

AccessibleEU – Accessibility Indicators Annual Report 2024 Italy

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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	Several Italian laws have been implemented over the last decades in order to improve accessibility to public and private buildings, remove architectural barriers and set specific accessibility standards concerning the built environment. These national legislations include: Law 118/1971, Law 13/1989, D.M (Ministerial Decree) 236/1989, Law N. 104/1992, D.P.R. (Decree of President of the Republic) 503/1996 and D.P.R. 380/2001. Furthermore, in 2008 the Ministry of Culture released new national guidelines for overcoming architectural barriers in cultural sites (i.e. museums) through the D.M. 114/2008.
SOURCES	- Law 118/1971, Law 13/1989, D.M (Ministerial Decree) 236/1989, Law N. 104/1992, D.P.R. (Decree of President of the Republic) 503/1996 and D.P.R. 380/2001 - D.M. 114/2008

- **Transport:**

RESULT	YES
INFORMATION	In December 2023 the Ministry of Infrastructure and the Ministry of Disability signed a joint decree establishing a Technical Committee for the formulation of new solutions for the improvement of accessibility in the national transport system.
SOURCES	Technical Committee for the formulation of new solutions for the improvement of accessibility in the national transport

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The legislative reference for web accessibility is the Italian law 9/2004 which sets standards in order to guarantee full access to web tools and digital services to persons with disabilities. The Law Decree 82/2022 established that the Ministry for Economic

	<p>Development (MISE) is responsible for monitoring compliance of products with the European accessibility standards, while the Italian Digital Agency (AGID) is in charge for monitoring accessibility of services.</p> <p>As the AGID is the established agency responsible for regulating and monitoring web and ICT accessibility for both public and private entities, it issued the 'Guidelines on accessibility of ICT tools' in order to guarantee accessibility of digital services of public administrations (PAs), while it regularly monitors their compliance with the standards set by Italian law and EU Directive 2016/ 2102.</p>
SOURCES	Guidelines released by AGID

○ **Public Policies:**

RESULT	YES
INFORMATION	<p>The National Resilience and Recovery Plan established that, by 30th June 2024, the Ministry of Disabilities had to issue a new 'Framework Law on Disability'. This process started with the issuing of Law 227/2021 establishing the 'upgrading of public services in terms of inclusion and accessibility' as a key area that will be disciplined by the New Framework Law. In April 2024, the Italian Government gave the final approval to the new Law modifying the Framework Law 104/92 by introducing a new definition of disability and new standards and procedures concerning the process of reasonable accommodation and the formulation of the individual and personalized life project for persons with disabilities.</p> <p>Furthermore, in reference to the tourism sector, in 2023 the Italian Parliament started to examine and discuss a proposal for a national law on Accessible Tourism. The draft text comprised 10 Articles including a clear definition of the sector and new mechanisms for fostering accessibility and sanctioning violations.</p>
SOURCES	<ul style="list-style-type: none"> - Summary of the new Disability Law - Proposal for a national law on Accessible Tourism

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, Transport, and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the reference to the right to equal access in accessibility-related legislation in the areas of built environment, transport, and public policies.
SOURCES	NA

○ Information and Communication Technologies

RESULT	YES
INFORMATION	<p>The legislative reference for web accessibility is the Italian law 9/2004 which sets standards in order to guarantee full access to web tools and digital services to persons with disabilities.</p> <p>As the AGID is the established agency responsible for regulating and monitoring web and ICT accessibility for both public and private entities, it issued the ‘Guidelines on accessibility of ICT tools’ in order to guarantee accessibility of digital services of public administrations (PAs), while it regularly monitors their compliance with the standards set by Italian law and EU Directive 2016/ 2102.</p>
SOURCES	Guidelines released by AGID

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 and Transport:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the scope of disability-related obstacles in accessibility-related legislation in the areas of built environment and transport.
SOURCES	NA

○ Information and Communication Technologies

RESULT	YES
INFORMATION	<p>The legislative reference for web accessibility is the Italian law 9/2004 which sets standards in order to guarantee full access to web tools and digital services to persons with disabilities.</p> <p>As the AGID is the established agency responsible for regulating and monitoring web and ICT accessibility for both public and private entities, it issued the ‘Guidelines on accessibility of ICT tools’ in order to guarantee accessibility of digital services of public administrations (PAs), while it regularly monitors their compliance with the standards set by Italian law and EU Directive 2016/ 2102.</p>
SOURCES	Guidelines released by AGID

○ Public Policies:

RESULT	YES
INFORMATION	The National Resilience and Recovery Plan established that, by 30th June 2024, the Ministry of Disabilities had to issue a new ‘Framework Law on Disability’. This process started with the issuing of Law 227/2021 establishing the ‘upgrading of public services in terms of inclusion and accessibility’ as a key area that will be disciplined by the New Framework Law. In April 2024, the

	Italian Government gave the final approval to the new Law modifying the Framework Law 104/92 by introducing a new definition of disability and new standards and procedures concerning the process of reasonable accommodation and the formulation of the individual and personalized life project for persons with disabilities.
SOURCES	Summary of the new Disability Law

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	The EN 17210:2021 has been adopted in Italy through the UNI (National Body for Standardisation) with the norm UNI CEI EN 17210:2021 entitled "Accessibility and usability of the built environment - Functional requirements", which is also based on the Universal Design or Design for all approach.
SOURCES	Accessibility and usability of the built environment - Functional requirements

- **Transport:**

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The Italian government has adopted the standards for products and services in the ICT sector set by the European Directive 2019/882. The European Accessibility Act (European Directive 2019/882), which sets out accessibility requirements for products and services in the ICT sector, has been incorporated within Italian legislation through the Law Decree 82/2022.
SOURCES	Law Decree 82/2022

- **Public Policies:**

RESULT	YES
INFORMATION	In 2023 the UNI released the Uni/PdR 103:2023 entitled "Accessibility of services offered by accommodation, spa and bathing establishments, and sports facilities - Requirements and check-list", which refers to the application of UNI ISO 21902, UNI CEI EN 17210 and the UNI/PdR 92. Furthermore, the Ministry of Tourism established a directory with accredited certifying bodies that is allowed to provide certification in terms of accessibility of tourism services (i.e. hotels). The Certification bodies recognized

	by the Ministry are the ones accredited for the ISO, CEI and UNI certifications mentioned above.
SOURCES	<ul style="list-style-type: none"> - Uni/PdR 103:2023 entitled "Accessibility of services offered by accommodation, spa and bathing establishments, and sports facilities - Requirements and check-list" - Certification bodies recognized by the Ministry are the ones accredited for the ISO, CEI and UNI certifications

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:**

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA

- **Transport:**

RESULT	YES
INFORMATION	The Italian Transport Regulation Authority (ART) is the national body monitoring and enforcing compliance of transport infrastructure and services, including accessibility, with European and Italian Passenger Rights Regulations. Passengers have the possibility to forward a complaint to the Authority if their rights have not been respected and standards not met by providers. For what concerns the air transport sector, the National Body for Civil Aviation (ENAC) is another responsible body for enforcing compliance with such Regulations.
SOURCES	Official website of the ART

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The AGID is the established agency responsible for regulating and monitoring web and ICT accessibility for both public and private entities.
SOURCES	NA

- **Public Policies:**

RESULT	YES
INFORMATION	In reference to the tourism sector, in 2023 the Italian Parliament started to examine and discuss a proposal for a national law on Accessible Tourism. The draft text comprised 10 Articles including a clear definition of the sector and new mechanisms for fostering accessibility and sanctioning violations.
SOURCES	Proposal for a national law on Accessible Tourism

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, Public Policies:**

RESULT	YES
INFORMATION	<p>The main body established by the Italian Legislation in order to support the discussion and formulation of laws and measures concerning accessibility from the perspective of persons with disabilities is the National observatory on the conditions of persons with disabilities. The Observatory comprises a number of permanent members representing both the Ministries involved and the associations and federations of persons with disabilities. Its role is to oversee the application of the UNCRPD across all sectors and suggest solutions in order to overcome existing obstacles and problems that affect the quality of life of persons with disabilities. The Observatory is organized across five different working groups, which focus respectively on 'health and well-being', 'life project', 'universal accessibility', 'work inclusion' and 'education, university and training'.</p> <p>Furthermore, in the process of formulating and discussing new law proposals, federations and organizations of persons with disabilities are usually invited for auditions by the Italian Parliament or its related bodies in order to hear their considerations on a specific theme and include their suggestions in the law development process. For example, the FISH - Italian Federation for the Overcoming of Handicap, established in 1994, is one of the largest umbrella organizations in Italy comprising a large number of associations of persons with disabilities.</p>
SOURCES	<ul style="list-style-type: none"> - Website of the National Observatory - Italian Federation for the Overcoming of Handicap

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:**

RESULT	NA

INFORMATION	No specific information has been identified
SOURCES	NA

- **Transport:**

RESULT	YES
INFORMATION	The Italian Transport Regulation Authority (ART) is the national body monitoring and enforcing compliance of transport infrastructure and services, including accessibility, with European and Italian Passenger Rights Regulations. Passengers have the possibility to forward a complaint to the Authority if their rights have not been respected and standards not met by providers. For what concerns the air transport sector, the National Body for Civil Aviation (ENAC) is another responsible body for enforcing compliance with such Regulations.
SOURCES	Official website of the ART

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The AGID is the established agency responsible for regulating and monitoring web and ICT accessibility for both public and private entities.
SOURCES	NA

- **Public Policies:**

RESULT	NO
INFORMATION	In reference to the tourism sector, in 2023 the Italian Parliament started to examine and discuss a proposal for a national law on Accessible Tourism. The draft text comprised 10 Articles including a clear definition of the sector and new mechanisms for fostering accessibility and sanctioning violations. The law is not implemented yet.
SOURCES	Proposal for a national law on Accessible Tourism

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, Public Policies:**

RESULT	YES
INFORMATION	The main body established by the Italian Legislation in order to support the discussion and formulation of laws and measures

	<p>concerning accessibility from the perspective of persons with disabilities is the National observatory on the conditions of persons with disabilities. The Observatory comprises a number of permanent members representing both the Ministries involved and the associations and federations of persons with disabilities. Its role is to oversee the application of the UNCRPD across all sectors and suggest solutions in order to overcome existing obstacles and problems that affect the quality of life of persons with disabilities. The Observatory is organized across five different working groups, which focus respectively on 'health and well-being', 'life project', 'universal accessibility', 'work inclusion' and 'education, university and training'.</p> <p>Furthermore, in the process of formulating and discussing new law proposals, federations and organizations of persons with disabilities are usually invited for auditions by the Italian Parliament or its related bodies in order to hear their considerations on a specific theme and include their suggestions in the law development process. For example, the FISH - Italian Federation for the Overcoming of Handicap, established in 1994, is one of the largest umbrella organizations in Italy comprising a large number of associations of persons with disabilities.</p>
SOURCES	<ul style="list-style-type: none"> - Website of the National Observatory - Italian Federation for the Overcoming of Handicap

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	YES
INFORMATION	The EN 17210:2021 has been adopted in Italy through the UNI (National Body for Standardisation) with the norm UNI CEI EN 17210:2021 entitled "Accessibility and usability of the built environment - Functional requirements", which is also based on the Universal Design or Design for all approach.
SOURCES	Accessibility and usability of the built environment - Functional requirements

- **Transport:**

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The Italian government has adopted the standards for products and services in the ICT sector set by the European Directive 2019/882. The European Accessibility Act (European Directive 2019/882), which sets out accessibility requirements for products and services in the ICT sector, has been incorporated within Italian legislation through the Law Decree 82/2022.
SOURCES	Law Decree 82/2022

- **Public Policies:**

RESULT	YES
INFORMATION	In 2023 the UNI released the Uni/PdR 103:2023 entitled "Accessibility of services offered by accommodation, spa and bathing establishments, and sports facilities - Requirements and check-list", which refers to the application of UNI ISO 21902, UNI CEI EN 17210 and the UNI/PdR 92. Furthermore, the Ministry of Tourism established a directory with accredited certifying bodies that is allowed to provide certification in terms of accessibility of tourism services (i.e. hotels). The Certification bodies recognized by the Ministry are the ones accredited for the ISO, CEI and UNI certifications mentioned above.
SOURCES	<ul style="list-style-type: none"> - Uni/PdR 103:2023 entitled "Accessibility of services offered by accommodation, spa and bathing establishments, and sports facilities - Requirements and check-list" - Certification bodies recognized by the Ministry are the ones accredited for the ISO, CEI and UNI certifications

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, Transport, Information and Communication Technologies, Public Policies:**

RESULT	NO
INFORMATION	No accessibility-related strategies or plans have been identified in Italy.
SOURCES	NA

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, Transport, Information and Communication Technologies, Public Policies:**

RESULT	NA
INFORMATION	No accessibility-related strategies or plans have been identified in Italy.
SOURCES	NA

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, Transport, Information and Communication Technologies, Public Policies:**

RESULT	NO
INFORMATION	No accessibility-related strategies or plans have been identified in Italy.
SOURCES	NA

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, Public Policies:**

RESULT	NO
INFORMATION	No accessibility-related strategies or plans have been identified in Italy.
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:**

RESULT	YES
INFORMATION	The Ministry of Tourism is compiling a directory with accredited certifying bodies that will be able to provide certification in terms of accessibility of tourism services. The Certification bodies recognized by the Ministry of Tourism are the ones accredited for the following certifications: UNI ISO 21902:2022, UNI CEI EN 17210:2021 e UNI/PdR 92:2020.
SOURCES	Certification bodies recognized by the Ministry are the ones accredited for the following certifications: UNI ISO 21902:2022, UNI CEI EN 17210:2021 e UNI/PdR 92:2020

- **Transport:**

RESULT	NA
INFORMATION	No accessibility audits in the area of transport have been identified in Italy
SOURCES	NA

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The AGID requires that Public Authorities release by 23rd September each year an "Accessibility Declaration" concerning any ICT tools under their control (websites, mobile apps) and publish by 31st March annually their "Accessibility Objectives". The AGID can monitor accessibility standards of public administrations websites thanks to an automated system called MAUVE++. Based

	on these elements, the AGID collects information on the results achieved.
SOURCES	Accessibility Objectives

- **Public Policies:**

RESULT	YES
INFORMATION	The Italian Government has recently established the new National Guarantor of Rights of Persons with Disabilities, which will start to be operational in January 2025. It will play the role of monitoring body on compliance with the rights and principles set by the UNCRPD, including any aspect related to discrimination and social inclusion of persons with disabilities (i.e. accessibility). Furthermore, it is the body that will be collecting complaints by persons with disabilities and their families in case of violations and which is entitled to conduct auditing activities and verify the existence of discriminatory conditions. Finally, the body supports activities that are aimed at fostering awareness concerning the rights of persons with disabilities.
SOURCES	National Guarantor of Rights of Persons with Disabilities

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 Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of accessibility audits in the areas of built environment and public policies in Italy.
SOURCES	NA

- **Transport:**

RESULT	0
INFORMATION	No accessibility audits in the area of transport have been identified in Italy
SOURCES	NA

- **Information and Communication Technologies**

RESULT	1319
INFORMATION	The Italian entity in charge of monitoring is Agenzia per l'Italia Digitale (AGID), which monitors that public administrations (PAs) comply with standards and procedures on accessibility of ICT tools thanks to an automated system called MAUVE++. During the period from January 2020 to December 2021, monitoring was carried out on 1,297 websites and 22 mobile applications.

SOURCES	AGID monitoring report
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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, Information and Communication Technologies, and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the involvement of people with disabilities to carry out accessibility audits in the areas of built environment, ICT and public policies in Italy.
SOURCES	NA

- **Transport:**

RESULT	No
INFORMATION	No accessibility audits in the area of transport have been identified in Italy
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, and Information and Communication Technologies:**

RESULT	NA
INFORMATION	No specific information has been identified.
SOURCES	NA

- **Transport:**

RESULT	NA
INFORMATION	No information has been identified regarding the number of complaints received by the Italian Transport Regulation Authority (ART). For what concerns the air transport sector, the National Body for Civil Aviation (ENAC) is another responsible body for enforcing compliance with such Regulations.
SOURCES	Official website of the ART

- **Public Policies:**

RESULT	NA
INFORMATION	The new National Guarantor of Rights of Persons with Disabilities, which will start to be operational in January 2025 and will be collecting complaints by persons with disabilities and their families.
SOURCES	NA

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:**

RESULT	YES
INFORMATION	As of now, there is no obligation for educational institutions to include courses or modules on accessibility topics. In the field of built environment, several Universities and professional organizations (such as the Italian Chamber of Architects) offer optional courses on accessibility for professionals. In the context of higher education, a few Universities offer higher training courses in Environmental Accessibility. These are usually not included in the courses offered as part of standard degrees (Bachelors or Masters), but they allow students and professionals to further specialize in accessibility topics. Some examples are the University of Roma Tre (Department of Architecture), which offers the Higher Training Course in Environmental Accessibility, and the Inter-

	University higher training course in Environmental Accessibility organized by the Italian Society of Architecture Technology.
SOURCES	<ul style="list-style-type: none"> - Optional courses on accessibility for professionals - Higher Training Course in Environmental Accessibility - Italian Society of Architecture Technology

- **Transport:**

RESULT	YES
INFORMATION	Federmobilità, a national association including local administrations responsible for managing local transports, is organizing in 2024 the first edition of the course on Basic quality conditions of local transportation system, which deals with the regulations and standards in this sector also in terms of accessibility requirements.
SOURCES	Basic quality conditions of local transportation system

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The AGID (Italian Digital Agency) organizes, as part of the National Plan for Recovery and Resilience, a series of online courses on digital accessibility at different levels (basic, intermediate advanced) with the objective to foster understanding and competences on this topic. Some higher education institutions also offer specific training modules on digital accessibility for students and professionals, like the University of Macerata which offered in 2021 the online "Accessibility and usability of online websites" course.
SOURCES	<ul style="list-style-type: none"> - Series of online courses on digital accessibility - Accessibility and usability of online websites

- **Public Policies:**

RESULT	No
INFORMATION	No accessibility trainings / courses have been identified in the area of public policies in Italy
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:**

RESULT	2
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INFORMATION	Two examples are the University of Roma Tre (Department of Architecture), which offers the Higher Training Course in Environmental Accessibility, and the Inter-University higher training course in Environmental Accessibility organized by the Italian Society of Architecture Technology.
SOURCES	- Optional courses on accessibility for professionals - Higher Training Course in Environmental Accessibility - Italian Society of Architecture Technology

○ **Transport:**

RESULT	1
INFORMATION	Federmobilità, a national association including local administrations responsible for managing local transports, is organizing in 2024 the first edition of the course on Basic quality conditions of local transportation system, which deals with the regulations and standards in this sector also in terms of accessibility requirements.
SOURCES	Basic quality conditions of local transportation system

○ **Information and Communication Technologies**

RESULT	2
INFORMATION	<p>The AGID (Italian Digital Agency) organizes, as part of the National Plan for Recovery and Resilience, a series of online courses on digital accessibility at different levels (basic, intermediate advanced) with the objective to foster understanding and competences on this topic.</p> <p>Some higher education institutions also offer specific training modules on digital accessibility for students and professionals, like the University of Macerata which offered in 2021 the online "Accessibility and usability of online websites" course.</p>
SOURCES	- Series of online courses on digital accessibility - Accessibility and usability of online websites

○ **Public Policies:**

RESULT	0
INFORMATION	No accessibility trainings / courses have been identified in the area of public policies in Italy
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, Transport, and Information and Communication Technologies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the involvement of people with disabilities in courses / trainings on accessibility in the areas of built environment, transport and ICT in Italy.
SOURCES	NA

- **Public Policies:**

RESULT	NO
INFORMATION	No accessibility trainings / courses have been identified in the area of public policies in Italy
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, Transport, and Information and Communication Technologies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of people receiving courses / trainings on accessibility in the areas of built environment, transport and ICT in Italy.
SOURCES	NA

- **Public Policies:**

RESULT	0
INFORMATION	No accessibility trainings / courses have been identified in the area of public policies in Italy
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:**

RESULT	YES
INFORMATION	Public awareness concerning the built environment focuses especially on the mapping out of accessibility conditions of public places and ensuring the availability of those information to people with access needs. Organisations of persons with disabilities have also implemented projects at local and national level to raise awareness on this aspect. An example is the project 'Accessibility is cool', managed by Movidabilia, which organized a national level awareness campaign on social media and involving some famous people in order to build a map of accessible places and venues for social and cultural life. Also, AISM – Italian Multiple Sclerosis Society runs the project 'Easy Go Out' in order to map out and share information online on accessibility of public locations and venue (cinemas, theaters, hotels etc.) across Italian cities.
SOURCES	- Accessibility is cool', managed by Movidabilia - Project 'Easy Go Out'

- **Transport:**

RESULT	YES
INFORMATION	Local and national transport companies in Italian cities are making efforts in order to make their services more accessible to persons with disabilities and access needs. Some companies and municipalities run informative campaigns at the local level targeting residents and tourists to inform them on accessible stops, stations, services.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The AGID implemented in 2020 the national awareness campaign "Accessibile è meglio!" (Accessible is better) which mainly targeted social media and it was aimed at providing practical tips and making public administrations more aware on the importance of designing accessible websites and digital services.
SOURCES	Accessibile è meglio!

- **Public Policies:**

RESULT	NO
INFORMATION	No public awareness campaigns on accessibility in the area of public policies have been identified in Italy.

SOURCES	NA
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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:**

RESULT	2
INFORMATION	<p>An example is the project 'Accessibility is cool', managed by Movidabilia, which organized a national level awareness campaign on social media and involving some famous people in order to build a map of accessible places and venues for social and cultural life.</p> <p>Also, AISM – Italian Multiple Sclerosis Society runs the project 'Easy Go Out' in order to map out and share information online on accessibility of public locations and venue (cinemas, theaters, hotels etc.) across Italian cities.</p>
SOURCES	<ul style="list-style-type: none"> - 'Accessibility is cool', managed by Movidabilia - Project 'Easy Go Out'

- **Transport:**

RESULT	NA
INFORMATION	Local and national transport companies in Italian cities are making efforts in order to make their services more accessible to persons with disabilities and access needs. Some companies and municipalities run informative campaigns at the local level targeting residents and tourists to inform them on accessible stops, stations, services.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	1
INFORMATION	The AGID implemented in 2020 the national awareness campaign "Accessibile è meglio!" (Accessible is better) which mainly targeted social media and it was aimed at providing practical tips and making public administrations more aware on the importance of designing accessible websites and digital services.
SOURCES	Accessibile è meglio!

- **Public Policies:**

RESULT	0
INFORMATION	No public awareness campaigns on accessibility in the area of public policies have been identified in Italy.
SOURCES	NA

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:**

RESULT	YES
INFORMATION	AISM – Italian Multiple Sclerosis Society runs the project ‘Easy Go Out’ in order to map out and share information online on accessibility of public locations and venue (cinemas, theaters, hotels etc.) across Italian cities.
SOURCES	Project ‘Easy Go Out’

- **Transport:**

RESULT	NA
INFORMATION	Local and national transport companies in Italian cities are making efforts in order to make their services more accessible to persons with disabilities and access needs. Some companies and municipalities run informative campaigns at the local level targeting residents and tourists to inform them on accessible stops, stations, services.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	The AGID implemented in 2020 the national awareness campaign “Accessibile è meglio!” (Accessible is better) which mainly targeted social media and it was aimed at providing practical tips and making public administrations more aware on the importance of designing accessible websites and digital services.
SOURCES	Accessibile è meglio!

- **Public Policies:**

RESULT	NO
INFORMATION	No public awareness campaigns on accessibility in the area of public policies have been identified in Italy.
SOURCES	NA

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, and Information and Communication Technologies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of people reached out by public awareness campaigns on accessibility in the areas of built environment, transport and ICT in Italy.
SOURCES	NA

- **Public Policies:**

RESULT	0
INFORMATION	No public awareness campaigns on accessibility in the area of public policies have been identified in Italy.
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:**

RESULT	YES
INFORMATION	The Italian Government has put in place public incentives for undertaking interventions contributing to the overcoming of architectural barriers, such as ramps, lifting platforms, accessible lifts. For the current year 2024, the so called 'bonus barriere architettoniche' provides a 75% tax reduction incentive for these types of interventions.
SOURCES	Bonus barriere architettoniche

- **Transport, and Public Policies:**

RESULT	NO
INFORMATION	No public funding initiatives promoting accessibility in the areas of transport and public policies have been identified in Italy.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	The National Plan for Recovery and Resilience has invested an overall amount of 80 million euros for the improvement of accessibility of digital public services and for the promotion of accessibility across public administrations and private providers. This investment is implemented by the Italian Digital Agency (AGID)
SOURCES	Improvement of accessibility of digital public services

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:**

RESULT	NA
INFORMATION	The Italian Government has put in place public incentives for undertaking interventions contributing to the overcoming of architectural barriers, such as ramps, lifting platforms, accessible lifts. For the current year 2024, the so called 'bonus barriere architettoniche' provides a 75% tax reduction incentive for these types of interventions.
SOURCES	Bonus barriere architettoniche

- **Transport, and Public Policies:**

RESULT	0
INFORMATION	No public funding initiatives promoting accessibility in the areas of transport and public policies have been identified in Italy.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	80,000,000.00
INFORMATION	The National Plan for Recovery and Resilience has invested an overall amount of 80 million euros for the improvement of accessibility of digital public services and for the promotion of accessibility across public administrations and private providers.

	This investment is implemented by the Italian Digital Agency (AGID)
SOURCES	Improvement of accessibility of digital public services

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:**

RESULT	NA
INFORMATION	The Italian Government has put in place public incentives for undertaking interventions contributing to the overcoming of architectural barriers, such as ramps, lifting platforms, accessible lifts. For the current year 2024, the so called 'bonus barriere architettoniche' provides a 75% tax reduction incentive for these types of interventions.
SOURCES	Bonus barriere architettoniche

- **Transport, and Public Policies:**

RESULT	0
INFORMATION	No public funding initiatives promoting accessibility in the areas of transport and public policies have been identified in Italy.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	The National Plan for Recovery and Resilience has invested an overall amount of 80 million euros for the improvement of accessibility of digital public services and for the promotion of accessibility across public administrations and private providers. This investment is implemented by the Italian Digital Agency (AGID)
SOURCES	Improvement of accessibility of digital public services

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, Transport, Information and Communication Technologies, and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA

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	10
INFORMATION	In terms of accessibility of public buildings, ISTAT (the Italian Institute for Statistics) has released in 2022 a report on accessibility to museums and libraries across Italy. The report well depicts that around 2 out of 3 of them have implemented the necessary interventions to overcome physical barriers and ensure access to the building (ramps, accessible toilets etc.). However, only around 10% of museums have the tools available to guarantee accessibility to persons with sensorial and cognitive disabilities.
SOURCES	Report on accessibility to museums and libraries across Italy

○ **Transport:**

RESULT	NA
INFORMATION	In terms of use of transports, ISTAT has collected statistics on the percentage of persons with disabilities who use these means (2022). For what concerns trains, only 13.4% of people with serious limitations take trains, compared to 25.3% of people with partial limitations and 30.9% of people with no limitations. Furthermore, only 11.3% of people with serious limitations use local public transports, compared to 18.6% of people with partial limitations and 20.7% of people without limitations (these three categories are defined by ISTAT).
SOURCES	ISTAT has collected statistics on the percentage of persons with disabilities who use these means (2022)

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA

○ **Public Policies:**

RESULT	NA
INFORMATION	An interesting example is access to education. In this case, ISTAT collected information about schools that are accessible to students with disabilities. Overall, 44.3% of Italian schools declare to still have architectural barriers present, while 33.7% declare to have removed them (22% did not respond). The online database 'Disabilità in cifre' by ISTAT contains other statistics concerning the conditions of persons with disabilities in other areas of public policies.
SOURCES	<ul style="list-style-type: none"> - ISTAT collected information about schools that are accessible to students with disabilities - 'Disabilità in cifre' by ISTAT