National Accessibility Report
ANED 2012

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This report was prepared for ANED – the Academic Network of Experts on Disability, in the context of the 2012 Work Plan. Thus, the structure of the report follows the guidelines suggested by the ANED coordination team, focusing on four main areas:

- Accessibility Laws
- Accessibility Standards
- Accessibility in Regulatory Bodies and Systems
- Accessibility Strategies or Action Plans

The specific goal of the task asked of each national expert was that of reporting on any evidence that exists of the effectiveness and impact of the accessibility measures adopted in the country, excluding from this analysis the area of accessibility to the built environment.

The report was concluded and sent to ANED in June 2012 and is now being made available to the wider public, through the Observatory on Disability and Human Rights, in both English and Portuguese versions.

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1. Accessibility laws

Research Studies and Monitoring Reports used to address this item

	Reference	Topics addressed	Methodology
1	Working Group Media and Disability. 2011. *Media & Deficiência:Relatório do Grupo de Reflexão Media e Deficiência*. Lisboa: Gabinete para os Meios de Comunicação Social.	Accessibility to the media	Annual report (2011) of the working group *Media and Disability,* which brings together journalists, representatives from the media (main TV channels), and from the media regulatory bodies as well as academics and persons with disabilities to discuss and propose recommendations to improve accessibility to persons with disability in the media.
2	Neves, Josélia. 2011. *Imagem(ns) das pessoas com deficiência nos media.* Comunicação apresentada no Colóquio Media e Deficiência, Lisboa, 28 setembro 2011.	Perceptions of disability among media professionals	Online survey to media professionals. 32 radio, press and TV professionals, some of them editors in national and regional media organisations, answered the questionnaire.
3	Damásio, Manuel José, Quico, Célia, Veríssimo, Iolanda e Sara Henriques. 2011. *ADOPT_DTV: Relatório Final.* Lisboa: Universidade Lusófona de Humanidades e Tecnologias.	Barriers and facilitators in the transition from analogical to digital TV among the Portuguese population	The study started in April 2010 and lasted for 18 months. It involved quantitative and qualitative methods including ethnographic observation, interviews with stakeholders, survey and usability study.
4	INR,IP. 2010. *Relatório Anual – 2010 - Sobre a prática de atos discriminatórios em razão da deficiência e do risco agravado de saúde: Aplicação da Lei n.º 46/2006, de 28 de Agosto.* Lisboa: INR,IP.	Complaints of discrimination against persons with disabilities	Annual report (2010) that analyses the complaints submitted under the Anti-Discrimination Law (Law 46/2006 of 28 of August). Note: The 2011 report has not been released yet.
5	Pinto, Paula Campos (coord.), Teixeira, Diana. 2012. *DRPI-Portugal: Relatório Final. Lisboa: Instituto Superior de Ciências Sociais e Políticas.*	The human rights experiences of persons with disabilities in Portugal	The report draws from 32 interviews with persons with a variety of disabilities conducted in different regions of the country. This purposeful sample was recruited using a snowball technique combined with a non-representative stratified approach in order to ensure variability across three dimensions: type of disability, age group and sex. The study uses the methodologies and tools of the international project DRPI.
6	Teixeira, Diana. 2010. Igualdade de Oportunidades: Um olhar sobre as barreiras à acessibilidade. Lisboa: ISCSP	Assessment of the implementation of the Accessibility Law (Law 163/ 2006 of 8 August) in the sidewalks, underground stations and bus stops along a major axel of the capital, Lisbon	The study provides an assessment, analysis and georeferenced mapping of accessibility conditions of public spaces and transportation systems in the main axel of the city of Lisbon. The study also performed an analysis of the internal coherence of the accessibility law regarding the identification of gaps, and dysfunctions which compromise the meaning of the law.
7	Portugal, Sílvia (Coord), Bruno Sena Martins e Pedro Hespanha. 2010. Estudo de Avaliação do Impacto dos Custos Financeiros e Sociais da Deficiência. Coimbra: INR, IP	Evaluation of the Impact of the Financial and Social Costs of Disability in Portugal	The study analyzes the added cost of living for persons with disabilities and their families in Portugal. It was accomplished by characterizing the socio-economic conditions of people with disabilities, describing the public policies for supporting this population and calculating the additional costs of disability for households. The study draws from secondary data

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			(statistics) and official documents and interviews with people with disabilities and their families, policy-makers, professionals and experts who work on the field.
8	ERC. 2012. Relatório de avaliação intercalar das licenças de televisão da SIC e TVI, 2007-2011.	Assessment of the private TV operators licenses	The report provides an assessment of the degree of compliance of the two private Portuguese TV operators – SIC and TVI - with the requirements of the TV and Media Law, including in what concerns the implementation of accessibility requirements.
9	Pereira, Elsa. Investimento publicitário sofrerá uma queda de 10 a 15%.Meios e Publicidade: 14 de Março de 2012.	The decrease in advertising revenue in Portugal in 2012	The story published on the website of *Meios e Publicidade* describes the sharp decrease in the advertisement revenue of different media outlets and concludes that the advertisement market in Portugal in 2012 is back to the values of 2002.

There is little information available in Portugal providing an evaluation of the effectiveness of accessibility laws. One of the few areas in which such information is available is accessibility to the media and the data can be found in the 2011 report of the Media and Disability Reflection Group (Ref#1).The Media and Disability Reflection Group is a multi-actor Group established in March 2011 by the initiative of the Office for the Media (the department of the Portuguese public administration that supports the government in the design, implementation and evaluation of public policy in the area of the media). The Group brings together persons with disabilities and their organisations, representatives from the media (including the three generalist TV channels), representatives from different departments of public administration (including the disability issues office, the office for the media and the regulatory body of the media) and academics. It aims at contributing to raise the profile of disability issues in the media, promote positive attitudes towards people with disabilities in society and remove prevailing stereotypes as well as to increase accessibility for disabled persons to media contents and to information technologies. Through collective discussions as well as public events such as conferences, a website and publications, the Group seeks to raise awareness, foster synergies to bridge existing gaps, and bring about positive change for people with disabilities through and in the media. Running without a specific budget, the Group has been benefitting from the administrative support of the Office for the Media (more information at http://www.mediaedeficiencia.com/grupo-de-reflexao).

In its 2011 report, the Media and Disability Reflection Group (Ref#1) states that the Accessibilities Pluriannual Plan, adopted by the Regulatory Body for the Media (ERC), which reinforced and enlarged the obligations to ensure accessibility to persons with disabilities to the media had been suspended, due to an injunction submitted by a private Portuguese TV

channel (TVI) accepted by the court. The court based its decision on the ground of three illegalities:

(1) infringement of stakeholders' right of hearing (given that the final draft contains several amendments on which the Claimant would not have been heard, in the sense that the Claimant would not have had a chance to comment on those amendments); (2) violation of the law for violation of Art. 34, paragraph 3 of the Television Act (Law No. 27/2007 of 30 July), in regards to the principle of proportionality (the defendant had not taken into account the market conditions, having only considered technical conditions); and (3) violation of law for an offense of art. 51, No. 2, al. j) of the said Television Law (given that the deadline for implementation of the accessibility obligations required by the Plan had not been set " one year in advance " having thus been disrespected the temporal delay referred to in clause 7th, # 2, al. j) of the Concession Agreement for Public Service).

This decision of the Court is very surprising given that Portugal is under the duty to implement Directive 2010/13/EU, which recognizes in its preamble the importance of accessibility to audiovisual media, in order to ensure the right to social participation of disabled people in the Union (Pr. 46) and thus urges Member States to "encourage media service providers to ensure that their services are increasingly accessible to people with visual or hearing impairments" (art. 7). In absence of the Pluriannual Plan, the accessibility requirements that are in place are the ones established in 2003, through a self-regulation agreement signed by the three generalist TV channels, which are as follow:

- A minimum of 2,5 hours/week of sign language in informational, educational, cultural, recreational and/or religious shows, broadcast between 8am and 12am;
- A minimum of 5 hours/week of teletext on fiction and documentaries;

In a recent report (ref #8), ERC states that, in the period 2007-2011, TVI provided subtitles on fiction and documentaries for a minimum of 3h/week and a maximum of 14h/week, and sign language in informational shows for a minimum of 2h/week and a maximum of 13h/week, whereas SIC provided a minimum of 2,5hours/week on these types of shows. Hence, only the private TV operator SIC seems to be filling out the minimum requirements, not TVI.

Therefore, despite the existing agreement, according to the Media and Disability Reflection Group 2011 Report, the regulatory body of the media, ERC considers that there has been no real progress in the provision of sign language and captioning in the three national generalist

TV channels in Portugal between July 2010 (when the Plan was adopted) and September 2011, with a decrease even being noted in the use of sign language on TV programmes (ref #1). While there is no explanations put forward in the report for this decrease, it is very likely that the reduction of advertisement revenue (ref #9) (which represents the major source of income for TV private operators) decreases their willingness to invest in the area of accessibility, still viewed as benefitting only a marginal proportion of the population. New Plan is now being negotiated among the stakeholders – the ERC, the public TV (RTP) and the two private TV operators, TVI and SIC.

Another study (ref#2) focused on the perceptions and attitudes of media professionals regarding disability. Over 63% of the respondents stated being aware of the barriers that persons with disabilities face to access media contents and 94% agree that the topic receives little attention from the media organisations. The majority (88%) is aware of existing accessibility solutions (including captioning, sign language and audio-description) and 75% recognise that the level of accessibility in the Portuguese media is low or null. 78% said that the topic is not addressed in the training of future journalists.

Access to the media may also be at risk due to recent technological changes. According to a study by Damásio and colleagues (Ref#3), persons with disabilities may be a group particularly affected by the recent shift from analogical TV in Portugal as they are more likely to lack the financial resources to adapt their systems. Therefore, authorities should pay special attention to the needs of this group when providing financial support to the acquisition of decoding boxes.

The requirement of accessibility to transportation, information systems and other goods is overall covered by the Anti-discrimination Law (Law 46/2006 of 28 August) which prohibits discrimination, by violation or limitation, in the exercise of any economic, social, cultural or other rights, by any person, on the grounds of disability. The Annual Report on the implementation of the Anti-Discrimination Law (Ref#4) is therefore another source of information to address the impact of accessibility legislation. The 2010 report (the latter one that has been released) indicates that among the 68 complaints of disability discrimination, filed during 2010, twenty-eight (41%) related to accessibility issues (most probably accessibility to the built environment), three (5%) related to access to goods and services and one (2%) to transportation. These percentages indicate that accessibility constitutes the ground on which discrimination of persons with disabilities is perpetuated in Portugal.

In fact, a qualitative study conducted to monitor the implementation of the CRPD (DRPI Portugal, ref # 5) concluded that lack of accessibility is one of the major barriers to the exercise of human rights of persons with disabilities in the Portuguese society. Thirty-seven percent of the respondents reported experiences of lack of accessibility to information and communication systems (due for example to lack of provision of materials in Braille and lack of provision of sign language or captioning on TV), which created their exclusion, marginalisation and social isolation. The study also revealed that citizens with disabilities in Portugal are not very prone to file complaints when they experience discriminatory treatment due to lack of self-confidence, fear of the consequences, shyness in exposing publicly private aspects of their lives and lack of information regarding their rights and how to activate them.

Accessibility to transportation is also regulated through Decree-Law 58/2004 of 19 March which defines the accessibility standards for newly acquired public buses (transposition of the European Parliament and Council Directive 2001/85/EC). According to the final report on the implementation of the Disability Action Plan 2006-2009 (Ref#14), 50% of the Lisbon bus fleet and 57% of the Oporto bus fleet are now fully accessible. The Decree-Law, however, only applies to newly acquired public buses. Given the austerity measures in place right now, it will take a long time before the entire fleet of public buses will be replaced and become fully accessible as new acquisitions are increasingly being halted.

Further accessibility requirements are imposed through COST 335 norms (COST 335 - Passenger's accessibility of heavy rail systems, final report, November 1999) which defined that new trains must ensure the accessibilities standards and by the Decree-Law 252/98 of 11 August which provides for the licensing of accessible taxis; however, there is no information available on the effectiveness of this legislation,

Nevertheless, a study by Teixeira (2010) conducted an assessment of the implementation of the Accessibility Law (Law 163/ 2006 of 8 August) in the sidewalks, underground stations and bus stops along a major axel of the capital, Lisbon. The study concluded that only 12.4% of the bus stops were accessible. As for underground stations, of the 13 existent along that axel, only 4 of them have a lift but none fulfils the accessibility standards (Ref# 6).

Another study conducted by the Centro de Estudos Sociais of Coimbra University (Portugal , coord., 2010) found that the added cost of living for persons with disabilities and their families in Portugal is somewhere between 6000 and 27000 Euros per year. The research concludes that these costs are increased by the lack of accessibility in transportation systems and the built environment (Ref # 7).
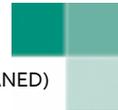
Other than the anti-discrimination law, there is no other law imposing accessibility requirements on goods and services.

2. Accessibility Standards

Research Studies and Monitoring Reports used to address this item

	Reference	Topics addressed	Methodology
10	Fernandes, Jorge. 2011. *Os Media Portugueses na Internet: Acessibilidade dos conteúdos Web da imprensa escrita, radiofónica e televisiva segundo as WCAG 1.0 do W3C.* Lisboa: UMIC, Agência para a Sociedade do Conhecimento, IP.	Accessibility to media web contents (press, radio and TV)	11 websites of TV channels, press and radio stations were assessed using the W3C1 standards and other technological and manual tools such as eXaminator2, WCAG 1.0, JAWS v12 for Windows XP3, VoiceOver4 for Mac OS X and the browser OPERA 11.525.
11	UMIC. (2010*). Conformidade dos sítios web da AP Central para com o nível 'A' das WCAG 1.0 do W3C – Relatório de avaliação por amostragem.* Lisboa: UMIC – Agência para a Sociedade do Conhecimento, IP.	Accessibility to the official websites of the Portuguese Government	28 websites belonging to 14 Ministries plus the presidency of the Council of Ministers were assessed using the Web Accessibility Test (TAW – http://www.tawdis.net) version 3.08 for Desktop, followed by a manual evaluation using Opera (version 10.63), Firefox (version 3.6.12) with the tool bar of the University of Illinois and Safari 5.0.2. All these navigators were used in Mac OS X 10.6.4, JAWS 11 for Windows XP Professional and the tool bar of Vision Australia (http://www.visionaustralia.org.au/ais/toolbar/) for Internet Explorer 8; VoiceOver with Mac OS X 10.6.4 with the Portuguese voice synthesizer Célia (Infovox)).
12	Olsen, Morten Goodwin; Susar, Deniz; Nietzio, Annika; Snaprud, Mikael; Jensen, Christian Søndergaard. 2011. Global Web Accessibility Analysis of National Government Portals and Ministry Web Sites. *Journal of Information Technology & Politics.* Vol. 8, No. 1, 2011, 41-67.	Accessibility to official websites	This study assessed the accessibility to the web of 192 Member States of the UN. It focus on a sample of 5 Ministries – Education, Employment, Social Affairs, Health and Finances) and uses the accessibility standards WCAG 1.0 – Web Content Accessibility Guidelines 1.0 of the W3C – World Wide Web Consortium. The study extrapolates to the whole country the level of accessibility found on the webpage's examined.

The denial or limitation in access to transportation and information technology systems on the grounds of disability is prohibited under the Anti-Discrimination law (Law 46/2006 of 28 August). When the law is infringed, the disabled person or the disability organization may file a claim but they have the burden of proof. Fines are applied to violators of the law, ranging from 5 to 30 times the amount of the minimum wage (which is now at 485 Euros). Depending on the seriousness of the offense, other sanctions may also be applied including the loss of objects, interdictions to the exercise of professional activities, closure of facilities, deprivation

of subsidies and other benefits allocated by public bodies and publicity of the condemning decisions. The National Institute for Rehabilitation, the public body responsible for ensuring the implementation of the law, publishes yearly reports evaluating its effectiveness. According to the last of these reports, (Ref # 4) only 68 claims were filed in 2010, which in accordance to the report, denotes the lack of awareness about this law that persists in Portugal among disabled people and their organizations.

In Portugal, the organisation and presentation of websites of public bodies is regulated through Resolution of the Council of Ministers 155/2007, which determines that website contents must ensure the requirements of level «A» of the guidelines for accessibility developed by the *World Wide Web Consortium* (W3C) or "AA" in the case of websites providing services that involve financial transactions.

Two studies have recently been conducted to assess the level of accessibility on the web (ref #10 and ref #11). The first study examined the accessibility of Portuguese media websites (ref#10). Of the 11 websites assessed in this investigation, none followed the Web Content Accessibility Guidelines (WCAG) 1.0 of the World Wide Web (W3C). According to this study, the accessibility level of the radio (mean= 4.3) is worse than that of the TV (mean = 5.7), but the online press has the worst outcomes (mean = 4.0) (scale 1 to 10). Thus, the study shows that there are strong barriers to accessing information and communication such as lack of subtitled programmes online, lack of radio shows that use sign language, and lack of availability of reading versions for blind persons.

The second study examined the accessibility of the official websites of various Ministries of the Portuguese government (ref #11). This study is a follow up of another one conducted in 2008 and therefore aims at evaluating the changes that occurred during the two-year period. Results show that 75% of the websites were in accordance with the WCAG 1.0, with 64% obtaining the level "A" and 11% the level "AA". In the manual assessment, 79% of the websites followed accessibility standards, with 68% obtaining the level "A" and 11% the level "AA". No website was found with the classification "AAA" in any of the evaluations. These outcomes showed an improvement, between 2008 and 2010, in 29% of the websites investigated. However, the same study found that 11% of the websites examined decreased their accessibility   during the same period.

Another study suggests that Portugal is among the most accessible countries in terms of accessibility to the web. Indeed, according to an international study Portugal was ranking second among the 192 Member States of the UN, in terms of web content accessibility, with

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a level of accessibility to the web of 97.6%, that is just overcome by Germany with 98.7% (ref#12).

3. Accessibility in Regulatory Bodies and Systems

	Reference	Topics addressed	Methodology
13	Gouveia, Pedro Homem (Coord.), Mendes, Diana, Simões, Jorge Falcato. 2010. *Turismo Acessível em Portugal lei, oportunidades económicas, informação.* Lisboa: INR,IP.	Accessible tourism: legislation, economic opportunities and information	Identifies good-practices in the area of accessible tourism and provides recommendations to improve the situation

We could not find any studies that specifically evaluated the effectiveness of regulatory bodies in ensuring and enhancing accessibility.

The scarce information that we were able to locate in the website of the regulatory bodies of the media, transports and tourism sectors, however, provides evidence that accessibility remains a marginal concern for them:

a) **The regulatory body of the media - ERC**

- Accessibility is an evaluation criteria in the auditing and regulation reports of the ERC, the regulatory body for the Portuguese media.

- According to the most recent report (ref# 8), only one of the private TV operators (SIC) and the public TV channel are complying with the minimum accessibility requirements; the other private channel (TVI) is not. However, the report does not discusses any kind of sanctions imposed in response to this lack of compliance.

- The 2010 ERC Report as well as the 2010 ERC Activities and Financial Report allude to the IV International Conference of the ERC entitled "For a culture of regulation, media and citizenship: Old and new issues", that took place 18-19 October 2010. The Conference included a panel on "Persons with disabilities or Societies with Disabilities? Media and Accessibilities", which included the participation of disability organisations.

- According to the 2010 ERC Activities and Financial Report, at the IV International Conference of the ERC, "For a culture of regulation, media and citizenship: Old and new issues", Rui Assis Ferreira, a Member of the Board recognised the lack of progress and even some backwardness in applying accessibility standards in the media, notably the lack of provision of Sign language in the eight o'clock news in the

main Portuguese TV channels. At the same Conference Dr Josélia Neves, Professor at the Instituto Politécnico de Leiria, provided an assessment of the accessibility standards on the Portuguese TV. She concluded that the recommendations provided by the ERC are not being put in place.

b) The regulatory body of the transports sector - IMTT

- The regulatory body of the sector of transports, the IMTT, has established since 2009/2010, a yearly prize to distinguish the three best practices on accessibility and elimination of physical barriers in public transports for citizens with disabilities and reduced mobility.

- In October 2011 the IMTT has also organised an international conference on Sustainable Transportation that discussed solutions for public transports that are economically and ecologically sustainable and accessible to all.

- In April 2010 the IMTT organised the International Conference Land Use, Accessibility and Mobility Management, which also focused, among other topics, on the issue of accessibility to public transport.

c) The regulatory body of the tourism sector – Turismo de Portugal, I.P.

- A recent study on good practice in the area of accessible tourism (ref#13) concludes that, "Portugal is still taking its first steps in this area. It is important to move away from words to actions and consequently, to put initiatives on the ground. There is a lot more to be done".

- In 2012 this institute has launched a Guide of Good Practices of Accessibility in the hospitality sector with a number of recommendations and examples to promote accessibility in the sector. The guide is available in the website of the institute.

- On June 19th 2012 the Institute is organising a Conference on "New Perspectives for the Tourism Industry: Universal Accessibility as Quality Standard", aiming at raising awareness among the tourism agents for the topic of tourism for all, which is said in the programme to constitute an opportunity for the enlargement of the market and a competitive factor for the sector.

4. Accessibility Strategies or Action Plans

Research Studies and Monitoring Reports used to address this item

	Reference	Topics addressed	Methodology
14	Grupo Interdepartamental de Acompanhamento (GIA). 2010. *Plano de ação para a integração das pessoas com deficiências e ou incapacidades: Relatório de Avaliação Anua*l. Lisboa: INR, IP.	Yearly assessment of the implementation of the First Action Plan on Disability, 2006-2009.	A desk-based assessment conducted by representatives of the different Ministries involved in the implementation of the Plan, based on the objectives and indicators previously established
15	INR, IP.2012. *Relatório da Monitorização da Implementação da Estratégia Nacional para a Deficiência durante o ano de 2011*. Lisboa: INR, IP	Assessment of the first year (2011) of implementation of the Disability Strategy in Portugal	This report provides information on the assessment of the Implementation of the Disability Strategy in Portugal by gathering data from several public bodies.

The report containing the assessment of the first year (2011) of implementation of the Disability Strategy, which includes a chapter on accessibility with a number of measures covering aspects of access to goods and services, transportation and information technology was released in July 2012. Unfortunately the report is very vague and does not enable a detailed assessment of the progress achieved. It only states that the majority of the measures designed "have not been implemented yet or remain at the planning stage". It is very likely that the austerity plan in place in Portugal is affecting the implementation of the Strategy and is sidelining disability issues relative to concerns with fiscal balance (Ref#15).

However, the report of the Working Group on Disability and Media (ref#1) assesses the implementation of two specific measures included in the Disability Strategy: measure 15, which concerned the development of "training workshops for journalists on the topic of disability", and measure 6, related to "awareness-raising actions in society about equality of opportunities". According to this report, a training seminar took place in October 2011 (8th, 10th, 14th and 18th) entitled "Journalistic coverage of disability and impairment issues" aimed at training journalists on best ways to address disability in the media. The report does not mention how many journalists attended.

The same report also indicates that, following an agreement between the Pubic TV Channel RTP and the National Rehabilitation Institute, the TV show *Consigo* has been aired, specially dedicated to discuss topics of interest to the population with disabilities. Up until May 2011, 20 shows had been broadcast, with a share of 4.02% and an average of 62.6 thousand viewers.

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The 2010 report on the implementation of the First Action Plan on Disability (ref # 14) reflects the execution of the plan during its period of activity – 2006-2009. According to this report the following goals, related to an improvement in the accessibility to the public transportation system had been achieved:

- o Portuguese Trains (Comboios de Portugal, CP):
  - o Implementation of the SIM – Integrated Mobility Service, a centralised call service providing information to users with special needs;
  - o Creation of the User with Special Needs Counsellor, aiming at improving the relationship with this segment of the public;
  - o Implementation of a special tariff for clients with special needs (the "Two by One Tariff", in which citizens with disabilities (with a degree of incapacity of over 60% may bring with them an assistant without buying another ticket;
  - o Improvement of accessibility to the website to passengers with visual and hearing impairments;
- o Reduction in 25% of the cost of the ticket for persons with disabilities, with a degree of incapacity over 60%, in the cost of the ticket, or to those at risk of exclusion, in any trip, except in the suburban regions of Lisbon and O'Porto.
- o Lisbon buses company - CARRIS:
  - o Generic training to the crew (Initial and follow-up) on how to assist persons with disabilities;
  - o Acquisition of two new buses to replace the oldest two in the daily door-to-door service in the city of Lisbon; The service involves 4 buses (3 operating and 1 on reserve) and requires previous appointment;
  - o Improvement in 14% of the quota of accessible buses in the city of Lisbon, elevating the percentage of accessible buses to 51% of the total fleet (740).
- o O'Porto buses company - STCP:
  - o Development of the project of a bus stop with audio information for blind and low vision persons (in partnership with the Blind people association, ACAPO and EFACEC) as well as installation of plaques with information in Braille in all bus stops;
  - o Experimental development and implementation of the SMSBUS system for persons with visual impairments, which aims at placing the SMSBUS codes in Braille in all bus stops of the STCP.

- o Including in the regular training of the staff and crew topics to promote awareness on how to deal with persons with disabilities;
  - o Improvement in 14% of the quota of accessible buses in the city – in 2009 57% of the fleet are accessible buses
- o Subway of the O'Porto city – follows accessibility standards:
  - o Implementation of the Navmetro project, which aims at providing information and orientation to users with visual impairments;
- o Ferries in the city of Lisbon - Transtejo (TT):
  - o All terminals of Transtejo/ SofLusa have ticket machines accessible to persons in wheelchairs;
  - o In the Barreiro terminal some construction work was undertaken to accommodate ticket machines for passengers with disabilities;
  - o Training was re-enacted for the staff to raise awareness about how to deal with passengers with disabilities;
  - o Reserved seats were assigned to passengers with disabilities in the ferries
  - o A project is underway to study the application of signals in the pavements for people with visual impairments;
- o Institute for Mobility and Land Transports - IMTT:
  - o Support was provided to projects aiming at providing information about the waiting time for the next buses and audio information activated by command (in nearby panels within the bus stop)
- o Lisbon Subway:
  - o A project was undertaken to develop and test the prototype of a new orientation system. This system, once approved, will be adopted, with the adequate adjustments, by other transportation companies.

According to the report, the symbol of accessibility has been placed in all accessible public transports and the legislation about guide-dogs has been reviewed to apply to all kinds of assistance-dogs.

5. European and International Dimensions

In conjunction with the European Blind Union and the World Blind Union ACAPO, an organisation of blind and low vision persons, launched a campaign on April 23rd, 2011 (celebrated as the International Day of Reading) for the right of blind people to access

books. In the press release launched at the occasion ACAPO asks for legislative measures that ensure "the international free circulation of reading materials in accessible formats whenever their target is persons with visual impairments and persons who cannot access print books".

(c) Examples of situations in which it would be difficult or impossible for a disabled person to spend time in another Member State because of the lack of accessible services or accessible goods or products.

The Tourism industry is an important one for the Portuguese economy. Nevertheless, accessibility has been a neglected concern for the sector and requirements in this area for service providers are very basic. There is also a lack of training on the part of the Tourism professionals for dealing with disabled costumers.

- A working group has been established within the Institute of Quality to develop accessibility standards for the Tourism sector in Portugal. There is only one travel agency working on Accessible Tourism in Portugal (Accessible Portugal - http://www.accessibleportugal.com/en). According to its manager, the lack of accessible public transportation (which is virtually inexistent outside the major cities of Lisbon and Oporto), the lack of adapted rent-a-car, the lack of reliable information about the accessibility level of tourism facilities and historical places are discouraging factors for travellers who want to visit Portugal. For some of these issues action at European level would be necessary, particularly: Development of accessibility standards for the tourism industry

- Definition of training requirements for tourism professionals

- Development of an assessment system for the Tourism industry focused on accessibility requirements.

- Directive related to the use of scooters in public spaces