This publication forms part of a suite of benchmark reports produced by the G20 Global Smart Cities Alliance to analyse trends in smart city governance across the 36 Pioneer Cities of the Alliance.

Introduction

Accessibility refers to how products, systems, services and facilities can be accessible to a population with the widest range of characteristics and capabilities. Information and communications technology (ICT) should be accessible to everyone, including individuals with physical/mental disabilities, elderly people and immigrants with limited proficiency in the local language. The model policy for ICT accessibility provides an enabling framework to support the public procurement/development of accessible ICTs.

Some 29 Pioneer Cities provided details about their ICT accessibility policies. Figure 1 shows the extent to which a policy for ICT accountability has been adopted in these Pioneer Cities.

Key findings

- Accessibility in public services requires the adoption of ICT accessibility standards. Less than 20% of Pioneer Cities regularly use ICT accessibility standards in procurement (5/29 cities).¹

- Procurement needs to be supported by verification of conformance by vendors. Few Pioneer Cities are verifying conformance criteria (6/29 cities).²

The current state of play

Even though accessibility standards are well established in the Pioneer Cities, very few cities appear to use them in the procurement of ICT. As a result, there is a risk of large sections of the population being excluded. However, having a written policy in place appears to prompt action towards implementation. Cities should therefore consider:

- Adopting the model policy for ICT accessibility in procurement policies

- Involving the ICT procurement function in developing a procurement policy for ICT accessibility

More guidance on these points can be found in the model policy.
Adoption and implementation of policies for ICT accessibility in public procurement

Cities with a written policy
- Yes with evidence (13) 45%
- No (16) 55%

Cities with policies implemented
- Yes with evidence (9) 31%
- Yes without evidence (3) 10%
- No (17) 59%

Cities with funding/resources allocated
- No (16) 55%
- Yes without evidence (5) 17%
- Yes with evidence (8) 28%

Cities interested in the model policy
- Not sure yet (17) 59%
- Not interested (3) 10%
- Interested in improving model policy (2) 7%
- Interested in adopting existing policy (7) 24%

Source: Deloitte analysis of Pioneer City Policy Assessment data, March 2021
Contributors

World Economic Forum

Yuta Hirayama, Project Lead, Internet of Things and Urban Transformation

Takuya Masuda, Salesforce Fellow, Internet of Things and Urban Transformation

Jeff Merritt, Head, Internet of Things and Urban Transformation

Rushi Rama, Smart Cities Lead, Internet of Things and Transformation

Deloitte

Miguel Eiras Antunes, Global Smart Cities Leader, Deloitte Global, Portugal

Mahesh Kelkar, Executive Manager, Center for Government Insights, Deloitte, India

Shuichi Kuroishi, Manager, Deloitte, Japan; Secondee to the Forum

Miwa Ono, Manager, Deloitte, Japan

Oki Sakuyama, Consultant, Deloitte, Japan

Yositaka Tanaka, Consulting Chief Strategy Officer, Deloitte, Japan

This document is published by the World Economic Forum as a contribution to a project, insight area or interaction. The findings, interpretations and conclusions expressed herein are a result of a collaborative process facilitated and endorsed by the World Economic Forum but whose results do not necessarily represent the views of the World Economic Forum, nor the entirety of its Members, Partners or other stakeholders.

Acknowledgements

G20 Global Smart Cities Alliance Policy Task Force

Leads:

Monica Duhem, Founder and Chief Executive Officer, HearColors

Laura Ruby, Director, Worldwide Accessibility Policy and Standards, Microsoft

Karen Tamley, President and Chief Executive Officer, Access Living

James Thurston, Vice-President for Global Strategy and Development, G3ict

Member:

Yuval Wagner, Founder and President, Access Israel

Contributing Pioneer Cities

- Apeldoorn, Netherlands
- Barcelona, Spain
- Bengaluru, India
- Belfast, United Kingdom
- Bilbao, Spain
- Bogota, Colombia
- Brasilia, Brazil
- Chattanooga, United States
- Cordoba, Argentina
- Daegu, South Korea
- eThekwini, South Africa
- Faridabad, India
- Gaziantep, Turkey
- Hamamatsu, Japan
- Hyderabad, India
- Indore, India
- Istanbul, Turkey
- Kaga, Japan
- Kakogawa, Japan
- Kampa, Uganda
- Karlsruhe, Germany
- Leeds, United Kingdom
- Lisbon, Portugal
- London, United Kingdom
- Maebashi, Japan
- Manila, Philippines
- Mexico City, Mexico
- Milan, Italy
- Newcastle, Australia
Endnotes

1. IA5.1: “Does the procuring authority make reference to ICT Accessibility standards when creating Mandatory Requirements and Award Criteria for ICT procurements?”
2. IA5.4: “Does the procuring authority carry out verification of conformity with ICT accessibility standards in the Call for Tender process?”
3. IA5.6: “Does the procuring authority have a training or awareness programme in place for relevant officials that includes ICT accessibility?”
4. Pioneer City Assessment Survey IA2.1: “Does your city have a written policy (or set of policies) that mandates accessibility standards in the development and procurement of ICT?”
5. IA2.3: “Please share a link to the most relevant document. Name of policy, relevant laws and regulations.”
6. IA3.1: “Do your procurements and tenders for ICT typically require that accessibility standards are maintained?”
7. IA3.2: “Please demonstrate this by sharing this requirement in your most recent ICT procurement. Name of project/investment.”
8. IA4.2: “Are there resources or funding available in your city government to improve accessibility for ICT?”
9. IA4.3: “Please describe these resources – funding/budget per year.”
10. IA7.4: “Having reviewed the model policy, will your city work towards adopting the model policy or some version of it in the future?”
11. CPPF2.1: “Please select all model policies that your city will be working on in future stages of the Pioneer Programme (including attending workshops and developing policy proposals).”
The World Economic Forum, committed to improving the state of the world, is the International Organization for Public-Private Cooperation.

The Forum engages the foremost political, business and other leaders of society to shape global, regional and industry agendas.