guidelines 2021-2027</a>. The responsible institution is the Ministry of Environment Protection and Regional Development. A report on the mid-term evaluation of the implementation of the guidelines will be submitted by 31 May 2024.</p>
<p><b>Authority monitoring the action plan on accessibility related to ICT in place</b></p>	<p><b>NO – accessibility initiatives related to ICT are contained in a broad action plan</b></p> <p><b>Additional information:</b></p>

	<p>The responsible and co-responsible institutions are indicated in the <a href="#">‘Plan for the Promotion of Equal Opportunities for Persons with Disabilities for 2021-2023’</a> according to the intended measure, including as responsible institutions - the Ministry of Welfare, the Ministry of Economics, the Ministry of Transport, the Central Election Commission, the National Council of Electronic Mass Media, while local governments, NGOs, and other institutions - as co-responsible institutions.</p>
<p><b>Adoption of target dates to achieve accessibility initiatives related to ICT</b></p>	<p><b>YES</b></p>

<p><b>Public Policies / Data Availability</b></p>	
<p><b>The inclusion of people with disabilities, particularly Universal Accessibility and Design for All, is promoted in the transposed laws of Directives 2014/24 and 2014/25</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>The transposed laws are the <a href="#">Public Procurement Law</a> and the <a href="#">Law on the Procurements of Public Service Providers</a>.</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</p>

	require accessibility for persons with disabilities or to respect the principles of universal design’, which will come into force on 28.06.2025.
<b>Online Accessibility Information Schemes (AIS) in place at national or regional level to inform the public about the accessibility of public-use buildings, ICT products or services</b>	<b>UNKNOWN</b>