

AccessibleEU – Accessibility Indicators Annual Report 2024 Bulgaria

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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>Regulation No. RD-02-20-2 of 26.01.2021 determines the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the buildings and facilities. The Regulation covers obstacles that face people with reduced mobilities, wheelchair users and people with visual and hearing impairments, as well as people considered with short stature.</p> <p>In 2024, there is also a public consultation process to amend and supplement Ordinance No. RD-02-20-2 of 2021.</p>
SOURCES	<ul style="list-style-type: none"> - Regulation No. RD-02-20-2 of 26.01.2021 - Draft Ordinance amendment to Ordinance No. RD-02-20-2 of 2021, Council of Ministers, Portal for public consultations

- **Transport:**

RESULT	Yes
INFORMATION	<p>The main document that regulates accessibility conditions of all kinds of transport is Regulation No. 33 of 3.11.1999 on public transport of passengers and cargo (last update on 7.07.2020).</p> <p>All buildings and infrastructure related to transport of passengers also have to comply with Regulation No. RD-02-20-2 of January 26, 2021, which determines the requirements for accessibility and universal design of the elements of the accessible environment in the urbanized territory and the properties and facilities.</p>
SOURCES	<ul style="list-style-type: none"> - REGULATION No. 33 of 3.11.1999 on public transport of passengers and cargo on the territory of the Republic Bulgaria - REGULATION No. RD-02-20-2 of January 26, 2021

- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>The requirements of Directive (EU) 2016/2102 have been introduced into the national legislation in the Electronic Government Act (amended and supplemented SG No. 80 of 19.09.2023) and in the Regulation on the general requirements for information systems, registers and electronic administrative services (amended and supplemented No. 47 of 24.06.2022.).</p> <p>Other relevant legislation includes the Electronic Communications Act (updated on 06.10.2023) and the Access to Public Information Act (29.09.2023).</p>
SOURCES	<ul style="list-style-type: none"> - Electronic Government Act - REGULATION on the general requirements for information systems, registers and electronic administrative services - The Electronic Communications Act - Access to Public Information Act

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>The relevant legislation requiring public procurement to be accessible is the Public Procurement Act. The PPA is in force since 15.04.2016 and was amended in August 2022.</p> <ul style="list-style-type: none"> - According to the Act, employers are eligible for public funding awarded by the Agency for Persons with Disabilities for purposes of providing reasonable accommodation of jobs, inter alia, including accessibility and special equipment. A range of accessibility and reasonable accommodations rights are defined in terms of public environments, including accessible information and transportation, and personal mobility. - The PPA defines so called “Reserved Public Procurement” (Art.12), initiated by the Council of Ministers, upon proposal of the Minister of Labour and Social Policy, who determines by decisions: (1) a list of the goods and services, which are intended for awarding to specialized undertakings or cooperation of disabled people or to economic subjects, which basic purpose is social and professional integration of disabled people; and (2) programmes for creating protected jobs within the frames of which the contracting authorities have the right to keep procurements. - The PPA states the responsibilities of the public bodies to promote the inclusion of people with disabilities through technical requirements for accessibility, in Section II. Technical Specifications. Marking. Protocols from Testing (Art.48), as follows:(1) Where the result of the procurement will be used by natural persons, the technical specifications, which define the characteristics of the procurement subject, must be considered with the criteria for access for disabled people or to provide possibilities for disabled people to use this result. (2) Whereby an EU act obligatory requirement, related criteria for access to disabled people, or conditions for use of such people have been determined, the technical specifications shall include reference to these requirements.

	The main legal document requiring accessibility is the Persons with Disabilities Act, approved on 18 December 2018 and supplemented on 25 January 2023. The main principles of the act are equal treatment based on an individual approach and individual assessment of needs, as well as personal choice and independence, accessibility and full participation. (Section IV. Accessible environment and reasonable facilities, accessible information and ensuring personal mobility).
SOURCES	- Public Procurement Act - Persons with Disabilities Act

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	Regulation No. RD-02-20-2 of 26.01.2021 determines the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the buildings and facilities.
SOURCES	Regulation No. RD-02-20-2 of 26.01.2021

- **Transport:**

RESULT	Yes
INFORMATION	All buildings and infrastructure related to transport of passengers also have to comply with Regulation No. RD-02-20-2 of January 26, 2021, which determines the requirements for accessibility and universal design of the elements of the accessible environment in the urbanized territory and the properties and facilities.
SOURCES	REGULATION No. RD-02-20-2 of January 26, 2021

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	The requirements of Directive (EU) 2016/2102 have been introduced into the national legislation in the Electronic Government Act (amended and supplemented SG No. 80 of 19.09.2023) and in the Regulation on the general requirements for information systems, registers and electronic administrative services (amended and supplemented No. 47 of 24.06.2022.). Other relevant legislation includes the Electronic Communications Act (updated on 06.10.2023) and the Access to Public Information Act (29.09.2023).

	No specific information has been identified regarding reference to the right to equal access.
SOURCES	<ul style="list-style-type: none"> - Electronic Government Act - REGULATION on the general requirements for information systems, registers and electronic administrative services - The Electronic Communications Act - Access to Public Information Act

- **Public Policies:**

RESULT	Yes
INFORMATION	The main legal document requiring accessibility is the Persons with Disabilities Act. The main principles of the act are equal treatment based on an individual approach and individual assessment of needs, as well as personal choice and independence, accessibility and full participation. (Section IV. Accessible environment and reasonable facilities, accessible information and ensuring personal mobility).
SOURCES	- Persons with Disabilities Act

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	Regulation No. RD-02-20-2 of 26.01.2021 determines the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the buildings and facilities. The Regulation covers obstacles that face people with reduced mobilities, wheelchair users and people with visual and hearing impairments, as well as people considered with short stature.
SOURCES	Regulation No. RD-02-20-2 of 26.01.2021

- **Transport:**

RESULT	Yes
INFORMATION	<p>The main document that regulates accessibility conditions of all kind of transport is Regulation No. 33 of 3.11.1999 on public transport of passengers and cargo (last update on 7.07.2020).</p> <p>All buildings and infrastructure related to transport of passengers also have to comply with Regulation No. RD-02-20-2 of January 26, 2021, which determines the requirements for accessibility and universal design of the elements of the accessible environment in the urbanized territory and the properties and facilities.</p>

SOURCES	<ul style="list-style-type: none"> - REGULATION No. 33 of 3.11.1999 on public transport of passengers and cargo on the territory of the Republic Bulgaria - REGULATION No. RD-02-20-2 of January 26, 2021
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○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>The requirements of Directive (EU) 2016/2102, which covers different types of disability related obstacles, have been introduced into the national legislation in the Electronic Government Act (amended and supplemented SG No. 80 of 19.09.2023) and in the Regulation on the general requirements for information systems, registers and electronic administrative services (amended and supplemented No. 47 of 24.06.2022.).</p> <p>Other relevant legislation includes the Electronic Communications Act (updated on 06.10.2023) and the Access to Public Information Act (29.09.2023).</p>
SOURCES	<ul style="list-style-type: none"> - Electronic Government Act - REGULATION on the general requirements for information systems, registers and electronic administrative services

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>The relevant legislation requiring public procurement to be accessible is the Public Procurement Act. The PPA is in force since 15.04.2016 and was amended in August 2022.</p> <ul style="list-style-type: none"> - According to the Act, employers are eligible for public funding awarded by the Agency for Persons with Disabilities for purposes of providing reasonable accommodation of jobs, inter alia, including accessibility and special equipment. A range of accessibility and reasonable accommodations rights are defined in terms of public environments, including accessible information and transportation, and personal mobility. - The PPA defines so called “Reserved Public Procurement” (Art.12), initiated by the Council of Ministers, upon proposal of the Minister of Labour and Social Policy, who determines by decisions: (1) a list of the goods and services, which are intended for awarding to specialized undertakings or cooperation of disabled people or to economic subjects, which basic purpose is social and professional integration of disabled people; and (2) programmes for creating protected jobs within the frames of which the contracting authorities have the right to keep procurements. - The PPA states the responsibilities of the public bodies to promote the inclusion of people with disabilities through technical requirements for accessibility, in Section II. Technical Specifications. Marking. Protocols from Testing (Art.48), as follows:(1) Where the result of the procurement will be used by natural persons, the technical specifications, which define the characteristics of the procurement subject, must be considered with the criteria for access for disabled people or to provide possibilities for disabled people to use

	<p>this result. (2) Whereby an EU act obligatory requirements, related criteria for access to disabled people, or conditions for use of such people have been determined, the technical specifications shall include reference to these requirements.</p> <p>The main legal document requiring accessibility is the Persons with Disabilities Act, approved on 18 December 2018 and supplemented on 25 January 2023. The main principles of the act are equal treatment based on an individual approach and individual assessment of needs, as well as personal choice and independence, accessibility and full participation. (Section IV. Accessible environment and reasonable facilities, accessible information and ensuring personal mobility).</p>
SOURCES	<ul style="list-style-type: none"> - Public Procurement Act - Persons with Disabilities Act

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	NA
INFORMATION	Regulation No. RD-02-20-2 of 26.01.2021 determines the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the buildings and facilities. No specific information has been identified regarding reference to accessibility standards.
SOURCES	Regulation No. RD-02-20-2 of 26.01.2021

- **Transport:**

RESULT	NA
INFORMATION	<p>The main document that regulates accessibility conditions of all kind of transport is Regulation No. 33 of 3.11.1999 on public transport of passengers and cargo (last update on 7.07.2020).</p> <p>All buildings and infrastructure related to transport of passengers also have to comply with Regulation No. RD-02-20-2 of January 26, 2021, which determines the requirements for accessibility and universal design of the elements of the accessible environment in the urbanized territory and the properties and facilities.</p> <p>No specific information has been identified regarding reference to accessibility standards.</p>
SOURCES	<ul style="list-style-type: none"> - REGULATION No. 33 of 3.11.1999 on public transport of passengers and cargo on the territory of the Republic Bulgaria - REGULATION No. RD-02-20-2 of January 26, 2021

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>The requirements of Directive (EU) 2016/2102 have been introduced into the national legislation in the Electronic Government Act (amended and supplemented SG No. 80 of 19.09.2023) and in the Regulation on the general requirements for information systems, registers, and electronic administrative services (amended and supplemented No. 47 of 24.06.2022.).</p> <p>Other relevant legislation includes the Electronic Communications Act (updated on 06.10.2023) and the Access to Public Information Act (29.09.2023).</p> <p>No specific information has been identified regarding reference to accessibility standards.</p>
SOURCES	<ul style="list-style-type: none"> - Electronic Government Act - REGULATION on the general requirements for information systems, registers and electronic administrative services - The Electronic Communications Act - Access to Public Information Act

- **Public Policies:**

RESULT	Yes
INFORMATION	<p>The relevant legislation requiring public procurement to be accessible is the Public Procurement Act. The PPA states the responsibilities of the public bodies to promote the inclusion of people with disabilities through technical requirements for accessibility, in Section II. Technical Specifications. Marking. Protocols from Testing (Art.48), as follows:(1) Where the result of the procurement will be used by natural persons, the technical specifications, which define the characteristics of the procurement subject, must be considered with the criteria for access for disabled people or to provide possibilities for disabled people to use this result. (2) Whereby an EU act obligatory requirement, related criteria for access to disabled people, or conditions for use of such people have been determined, the technical specifications shall include reference to these requirements.</p>
SOURCES	Public Procurement Act

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	<p>Regulation No. RD-02-20-2 of 26.01.2021 determines the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the</p>

	buildings and facilities. No specific information has been identified regarding reference to enforcement mechanisms.
SOURCES	Regulation No. RD-02-20-2 of 26.01.2021

○ **Transport:**

RESULT	NA
INFORMATION	<p>The main document that regulates accessibility conditions of all kind of transport is Regulation No. 33 of 3.11.1999 on public transport of passengers and cargo (last update on 7.07.2020).</p> <p>All buildings and infrastructure related to transport of passengers also have to comply with Regulation No. RD-02-20-2 of January 26, 2021, which determines the requirements for accessibility and universal design of the elements of the accessible environment in the urbanized territory and the properties and facilities.</p> <p>No specific information has been identified regarding reference to enforcement mechanisms.</p>
SOURCES	<ul style="list-style-type: none"> - REGULATION No. 33 of 3.11.1999 on public transport of passengers and cargo on the territory of the Republic Bulgaria - REGULATION No. RD-02-20-2 of January 26, 2021

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>The requirements of Directive (EU) 2016/2102 have been introduced into the national legislation in the Electronic Government Act (amended and supplemented SG No. 80 of 19.09.2023) and in the Regulation on the general requirements for information systems, registers and electronic administrative services (amended and supplemented No. 47 of 24.06.2022.).</p> <p>Other relevant legislation includes the Electronic Communications Act (updated on 06.10.2023) and the Access to Public Information Act (29.09.2023).</p> <p>No specific information has been identified regarding reference to enforcement mechanisms.</p>
SOURCES	<ul style="list-style-type: none"> - Electronic Government Act - REGULATION on the general requirements for information systems, registers and electronic administrative services - The Electronic Communications Act - Access to Public Information Act

○ **Public Policies:**

RESULT	NA
INFORMATION	<p>The relevant legislation requiring public procurement to be accessible is the Public Procurement Act. The PPA is in force since 15.04.2016 and was amended in August 2022.</p> <p>The main legal document requiring accessibility is the Persons with Disabilities Act, approved on 18 December 2018 and supplemented on 25 January 2023. The main principles of the act are equal treatment based on an individual approach and individual</p>

	<p>assessment of needs, as well as personal choice and independence, accessibility, and full participation. (Section IV. Accessible environment and reasonable facilities, accessible information and ensuring personal mobility).</p> <p>No specific information has been identified regarding reference to enforcement mechanisms.</p>
SOURCES	<ul style="list-style-type: none"> - Public Procurement Act - Persons with Disabilities Act

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:**

RESULT	No
INFORMATION	<p>According to the Regulation No. RD-02-20-2 of 26.01.2021 determining the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the buildings and facilities, the participation of people with disabilities is possible but not obligatory.</p> <p>Participation of citizens and non-governmental organizations in Step 2: Report on urban environment of Sofia (2017). The Report of Vision of Sofia provides information of the participation of non-governmental organizations and informal groups of professionals and citizens interested in urban architecture, urban art, green city, in the development of the report, namely – Spaci Sofia, Grupa Grad Foundation, Transformatori Association, Destructive Creation, others. There is no concrete quantitative data about the participation of people with disabilities.</p>
SOURCES	<ul style="list-style-type: none"> - REGULATION No. RD-02-20-2 of January 26, 2021 - Urban environment - Report on the urban environment development of Sofia (2017), p.11

- **Transport:**

RESULT	No
INFORMATION	<p>According to the Regulation No. RD-02-20-2 of 26.01.2021 determining the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the buildings and facilities, the participation of people with disabilities is possible but not obligatory.</p>
SOURCES	REGULATION No. RD-02-20-2 of January 26, 2021

- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Participation of persons with disabilities in the monitoring process is presented in the report of Monitoring the Accessibility of Organizations' Websites and Mobile</p> <p>The participation of the persons with disabilities in the monitoring process was supported by the Ministry of Labor and Social Policy, the National Council for People with Disabilities under the Council of Ministers, the Institute of Public Administration and non-governmental organizations and it is published by the State Agency E-Government as Good practice "Involving People with Disabilities in Website Accessibility Checks".</p>
SOURCES	<ul style="list-style-type: none"> - Report of Monitoring the Accessibility of Organizations' Websites and Mobile Applications - State Agency E-Government - "Involving People with Disabilities in Website Accessibility Checks"

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>According to the Persons with Disabilities Act, the state policy on the rights of people with disabilities is implemented by the state and local authorities in cooperation with the nationally representative organizations of and for people with disabilities. (Art. 8).</p> <p>According to the Regulations for the Implementation of the Persons with Disabilities Act, representatives of the organizations of and for people with disabilities could participate in the planning activities related with strategic policy planning or legislation, public discussions or monitoring of their implementation. Representatives of the organizations of and for people with disabilities could apply to become members of the Supervisory Board working under the Persons with Disabilities Act. (Art. 2).</p> <p>Persons with disabilities, through their representative organisations, participate in the design, implementation and monitoring of other legislative, strategic and other sub-normative documents.</p>
SOURCES	<ul style="list-style-type: none"> - The Persons with Disabilities Act - Regulations for the Implementation of the Persons with Disabilities Act

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	Regulation No. RD-02-20-2 of 26.01.2021 determines the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the buildings and facilities. No specific information has been identified regarding reference to enforcement mechanisms.
SOURCES	Regulation No. RD-02-20-2 of 26.01.2021

○ **Transport:**

RESULT	NA
INFORMATION	<p>The main document that regulates accessibility conditions of all kind of transport is Regulation No. 33 of 3.11.1999 on public transport of passengers and cargo (last update on 7.07.2020).</p> <p>All buildings and infrastructure related to transport of passengers also have to comply with Regulation No. RD-02-20-2 of January 26, 2021, which determines the requirements for accessibility and universal design of the elements of the accessible environment in the urbanized territory and the properties and facilities.</p> <p>No specific information has been identified regarding reference to enforcement mechanisms.</p>
SOURCES	<ul style="list-style-type: none"> - REGULATION No. 33 of 3.11.1999 on public transport of passengers and cargo on the territory of the Republic Bulgaria - REGULATION No. RD-02-20-2 of January 26, 2021

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>The requirements of Directive (EU) 2016/2102 have been introduced into the national legislation in the Electronic Government Act (amended and supplemented SG No. 80 of 19.09.2023) and in the Regulation on the general requirements for information systems, registers and electronic administrative services (amended and supplemented No. 47 of 24.06.2022.).</p> <p>Other relevant legislation includes the Electronic Communications Act (updated on 06.10.2023) and the Access to Public Information Act (29.09.2023).</p> <p>No specific information has been identified regarding reference to enforcement mechanisms.</p>
SOURCES	<ul style="list-style-type: none"> - Electronic Government Act - REGULATION on the general requirements for information systems, registers and electronic administrative services - The Electronic Communications Act - Access to Public Information Act

○ **Public Policies:**

RESULT	NA
INFORMATION	The relevant legislation requiring public procurement to be accessible is the Public Procurement Act. The PPA is in force since 15.04.2016 and was amended in August 2022.

	<p>The main legal document requiring accessibility is the Persons with Disabilities Act, approved on 18 December 2018 and supplemented on 25 January 2023. The main principles of the act are equal treatment based on an individual approach and individual assessment of needs, as well as personal choice and independence, accessibility and full participation. (Section IV. Accessible environment and reasonable facilities, accessible information and ensuring personal mobility).</p> <p>No specific information has been identified regarding reference to enforcement mechanisms.</p>
SOURCES	<ul style="list-style-type: none"> - Public Procurement Act - Persons with Disabilities Act

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:**

RESULT	No
INFORMATION	<p>According to the Regulation No. RD-02-20-2 of 26.01.2021 determining the accessibility and universal design requirements of the elements of the accessible environment in the urbanization territory and the buildings and facilities, the participation of people with disabilities is possible but not obligatory.</p> <p>Participation of citizens and non-governmental organizations in Step 2: Report on urban environment of Sofia (2017). The Report of Vision of Sofia provides information of the participation of non-governmental organizations and informal groups of professionals and citizens interested in urban architecture, urban art, green city, in the development of the report, namely – Spaci Sofia, Grupa Grad Foundation, Transformatori Association, Destructive Creation, others. There is no concrete quantitative data about the participation of people with disabilities.</p>
SOURCES	<ul style="list-style-type: none"> - REGULATION No. RD-02-20-2 of January 26, 2021 - Urban environment - Report on the urban environment development of Sofia (2017), p.11

- **Transport:**

RESULT	No
INFORMATION	<p>According to the Regulation No. RD-02-20-2 of 26.01.2021 determining the accessibility and universal design requirements of</p>

	the elements of the accessible environment in the urbanization territory and the buildings and facilities, the participation of people with disabilities is possible but not obligatory.
SOURCES	REGULATION No. RD-02-20-2 of January 26, 2021

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Participation of persons with disabilities in the monitoring process is presented in the report of Monitoring the Accessibility of Organizations' Websites and Mobile</p> <p>The participation of the persons with disabilities in the monitoring process was supported by the Ministry of Labor and Social Policy, the National Council for People with Disabilities under the Council of Ministers, the Institute of Public Administration and non-governmental organizations and it is published by the State Agency E-Government as Good practice "Involving People with Disabilities in Website Accessibility Checks".</p>
SOURCES	<ul style="list-style-type: none"> - Report of Monitoring the Accessibility of Organizations' Websites and Mobile Applications - State Agency E-Government - "Involving People with Disabilities in Website Accessibility Checks"

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>According to the Persons with Disabilities Act, the state policy on the rights of people with disabilities is implemented by the state and local authorities in cooperation with the nationally representative organizations of and for people with disabilities. (Art. 8).</p> <p>According to the Regulations for the Implementation of the Persons with Disabilities Act, representatives of the organizations of and for people with disabilities could participate in the planning activities related with strategic policy planning or legislation, public discussions or monitoring of their implementation. Representatives of the organizations of and for people with disabilities could apply to become members of the Supervisory Board working under the Persons with Disabilities Act. (Art. 2).</p> <p>Persons with disabilities, through their representative organisations, participate in the design, implementation and monitoring of other legislative, strategic and other sub-normative documents.</p>
SOURCES	<ul style="list-style-type: none"> - The Persons with Disabilities Act - Regulations for the Implementation of the Persons with Disabilities Act

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	There is general information for incorporation of the European Standard - EN 17210:2021 into the Collection “Standards for accessibility and usability of the built environment” (with basic standard EN 17210), published on 16.11.2021
SOURCES	Collection “Standards for accessibility and usability of the built environment”, Bulgarian Institute for Standardisation

- **Transport:**

RESULT	Yes
INFORMATION	<p>The following standards related to the accessibility of transport are developed in Bulgaria:</p> <ul style="list-style-type: none"> - прБДC EN 16586-1:2024 - Railway applications - Design for PRM use - Accessibility of persons with reduced mobility to rolling stock - Part 1: Steps for access and egress. - прБДC EN 16586-2:2024 - Railway applications - Design for PRM use - Accessibility of persons with reduced mobility to rolling stock - Part 2: Boarding aids. - прБДC EN 17984-6:2024 - Assistance dogs - Part 6: Accessibility and Universal Access. - прБДC EN 17161 rev:2024 - Design for All approach - Managing accessibility of products and services. - CД CEN/TS 16614-6:2024 - Public transport - Network and timetable exchange (NeTEx) - Part 6: European Passenger Information Accessibility Profile. - БДC EN 16586-1:2017 - Railway applications - Design for PRM use - Accessibility of persons with reduced mobility to rolling stock - Part 1: Steps for access and egress.
SOURCES	<ul style="list-style-type: none"> - прБДC EN 16586-1:2024 - Railway applications - Design for PRM use - Accessibility of persons with reduced mobility to rolling stock - Part 1: Steps for access and egress. - прБДC EN 16586-2:2024 - Railway applications - Design for PRM use - Accessibility of persons with reduced mobility to rolling stock - Part 2: Boarding aids. - прБДC EN 17984-6:2024 - Assistance dogs - Part 6: Accessibility and Universal Access. - прБДC EN 17161 rev:2024 - Design for All approach - Managing accessibility of products and services.

	<ul style="list-style-type: none"> - СД CEN/TS 16614-6:2024 - Public transport - Network and timetable exchange (NeTEx) - Part 6: European Passenger Information Accessibility Profile. - БДС EN 16586-1:2017 - Railway applications - Design for PRM use - Accessibility of persons with reduced mobility to rolling stock - Part 1: Steps for access and egress.
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○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>The following standards related to the accessibility of ICT are developed in Bulgaria:</p> <ul style="list-style-type: none"> - прБДС EN 301549 rev:2023 - Accessibility requirements for ICT products and services. - прБДС EN ISO 9241-171:2024 - Ergonomics of human-system interaction - Part 171: Guidance on software accessibility. - БДС EN 301 549 V1.1.2:2015 - Accessibility requirements relevant to public procurement of ICT products and services in Europe. - БДС EN 301549:2021 - Accessibility requirements for ICT products and services.
SOURCES	<ul style="list-style-type: none"> - прБДС EN 301549 rev:2023 - Accessibility requirements for ICT products and services. - прБДС EN ISO 9241-171:2024 - Ergonomics of human-system interaction - Part 171: Guidance on software accessibility. - БДС EN 301 549 V1.1.2:2015 - Accessibility requirements relevant to public procurement of ICT products and services in Europe. - БДС EN 301549:2021 - Accessibility requirements for ICT products and services.

○ **Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the alignment of European and national standards in Bulgaria in the area of public policies.
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>The main national strategic documents and their key points related to accessibility in built environment could be summarized as follows:</p> <ul style="list-style-type: none"> - Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030 contains objectives with measurable goals, as well as data collection and monitoring mechanisms, including built environment. Priority 1. Providing Accessible Environment is aimed at providing access to the physical environment for people with disabilities (buildings, roads, open and closed facilities, including residential buildings, etc.), as well as identification and overcoming the barriers in the architectural environment. - Action Plan for Implementation of the National Strategy for Persons with Disabilities – 2023-2024, Priority 1. Providing Accessible Environment, Measure 4: Improving the physical infrastructure for people with disabilities, aimed at adapting public buildings and undeveloped spaces in the urban areas for improving the accessible environment for people with disabilities. - Step 2: Report on urban environment of Sofia (2017). The Report of Vision Sofia provides data and analyses of the urban environment, as well as vision for its development in the following directions: Public spaces, Urban design and aesthetics, Urban areas and connectivity, Buildings, Accessibility and equity, Regional connectivity and Engineering Infrastructure. „Vision for Sofia“ is an initiative of Sofia Municipality to create a shared and long-term strategy for the development of the capital and suburban areas until 2050.
SOURCES	<ul style="list-style-type: none"> - Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030 - Action Plan for Implementation of the National Strategy for Persons with Disabilities – 2023-2024 - Urban environment - Report on the urban environment development of Sofia (2017)

- **Transport:**

RESULT	Yes
INFORMATION	<p>The main strategic document is the Integrated Transport Strategy. that was approved by Decision No. 336/23.06.2017 of the Council of Ministers. The strategy outlines the main guidelines for the development of the national transport system in the period up to</p>

	2030. One of the strategic goals is to improve transport connectivity and accessibility (internal and external).
SOURCES	Integrated Transport Strategy in the Period until 2030

○ **Information and Communication Technologies:**

RESULT	Yes
INFORMATION	<p>The main strategic national documents with incorporated accessibility related objectives and actions are:</p> <ul style="list-style-type: none"> - National Reform Programme 2024, developed by the Ministry of Finance of the Republic of Bulgaria. - Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030. - Action Plan for Implementation of the National Strategy for Persons with Disabilities – 2023-2024. - Action Plan for the Implementation of the Final Recommendations to the Republic of Bulgaria Addressed by the UN Committee on the Rights of Persons with Disabilities (2021-2026).
SOURCES	<ul style="list-style-type: none"> - National Reform Programme 2024, developed by the Ministry of Finance of the Republic of Bulgaria - Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030 - Action Plan for Implementation of the National Strategy for Persons with Disabilities – 2023-2024 - Action Plan for the Implementation of the Final Recommendations to the Republic of Bulgaria Addressed by the UN Committee on the Rights of Persons with Disabilities (2021-2026)

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>The main strategic national documents with incorporated accessibility related objectives and actions are:</p> <ul style="list-style-type: none"> - National Reform Programme 2024, developed by the Ministry of Finance of the Republic of Bulgaria. - Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030. - Action Plan for Implementation of the National Strategy for Persons with Disabilities – 2023-2024. - Action Plan for the Implementation of the Final Recommendations to the Republic of Bulgaria Addressed by the UN Committee on the Rights of Persons with Disabilities (2021-2026).
SOURCES	<ul style="list-style-type: none"> - National Reform Programme 2024, developed by the Ministry of Finance of the Republic of Bulgaria - Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030 - Action Plan for Implementation of the National Strategy for Persons with Disabilities – 2023-2024 - Action Plan for the Implementation of the Final Recommendations to the Republic of Bulgaria Addressed by the UN Committee on the Rights of Persons with Disabilities (2021-2026)

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, Information and Communication Technologies and Public Policies:**

RESULT	9
INFORMATION	The National Strategy for Persons with Disabilities covers the period 2021-2030 and contains accessibility related objectives and actions.
SOURCES	Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030

- **Transport:**

RESULT	13
INFORMATION	The Integrated Transport Strategy was approved by Decision No. 336/23.06.2017 of the Council of Ministers and outlines the main guidelines for the development of the national transport system in the period up to 2030. One of the strategic goals is to improve transport connectivity and accessibility (internal and external).
SOURCES	Integrated Transport Strategy in the Period until 2030

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, Information and Communication Technologies and Public Policies:**

RESULT	Yes
INFORMATION	The National Strategy for Persons with Disabilities 2021-2030 contains accessibility related objectives and actions and is accompanied with an action plan 2023-2024 for the implementation of the national strategy.
SOURCES	<ul style="list-style-type: none"> - Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030 - Action Plan for Implementation of the National Strategy for Persons with Disabilities – 2023-2024

- **Transport:**

RESULT	NA
INFORMATION	The Integrated Transport Strategy outlines the main guidelines for the development of the national transport system in the period up to 2030. One of the strategic goals is to improve transport

	connectivity and accessibility (internal and external). No specific information has been identified regarding the periodic review of the strategy.
SOURCES	Integrated Transport Strategy in the Period until 2030

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, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	The National Strategy for Persons with Disabilities 2021-2030 contains accessibility related objectives and actions and is accompanied with an action plan 2023-2024 for the implementation of the national strategy. No specific information has been identified regarding the involvement of people with disabilities in the strategy.
SOURCES	Republic of Bulgaria National Strategy for Persons with Disabilities 2021-2030

- **Transport:**

RESULT	NA
INFORMATION	The Integrated Transport Strategy outlines the main guidelines for the development of the national transport system in the period up to 2030. One of the strategic goals is to improve transport connectivity and accessibility (internal and external). No specific information has been identified regarding the involvement of people with disabilities in the strategy.
SOURCES	Integrated Transport Strategy in the Period until 2030

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	An audit was implemented on the legality of the activities carried out in the "Urban Mobility Center" during the period 01.01.2022 - 31.12.2023. The report analyses the possibilities in Sofia Municipality for expanding the accessibility of services related to parking of public transport vehicles on the territory of the Metropolitan Municipality, through digital transformation.
SOURCES	Audit Report, Sofia Municipality

- **Transport:**

RESULT	Yes
INFORMATION	An audit was implemented on the legality of the activities carried out in the "Urban Mobility Center" during the period 01.01.2022 - 31.12.2023. The report analyses the possibilities in Sofia Municipality for expanding the accessibility of services related to parking of public transport vehicles on the territory of the Metropolitan Municipality, through digital transformation.
SOURCES	Audit Report, Sofia Municipality

- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	State e-Government Agency (SeGA) carries out monitoring and checks of samples from the websites and mobile applications of public sector organizations. There is also the AUDIT REPORT No. 0300201421 for an audit of the Management and Monitoring Information System (ISUN) for the period from 01.01.2016 to 31.12.2021. The report includes the topic of access for visually impaired people using screen readers.
SOURCES	- State e-Government Agency (SeGA) - Audit Report No. 0300201421 for an audit of the Management and Monitoring Information System (ISUN)

- **Public Policies:**

RESULT	No
INFORMATION	No accessibility audits in the area of public policy were found at the website of the Bulgarian National Audit Centre, section Reports.
SOURCES	Bulgarian National Audit Centre

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:**

RESULT	1
INFORMATION	An audit was implemented on the legality of the activities carried out in the "Urban Mobility Center" during the period 01.01.2022 - 31.12.2023. The report analyses the possibilities in Sofia Municipality for expanding the accessibility of services related to parking of public transport vehicles on the territory of the Metropolitan Municipality, through digital transformation.
SOURCES	Audit Report, Sofia Municipality

- **Transport:**

RESULT	1
INFORMATION	An audit was implemented on the legality of the activities carried out in the "Urban Mobility Center" during the period 01.01.2022 - 31.12.2023. The report analyses the possibilities in Sofia Municipality for expanding the accessibility of services related to parking of public transport vehicles on the territory of the Metropolitan Municipality, through digital transformation.
SOURCES	Audit Report, Sofia Municipality

- **Information and Communication Technologies**

RESULT	254
INFORMATION	<p>Report on the monitoring of the accessibility of websites and mobile applications of public sector bodies carried out during the first monitoring period (2021) in the Republic of Bulgaria is published on the web site of SeGA and the website of Ministry of Transport, Information Technology and Communications.</p> <p>The number of websites and mobile applications that was monitored in the first period (1 January 2020—22 December 2021 for websites and 23 June 2021 — 22 December 2021 for mobile applications) was a total of 241 websites and 13 mobile applications:</p> <ul style="list-style-type: none"> - 220 websites monitored using the simplified monitoring method; - 21 websites monitored through the in-depth monitoring method; - 13 mobile applications monitored using the in-depth monitoring method.
SOURCES	Report on the monitoring of the accessibility of websites and mobile applications of public sector bodies carried out during the first monitoring period in the Republic of Bulgaria

- **Public Policies:**

RESULT	0
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INFORMATION	No accessibility audits in the area of public policy were found at the website of the Bulgarian National Audit Centre, section Reports.
SOURCES	Bulgarian National Audit Centre

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:**

RESULT	NA
INFORMATION	An audit was implemented on the legality of the activities carried out in the "Urban Mobility Center" during the period 01.01.2022 - 31.12.2023. The report analyses the possibilities in Sofia Municipality for expanding the accessibility of services related to parking of public transport vehicles on the territory of the Metropolitan Municipality, through digital transformation. No specific information was identified regarding the involvement of people with disabilities in this audit.
SOURCES	Audit Report, Sofia Municipality

- **Transport:**

RESULT	NA
INFORMATION	An audit was implemented on the legality of the activities carried out in the "Urban Mobility Center" during the period 01.01.2022 - 31.12.2023. The report analyses the possibilities in Sofia Municipality for expanding the accessibility of services related to parking of public transport vehicles on the territory of the Metropolitan Municipality, through digital transformation. No specific information was identified regarding the involvement of people with disabilities in this audit.
SOURCES	Audit Report, Sofia Municipality

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	State e-Government Agency (SeGA) carries out monitoring and checks of samples from the websites and mobile applications of public sector organizations. There is also the AUDIT REPORT No. 0300201421 for an audit of the Management and Monitoring Information System (ISUN) for the period from 01.01.2016 to 31.12.2021. The report includes the topic of access for visually impaired people using screen readers.

	No specific information was identified regarding the involvement of people with disabilities in these audits.
SOURCES	<ul style="list-style-type: none"> - State e-Government Agency (SeGA) - Audit Report No. 0300201421 for an audit of the Management and Monitoring Information System (ISUN)

○ **Public Policies:**

RESULT	NA
INFORMATION	No accessibility audits in the area of public policy were found at the website of the Bulgarian National Audit Centre, section Reports.
SOURCES	Bulgarian National Audit Centre

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:**

RESULT	228
INFORMATION	<p>According to the Annual report of the Commission for Protection against Discrimination (2022), there are several types of complaints of discrimination based on "disability", namely:</p> <ul style="list-style-type: none"> - 218 complaints of discrimination by building and maintaining an inaccessible architectural environment of educational, cultural, and social buildings reconstructed under the "Accessible Bulgaria" campaign, according to which all establishments and commercial establishments should have an accessible architectural environment for people with disabilities. - 7 complaints of discrimination by building and maintaining an inaccessible architectural environment in different municipalities. - 2 complaints in relation to difficult access to the designated parking space. - 1 complaint because of the difficult access to education and the refusal of the school management to provide an adapted learning environment and reasonable facilities for a child with special educational needs.

SOURCES	Annual report of the Commission for Protection against Discrimination (2022)
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○ **Transport:**

RESULT	1
INFORMATION	According to the 2022 Annual Report 2022 of the Commission for Prevention against discrimination, there is 1 complaint of discrimination because of inaccessible architectural environment for people with disabilities (in 2022), namely - the lack of maintenance of the built underpass under the railway line and defective elevators.
SOURCES	Annual report of the Commission for Protection against Discrimination (2022)

○ **Information and Communication Technologies**

RESULT	0
INFORMATION	No public information about such complaints was found in the published reports of the Commission for Protection against Discrimination.
SOURCES	Annual report of the Commission for Protection against Discrimination (2022)

○ **Public Polices:**

RESULT	228
INFORMATION	<p>According to the Annual report of the Commission for Protection against Discrimination (2022), there are several types of complaints of discrimination based on "disability", namely:</p> <ul style="list-style-type: none"> - 218 complaints of discrimination by building and maintaining an inaccessible architectural environment of educational, cultural, and social buildings reconstructed under the "Accessible Bulgaria" campaign, according to which all establishments and commercial establishments should have an accessible architectural environment for people with disabilities. - 7 complaints of discrimination by building and maintaining an inaccessible architectural environment in different municipalities. - 2 complaints in relation to difficult access to the designated parking space. - 1 complaint because of the difficult access to education and the refusal of the school management to provide an adapted learning environment and reasonable facilities for a child with special educational needs.
SOURCES	Annual report of the Commission for Protection against Discrimination (2022)

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	<p>There is no mandatory requirement for courses on accessibility in the Bulgarian universities/schools of architecture/ engineering/ design.</p> <p>Three good examples:</p> <ul style="list-style-type: none"> - Training programme “Audit and planning of the accessibility of the architectural and physical environment for children and students with special educational needs of institutions in the preschool and school education system” for teachers, directors, head of ICT department, educational advisers, psychologists, speech therapists, rehabilitators, resource teachers. - In the University of Architecture, Civil Engineering and Geodesy (UACEG) there is an Elective discipline physical and sensory accessible environment. - In the Masters’ Programmes at the New Bulgarian University, there is the teaching programme in Architecture that envisages acquiring competences by the students in creating accessible environment for people with disabilities.
SOURCES	<ul style="list-style-type: none"> - Training Programme - Elective discipline Physical and Sensory Accessible Environment - E-Catalog

- **Transport:**

RESULT	No
INFORMATION	There is no mandatory requirement for courses on accessibility in the Bulgarian universities/schools of architecture/ engineering/ design, and no public information for special programme/ course/ subject was found.
SOURCES	NA

- **Information and Communication Technologies**

RESULT	Yes
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INFORMATION	<p>There is no mandatory requirement for courses on accessibility of ICT in the Bulgarian universities/schools.</p> <p>There are good examples of special programme/ subject aimed at the needs of people with disabilities in ICT, namely:</p> <ul style="list-style-type: none"> - Sofia University “St. Kliment Ohridski” – Master’s Program: ICT in Education, subject “Technologies in the education of children with special educational needs”. - National programme "ICT in the pre-school and school education system", under the strategic framework for the development of education, training and learning in the Republic of Bulgaria (2021 – 2030). One of the aim of the programme is creation of a specialized supportive environment in schools with accessibility of information and facilitation of communication for students with specific learning disabilities (dyslexia, dysgraphia and dyscalculia), as well as accessibility of means of supplementary and alternative communication (ACC) intended for students with physical disabilities and motor limitations, as well as for non-verbal students with special educational needs.
SOURCES	<ul style="list-style-type: none"> - Master’s Programme: ICT in Education - National programme "ICT in the pre-school and school education system

○ **Public Policies:**

RESULT	Yes
INFORMATION	<p>After the adoption of the Bulgarian Sign Language Law, educational and training programmes are integrated at the university academic programmes, as well as in the approved training programmes by the Ministry of Education and Science. Among them are:</p> <ul style="list-style-type: none"> - Master’s Programme Sign language in Education – Sofia University. The Programme is for pedagogical specialists (teachers, principals, daycare teachers centers, preschool teachers, social workers, special educators from special schools and special educational institutions, resource teachers). - Definitely Sign Ltd. as a licensed Vocational Training Center, accredited by the National Agency for Vocational Education and Training. Definitely Sign Academy provides: <ol style="list-style-type: none"> 1. Specialized training for educators on Bulgarian sign language for deaf and hearing children in primary and preschool age. 2. Professional training for the role of "Interpreter from and into Bulgarian Sign Language," specializing in "Bulgarian Sign Language." 3. Training for parents of deaf children and deaf community. Deaf trainers conduct all trainings with an authentic teaching approach guided by the Common European Framework of Reference for Languages.
SOURCES	<ul style="list-style-type: none"> - Master’s Programme Sign language in Education - Definitely Sign Academy

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	3
INFORMATION	<p>Three trainings/courses have been identified:</p> <ul style="list-style-type: none"> - Training programme “Audit and planning of the accessibility of the architectural and physical environment for children and students with special educational needs of institutions in the preschool and school education system” for teachers, directors, head of ICT department, educational advisers, psychologists, speech therapists, rehabilitators, resource teachers. - In the University of Architecture, Civil Engineering and Geodesy (UACEG) there is an Elective discipline physical and sensory accessible environment. - In the Masters’ Programmes at the New Bulgarian University, there is the teaching programme in Architecture that envisages acquiring competences by the students in creating accessible environment for people with disabilities.
SOURCES	<ul style="list-style-type: none"> - Training Programme - Elective discipline Physical and Sensory Accessible Environment - E-Catalog

- **Transport:**

RESULT	0
INFORMATION	<p>There is no mandatory requirement for courses on accessibility in the Bulgarian universities/schools of architecture/ engineering/ design, and no public information for special programme/ course/ subject was found.</p>
SOURCES	NA

- **Information and Communication Technologies**

RESULT	2
INFORMATION	<p>Two trainings/courses have been identified:</p> <ul style="list-style-type: none"> - Sofia University “St. Kliment Ohridski” – Master’s Program: ICT in Education, subject “Technologies in the education of children with special educational needs”. - National programme "ICT in the pre-school and school education system", under the strategic framework for the development of education, training and learning in the Republic of Bulgaria (2021 – 2030).
SOURCES	<ul style="list-style-type: none"> - Master’s Programme: ICT in Education

	- National programme "ICT in the pre-school and school education system"
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○ **Public Policies:**

RESULT	4
INFORMATION	<p>After the adoption of the Bulgarian Sign Language Law, educational and training programmes are integrated at the university academic programmes, as well as in the approved training programmes by the Ministry of Education and Science. Among them are:</p> <ul style="list-style-type: none"> - Master's Programme Sign language in Education – Sofia University. The Programme is for pedagogical specialists (teachers, principals, daycare teachers centers, preschool teachers, social workers, special educators from special schools and special educational institutions, resource teachers). - Definitely Sign Ltd. as a licensed Vocational Training Center, accredited by the National Agency for Vocational Education and Training. Definitely Sign Academy provides: <ol style="list-style-type: none"> 1. Specialized training for educators on Bulgarian sign language for deaf and hearing children in primary and preschool age. 2. Professional training for the role of "Interpreter from and into Bulgarian Sign Language," specializing in "Bulgarian Sign Language." 3. Training for parents of deaf children and deaf community. Deaf trainers conduct all trainings with an authentic teaching approach guided by the Common European Framework of Reference for Languages.
SOURCES	<ul style="list-style-type: none"> - Master's Programme Sign language in Education - Deafinitely Sign Academy

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:**

RESULT	NA
INFORMATION	<p>No specific information has been identified regarding the involvement of people with disabilities in the following trainings/courses:</p> <ul style="list-style-type: none"> - Training programme "Audit and planning of the accessibility of the architectural and physical environment for children and students with special educational needs of institutions in the preschool and school education system" for teachers, directors,

	<p>head of ICT department, educational advisers, psychologists, speech therapists, rehabilitators, resource teachers.</p> <ul style="list-style-type: none"> - In the University of Architecture, Civil Engineering and Geodesy (UACEG) there is an Elective discipline physical and sensory accessible environment. - In the Masters' Programmes at the New Bulgarian University, there is the teaching programme in Architecture that envisages acquiring competences by the students in creating accessible environment for people with disabilities.
SOURCES	<ul style="list-style-type: none"> - Training Programme - Elective discipline Physical and Sensory Accessible Environment - E-Catalog

○ **Transport:**

RESULT	NA
INFORMATION	There is no mandatory requirement for courses on accessibility in the Bulgarian universities/schools of architecture/ engineering/ design, and no public information for special programme/ course/ subject was found.
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>No specific information has been identified regarding the involvement of people with disabilities in the following trainings/courses:</p> <ul style="list-style-type: none"> - Sofia University "St. Kliment Ohridski" – Master's Program: ICT in Education, subject "Technologies in the education of children with special educational needs". - National programme "ICT in the pre-school and school education system", under the strategic framework for the development of education, training and learning in the Republic of Bulgaria (2021 – 2030).
SOURCES	<ul style="list-style-type: none"> - Master's Programme: ICT in Education - National programme "ICT in the pre-school and school education system

○ **Public Policies:**

RESULT	NA
INFORMATION	<p>No specific information has been identified regarding the involvement of people with disabilities in the following trainings/courses:</p> <ul style="list-style-type: none"> - Master's Programme Sign language in Education – Sofia University. The Programme is for pedagogical specialists (teachers, principals, daycare teachers centers, preschool teachers, social workers, special educators from special schools and special educational institutions, resource teachers). - Definitely Sign Ltd. as a licensed Vocational Training Center, accredited by the National Agency for Vocational Education and Training. Definitely Sign Academy provides:

	<ol style="list-style-type: none"> 1. Specialized training for educators on Bulgarian sign language for deaf and hearing children in primary and preschool age. 2. Professional training for the role of "Interpreter from and into Bulgarian Sign Language," specializing in "Bulgarian Sign Language." 3. Training for parents of deaf children and deaf community. Deaf trainers conduct all trainings with an authentic teaching approach guided by the Common European Framework of Reference for Languages.
SOURCES	<ul style="list-style-type: none"> - Master's Programme Sign language in Education - Deafinitely Sign Academy

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:**

RESULT	NA
INFORMATION	<p>No specific information has been identified regarding the number of trainees in the following trainings/courses:</p> <ul style="list-style-type: none"> - Training programme "Audit and planning of the accessibility of the architectural and physical environment for children and students with special educational needs of institutions in the preschool and school education system" for teachers, directors, head of ICT department, educational advisers, psychologists, speech therapists, rehabilitators, resource teachers. - In the University of Architecture, Civil Engineering and Geodesy (UACEG) there is an Elective discipline physical and sensory accessible environment. - In the Masters' Programmes at the New Bulgarian University, there is the teaching programme in Architecture that envisages acquiring competences by the students in creating accessible environment for people with disabilities.
SOURCES	<ul style="list-style-type: none"> - Training Programme - Elective discipline Physical and Sensory Accessible Environment - E-Catalog

- **Transport:**

RESULT	0
INFORMATION	<p>There is no mandatory requirement for courses on accessibility in the Bulgarian universities/schools of architecture/ engineering/ design, and no public information for special programme/ course/ subject was found.</p>
SOURCES	NA

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>No specific information has been identified regarding the number of trainees in the following trainings/courses:</p> <ul style="list-style-type: none"> - Sofia University "St. Kliment Ohridski" – Master's Program: ICT in Education, subject "Technologies in the education of children with special educational needs". - National programme "ICT in the pre-school and school education system", under the strategic framework for the development of education, training and learning in the Republic of Bulgaria (2021 – 2030).
SOURCES	<ul style="list-style-type: none"> - Master's Programme: ICT in Education - National programme "ICT in the pre-school and school education system"

○ **Public Policies:**

RESULT	NA
INFORMATION	<p>No specific information has been identified regarding the number of trainees in the following trainings/courses:</p> <ul style="list-style-type: none"> - Master's Programme Sign language in Education – Sofia University. The Programme is for pedagogical specialists (teachers, principals, daycare teachers' centres, preschool teachers, social workers, special educators from special schools and special educational institutions, resource teachers). - Definitely Sign Ltd. as a licensed Vocational Training Center, accredited by the National Agency for Vocational Education and Training. Definitely Sign Academy provides: <ol style="list-style-type: none"> 1. Specialized training for educators on Bulgarian sign language for deaf and hearing children in primary and preschool age. 2. Professional training for the role of "Interpreter from and into Bulgarian Sign Language," specializing in "Bulgarian Sign Language." 3. Training for parents of deaf children and deaf community. Deaf trainers conduct all trainings with an authentic teaching approach guided by the Common European Framework of Reference for Languages.
SOURCES	<ul style="list-style-type: none"> - Master's Programme Sign language in Education - Definitely Sign Academy

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	<p>Campaign Accessible Bulgaria It is an initiative of the Commission for Protection against Discrimination, launched in 2017 and now open-ended. The aim of the campaign is to provide an accessible environment for people with disabilities in Bulgaria within the framework of its two main priorities:</p> <ul style="list-style-type: none"> - Showing the good examples of providing an accessible environment, certification of the accessible buildings/ places and looking for public figures to join the campaign and help promote it; - The Commission for Protection against Discrimination conducts an independent evaluation of the accessible environment, institutes proceedings and imposes the sanctions and coercive administrative measures provided for in the law in order to ensure the creation and maintenance of a public environment accessible to people with disabilities. <p>Intermediate reports provide information about the certificated accessible objects, as well as about the non-accessible objects and the measures taken on behalf of the Commission.</p> <p>Campaign "Ensuring an accessible environment of public buildings" 2024 under the project "Beautiful Bulgaria" of the Ministry of Labor and Social Policy for 2024:</p> <ul style="list-style-type: none"> - the goal is to provide conditions for better service to citizens in public buildings, including those with the status of immovable cultural value, in the field of education, healthcare, social services, culture and sports. - Projects of municipalities are financed under the campaign
SOURCES	<ul style="list-style-type: none"> - Campaign Accessible Bulgaria - Campaign "Ensuring an accessible environment of public buildings" 2024

- **Transport:**

RESULT	Yes
INFORMATION	<p>"Lifelines" campaign - Campaign about the advantages of the rail transport. The aim of the campaign is to refocus people's attention on the rail transport, which remains the most sustainable way to travel in the EU. The "Lifelines" campaign is in partnership with the People of Sofia project. The photographic platform travels along various railway routes in Bulgaria to tell interesting human stories.</p>

SOURCES	"Lifelines" campaign
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- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	Campaign for Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises (SMEs). The campaign of the Bulgarian Small and Medium Enterprises Promotion Agency aims to stimulate the activity of small and medium-sized enterprises, including people with disabilities, by connecting with service providers in the field of ICT through the voucher scheme and the introduction of information and communication systems and applications. 450 enterprises receive vouchers with which to support the introduction of digital technologies and their capacity through the use of vouchers for web-based ICT services and vouchers for ICT services for digital marketing and management processes.
SOURCES	Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises

- **Public Policies:**

RESULT	Yes
INFORMATION	Information campaign "Open Door Day" of the Agency for People with Disabilities. The campaign aims to present the annual program for financing projects with a social and economic focus of specialized enterprises and cooperatives for people with disabilities and to provide accessible information on the conditions of application, allocation of funds, monitoring and reporting of project proposals.
SOURCES	Agency for People with Disabilities Information Campaign

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	Two public awareness campaigns have been identified: <ul style="list-style-type: none"> - Campaign Accessible Bulgaria to provide an accessible environment for people with disabilities in Bulgaria - Campaign "Ensuring an accessible environment of public buildings" 2024 under the project "Beautiful Bulgaria" of the Ministry of Labor and Social Policy for 2024
SOURCES	- Campaign Accessible Bulgaria

	- Campaign "Ensuring an accessible environment of public buildings" 2024
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- **Transport:**

RESULT	1
INFORMATION	One public awareness campaign has been identified: <ul style="list-style-type: none"> - "Lifelines" campaign - Campaign about the advantages of the rail transport.
SOURCES	"Lifelines" campaign

- **Information and Communication Technologies**

RESULT	1
INFORMATION	One public awareness campaign has been identified: <ul style="list-style-type: none"> - Campaign for Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises (SMEs), including for people with disabilities.
SOURCES	Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises

- **Public Policies:**

RESULT	Yes
INFORMATION	One public awareness campaign has been identified: <ul style="list-style-type: none"> - Information campaign "Open Door Day" of the Agency for People with Disabilities. The campaign aims to present the annual program for financing projects with a social and economic focus of specialized enterprises and cooperatives for people with disabilities and to provide accessible information on the conditions of application, allocation of funds, monitoring and reporting of project proposals.
SOURCES	Agency for People with Disabilities Information Campaign

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	NA
INFORMATION	No specific information has been identified regarding the involvement of people with disabilities in the following public awareness raising campaigns on accessibility: <ul style="list-style-type: none"> - Campaign Accessible Bulgaria to provide an accessible environment for people with disabilities in Bulgaria

	- Campaign "Ensuring an accessible environment of public buildings" 2024 under the project "Beautiful Bulgaria" of the Ministry of Labor and Social Policy for 2024
SOURCES	- Campaign Accessible Bulgaria - Campaign "Ensuring an accessible environment of public buildings" 2024

○ **Transport:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the involvement of people with disabilities in the following public awareness raising campaign on accessibility: - "Lifelines" campaign - Campaign about the advantages of the rail transport.
SOURCES	"Lifelines" campaign

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	No specific information has been identified regarding the involvement of people with disabilities in the following public awareness raising campaign on accessibility: - Campaign for Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises (SMEs), including for people with disabilities.
SOURCES	Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises

○ **Public Policies:**

RESULT	Yes
INFORMATION	The Information campaign "Open Door Day" is organized by the Agency for People with Disabilities. The campaign aims to present the annual program for financing projects with a social and economic focus of specialized enterprises and cooperatives for people with disabilities and to provide accessible information on the conditions of application, allocation of funds, monitoring and reporting of project proposals.
SOURCES	Agency for People with Disabilities Information Campaign

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:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of people reached out by the following public awareness raising campaigns on accessibility: <ul style="list-style-type: none"> - Campaign Accessible Bulgaria to provide an accessible environment for people with disabilities in Bulgaria - Campaign "Ensuring an accessible environment of public buildings" 2024 under the project "Beautiful Bulgaria" of the Ministry of Labor and Social Policy for 2024
SOURCES	<ul style="list-style-type: none"> - Campaign Accessible Bulgaria - Campaign "Ensuring an accessible environment of public buildings" 2024

○ **Transport:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of people reached out by the following public awareness raising campaigns on accessibility: <ul style="list-style-type: none"> - "Lifelines" campaign - Campaign about the advantages of the rail transport.
SOURCES	"Lifelines" campaign

○ **Information and Communication Technologies**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of people reached out by the following public awareness raising campaigns on accessibility: <ul style="list-style-type: none"> - Campaign for Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises (SMEs), including for people with disabilities.
SOURCES	Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises

○ **Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of people reached out by the information campaign "Open Door Day" is organized by the Agency for People with Disabilities. The campaign aims to present the annual program for financing projects with a social and economic focus of specialized enterprises and cooperatives for people with disabilities and to provide accessible information on the conditions of application, allocation of funds, monitoring and reporting of project proposals.
SOURCES	Agency for People with Disabilities Information Campaign

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	<p>The National programme for accessible housing and personal mobility – one of the instruments for implementation of the accessibility recommendations and regulations – continues its work under the authority of the Ministry of Social Policy and Labour in Bulgaria. In 2024, new project applications are financed under two components: Component 1: Accessible Housing Environment” and Component 2: Personal Mobility</p> <p>There is also the Accessible Architectural Environment for People with Disabilities Programme (2024) - Agency for Disabled People campaign to solicit project proposals for rehabilitation, integration and provision of accessible architectural environments for disabled people. Projects can be applied non-governmental organizations of and for people with disabilities, registered under the Law on Non-Profit Legal Entities to carry out socially beneficial activities, as well as nationally represented organizations of people with disabilities, registered under the Law on Cooperatives.</p>
SOURCES	<ul style="list-style-type: none"> - National programme for accessible housing and personal mobility - Agency for People with Disabilities Programme to solicit project proposals for rehabilitation, integration and provision of accessible architectural environments for disabled people

- **Transport:**

RESULT	Yes
INFORMATION	<p>The National programme for accessible housing and personal mobility – one of the instruments for implementation of the accessibility recommendations and regulations – continues its work under the authority of the Ministry of Social Policy and Labour in Bulgaria. In 2024, new project applications are financed under two components: Component 1: Accessible Housing Environment” and Component 2: Personal Mobility</p>

SOURCES	National programme for accessible housing and personal mobility
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- **Information and Communication Technologies**

RESULT	Yes
INFORMATION	Campaign for Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises (SMEs). The campaign of the Bulgarian Small and Medium Enterprises Promotion Agency aims to stimulate the activity of small and medium-sized enterprises, including people with disabilities, by connecting with service providers in the field of ICT through the voucher scheme and the introduction of information and communication systems and applications. 450 enterprises receive vouchers with which to support the introduction of digital technologies and their capacity through the use of vouchers for web-based ICT services and vouchers for ICT services for digital marketing and management processes.
SOURCES	Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises

- **Public Policies:**

RESULT	No
INFORMATION	No public funding initiatives promoting accessibility in the area of public policies have been identified in Bulgaria.
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:**

RESULT	NA
INFORMATION	<p>The National programme for accessible housing and personal mobility – one of the instruments for implementation of the accessibility recommendations and regulations – continues its work under the authority of the Ministry of Social Policy and Labour in Bulgaria. In 2024, new project applications are financed under two components: Component 1: “Accessible Housing Environment” and Component 2: Personal Mobility</p> <p>There is also the Accessible Architectural Environment for People with Disabilities Programme (2024) - Agency for Disabled People campaign to solicit project proposals for rehabilitation, integration and provision of accessible architectural environments for disabled people. Projects can be applied non-governmental organizations</p>

	<p>of and for people with disabilities, registered under the Law on Non-Profit Legal Entities to carry out socially beneficial activities, as well as nationally represented organizations of people with disabilities, registered under the Law on Cooperatives. The main activities are:</p> <ul style="list-style-type: none"> - Activities to ensure external access to a site for people with disabilities and to adapt the internal environment of the site for their independent visit (projects up to BGN 20,000) - Activities for the construction of new and reconstruction of existing elevators or elevator platforms (up to BGN 50,000 for elevator platforms and up to BGN 100,000 for elevators) - Training activities and activities for independent living, therapy, rehabilitation of people with disabilities (up to BGN 16,000) - Cultural and sport events (up to BGN 18,000) - Adaptation of materials, manuals (up to BGN 3,500). - Raising awareness and positive attitudes activities (up to BGN 10,000)
SOURCES	<ul style="list-style-type: none"> - National programme for accessible housing and personal mobility - Agency for People with Disabilities Programme to solicit project proposals for rehabilitation, integration and provision of accessible architectural environments for disabled people

○ **Transport:**

RESULT	NA
INFORMATION	<p>The National programme for accessible housing and personal mobility – one of the instruments for implementation of the accessibility recommendations and regulations – continues its work under the authority of the Ministry of Social Policy and Labour in Bulgaria. In 2024, new project applications are financed under two components:</p> <ul style="list-style-type: none"> - Component 1: Accessible Housing Environment” - Component 2: Personal Mobility <p>No specific information has been identified regarding the amount of funding invested for this programme.</p>
SOURCES	<ul style="list-style-type: none"> - National programme for accessible housing and personal mobility

○ **Information and Communication Technologies**

RESULT	Yes
INFORMATION	<p>Campaign for Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises (SMEs), including people with disabilities. No specific information has been identified regarding the amount of funding invested for this programme.</p>
SOURCES	<p>Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises</p>

○ **Public Policies:**

RESULT	0
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INFORMATION	No public funding initiatives promoting accessibility in the area of public policies have been identified in Bulgaria.
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:**

RESULT	NA
INFORMATION	<p>The National programme for accessible housing and personal mobility – one of the instruments for implementation of the accessibility recommendations and regulations – continues its work under the authority of the Ministry of Social Policy and Labour in Bulgaria. In 2024, new project applications are financed under two components: Component 1: Accessible Housing Environment” and Component 2: Personal Mobility</p> <p>There is also the Accessible Architectural Environment for People with Disabilities Programme (2024) - Agency for Disabled People campaign to solicit project proposals for rehabilitation, integration and provision of accessible architectural environments for disabled people.</p> <p>No specific information has been identified regarding the number of recipients of these two programmes.</p>
SOURCES	<ul style="list-style-type: none"> - National programme for accessible housing and personal mobility - Agency for People with Disabilities Programme to solicit project proposals for rehabilitation, integration and provision of accessible architectural environments for disabled people

- **Transport:**

RESULT	NA
INFORMATION	<p>The National programme for accessible housing and personal mobility – one of the instruments for implementation of the accessibility recommendations and regulations – continues its work under the authority of the Ministry of Social Policy and Labour in Bulgaria. In 2024, new project applications are financed under two components: Component 1: Accessible Housing Environment” and Component 2: Personal Mobility</p> <p>No specific information has been identified regarding the number of recipients of this programme.</p>
SOURCES	National programme for accessible housing and personal mobility

- **Information and Communication Technologies**

RESULT	450
INFORMATION	Campaign for Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises (SMEs). The campaign of the Bulgarian Small and Medium Enterprises Promotion Agency aims to stimulate the activity of small and medium-sized enterprises, including people with disabilities, by connecting with service providers in the field of ICT through the voucher scheme and the introduction of information and communication systems and applications. 450 enterprises receive vouchers with which to support the introduction of digital technologies and their capacity through the use of vouchers for web-based ICT services and vouchers for ICT services for digital marketing and management processes.
SOURCES	Voucher scheme for the provision of information and communication technology services to micro, small and medium enterprises

- **Public Policies:**

RESULT	0
INFORMATION	No public funding initiatives promoting accessibility in the area of public policies have been identified in Bulgaria.
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, Transport, and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	Report on the monitoring of the accessibility of websites and mobile applications of public sector bodies carried out during the first monitoring period (2021) in the Republic of Bulgaria is published on the web site of SeGA and the website of Ministry of Transport, Information Technology and Communications.
SOURCES	Report on the monitoring of the accessibility of websites and mobile applications of public sector bodies carried out during the first monitoring period in the Republic of Bulgaria

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

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA