



Observatorio de Accesibilidad

Web Accessibility Observatory of the Spanish Government

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What is the Spanish Administrative context?

State



- 13 Departments
- 138 Autonomous Agencies

Autonomous Communities (Regional level)



- 17 Autonomous Communities (Regions)
- 2 Autonomous cities

Local Entities



- 8.116 municipalities
- 41 County councils
- 10 Chapters and Councils (islands)



Some competencies are specific of each authority others are shared.

What is the Spanish legal context?

- ✓ **Royal Decree 1494/2007**, 12th of November, for approving the regulation on the basic conditions for the access of disabled people to the information society

Websites of Spanish Public Administrations must comply with AA level for accessibility as defined in UNE 139803:2012 (equivalent to WCAG 2.0) since 3rd September 2012
(to WCAG 1.0 since 31th of December 2008)

- ✓ This regulation apply to:
 - All websites of Public Administrations.
 - All websites from organizations providing a service in behalf of a Public Administration.
Specially in the areas of **education, health and social services.**

**Probably more than
60.000 portals affected**

... going back to 2009

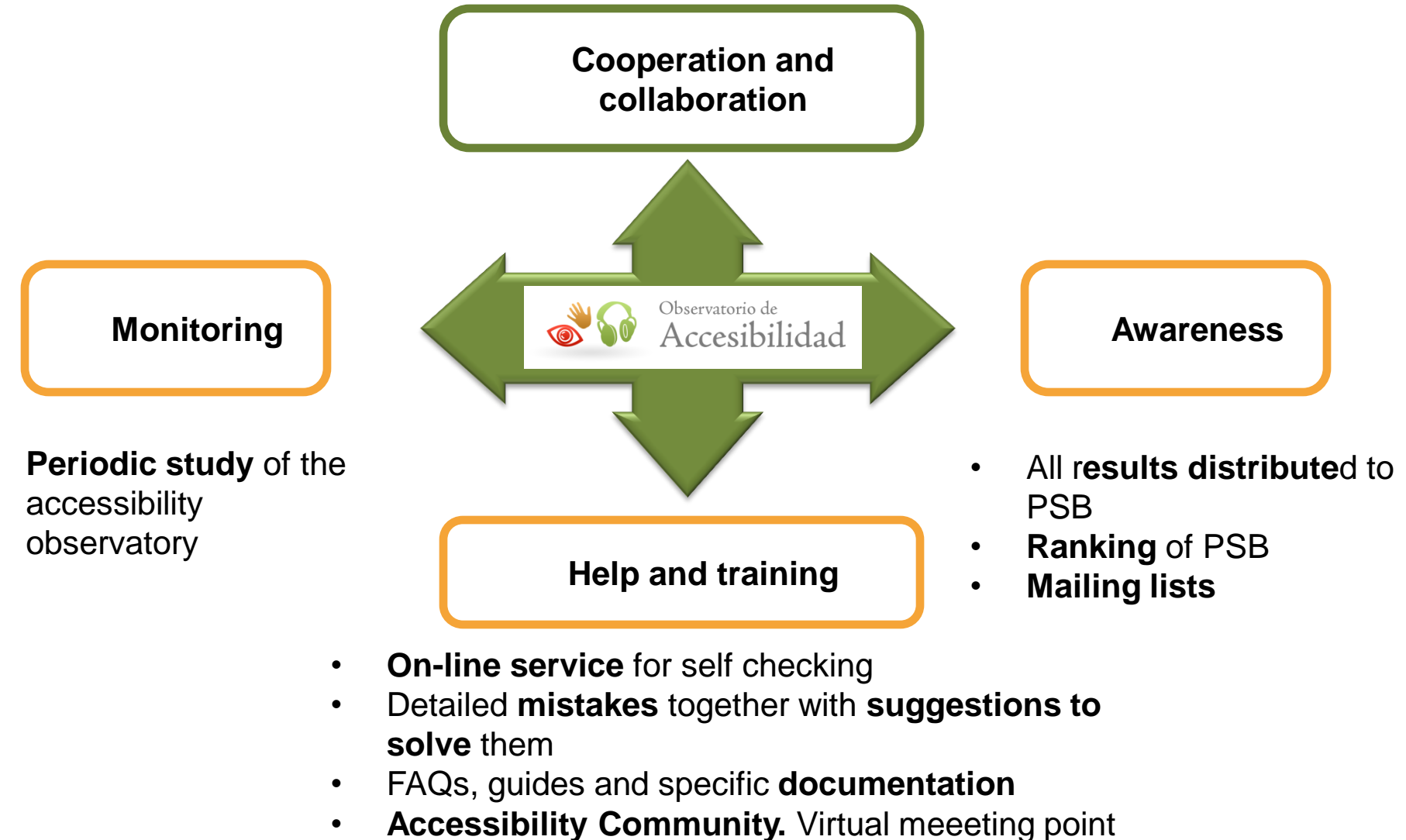
**Why did we
implement
the accessibility
observatory
initiative?**





**Because we wanted
to help public
administrations to
increase the
accessibility level in
their websites.**

What is the Web Accessibility Observatory?



What are we monitoring?

- ✓ **All portals of the general administration of the State. More than 350 websites.** Divided in segments (main websites, online offices, organisms, specific, others)
- ✓ **Regional Governments.** For each of the 17 regional governments we analyse the website of these areas: main website, official gazette, parliament, online office, education, health, employment, taxes. **Around 150 websites.**
- ✓ **Local entities.** A selection of 4 portals for each local area (54 in Spain). We have selected the two main cities of the area, the “diputación” (and organism that provides services for small municipalities), and a medium size municipality. **More than 200 portals.**

More than 700 websites analysed

- ✓ **For each website** we select the HOME and 32 random pages from different levels. **33 pages.**

What do the reports look like?

✓ Aggregated report.

- A different report for each level of public administrations analyzed (state, regional, local)
- **Totally anonymous.** To obtain a general panoramic of the situation but not to point out who is doing it wrong.
- **Evolution** in the different iterations and **comparisons.**
- **Abstract and conclusions made manually by an expert.**

✓ Individual report.

- A **specific report for each website** analysed.
- **Ranking** in the observatory.
- Information on the **issues found.**
- Suggestions and **recommendations to solve** the issues.
- **Summary** of results for each public administration.

All public administrations can use, **for free, the on-line service** provided by this initiative for self checking their situation in the observatory.

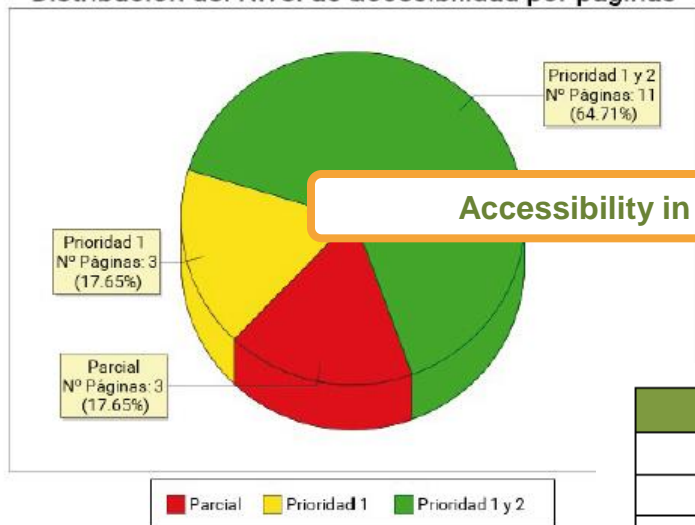
75.000 pages self analysed last year

Individual Report

	Resultado 20/12/2016	Resultado 26/08/2016	Evolución
Nivel de Adecuación	Prioridad 1 y 2	No Válido	📈 mejora
Puntuación Media del Portal	9.61	6.08	📈 3.53
Posición a nivel global	7 (de 199 portales)	144 (de 198 portales)	📈 137
Posición en Diputaciones Provinciales	2 (de 48 portales)	36 (de 47 portales)	📈 34

Evolution of results and ranking in the study

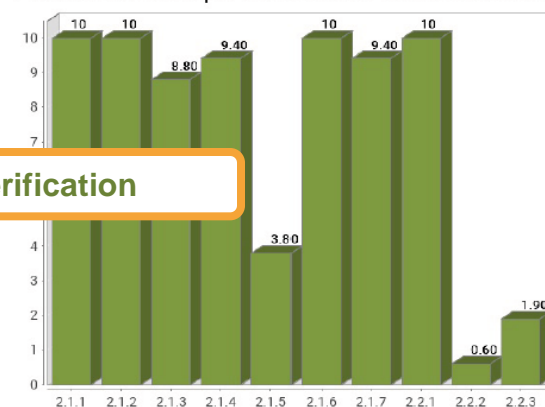
Distribución del Nivel de accesibilidad por páginas



Accessibility in pages

Media Marks for verification

Puntuación Media por Verificación. Nivel de Análisis II



Sum up for pages

Página	2.1.1	2.1.2	2.1.3	2.1.4	2.1.5	2.1.6	2.1.7	2.2.1	2.2.2	2.2.3
Página 1	1 P	1 P	1 P	1 P	1 P	1 P	1 P	1 P	1 P	0 F
Página 2	1 P	1 P	0 F	1 P	0 F	1 P	1 P	1 P	0 F	0 F
Página 3	1 P	1 P	1 P	1 P	1 P	1 P	1 P	1 P	0 F	1 P
Página 4	1 P	1 P	1 P	1 P	0 F	1 P	1 P	1 P	0 F	0 P
Página 5	1 P	1 P	1 P	1 P	0 F	1 P	1 P	1 P	0 F	0 P

How are we doing it?

With a defined, approved and public methodology for all the entities that are being evaluated

- ✓ **Participation in the definition process.** Thanks to the technical working groups we have in the general administration of the state and with regional and local governments.
- ✓ **Previous testing to the report.** Before making the final approval of the methodology they could test it with our tools implemented and with a preliminary observatory.
- ✓ **Compromise to review.** We are reviewing the methodology according to suggestions and examination of results.
- ✓ **Open channel for communications.** Thanks to the virtual community

And regarding the technical point of view?

With an specific tool developed to produce and simplify all the process.

- ✓ Based on **open source software.**
- ✓ **Few maintenance** needed and **reduced budget.**
- ✓ **Released** in <http://administracionelectronica.gob.es/ctt/oaw/abstract>

What does our methodology look like?

Its main objective is to obtain and estimation of the accessibility level of the websites and detect the incompliances

- ✓ **Fully automatic.** The selection of pages, all the tests and the reports.
- ✓ **Improved with specialized metrics** defined to estimate verifications usually perform manually.
- ✓ **Selection of 20 verifications.** The most important ones and the ones where usually more problems are found. Some tests for each verification. **More than 100 checks** for each page.
- ✓ Evaluation of **each page** with a **score** (from 1 to 10) and an **accessibility level**.
- ✓ Estimation for **each website** getting **a score** (from 1 to 10) and an **accessibility level**.
- ✓ **Allows some flexibility.** It is not totally strict. There can exist some minor issues.
- ✓ It is **not** and **accessibility audit**.

Is the observatory working?

Only last year, in the **state and regional governments**, more than **50%** of websites analysed **increased their accessibility.**

In the **local entities**, **25%** of websites increased their accessibility.



What are the future perspectives?

- ✓ **Transposition of the Directive 2016/2102 for the accessibility of websites and mobile applications of public sector in Spain.**
 - Ready in September 2018.
 - Technical requisites for websites will apply from the beginning .
 - More organizations included in the provisions: all public education sector, public companies or enterprises and private companies providing public services on behalf of a PSB.
 - Web Accessibility Observatory changes from optional “policy” to compulsory legal provision.
 - Great importance to “units responsible for accessibility”.
 - New activities to include and prepare: in depth method, accessibility of mobile applications, new models for reporting, etc.



The progress at European Level will help increasing and consolidating the sector of accessibility in ICTs in Europe.

Conclusions

- ✓ **Web accessibility is not only a problem of legislation but of education.**
 - Legislation is necessary but you need to supplement it with actions to increase the level of knowledge both in public administrations and in companies and to increase awareness in all the actors involved.

- ✓ **A periodic monitoring/reporting is essential to maintain accessibility.**
 - If you need to report or you know that someone is checking you, website managers will be more involved in improving the results and in complying with the legislation.

- ✓ **All actions must be designed considering final managers of websites.**
 - If you offer tools and services useful for them they will collaborate much more.

**Awareness, training, help and monitoring
must build a continuous cycle for
improving.**



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