



EUROPEAN COMMISSION

Directorate-General for Communications Networks, Content and Technology
Data

Accessibility, Multilingualism and Safer Internet

Luxembourg, 14 September 2018
G.3/ARM

NOTE TO WHOM IT MAY CONCERN

SUBJECT: SURVEY ABOUT WEB ACCESSIBILITY

Dear Sir/Madam,

The European Commission has commissioned a study concerning the current status of web accessibility of public sector websites. The purpose is to establish a baseline for assessing the effects of the Web Accessibility Directive¹, which entered into force on 26 December 2016, and which will oblige Member States to make their public sector bodies' websites and mobile applications accessible.

The study includes a user survey. This survey will provide information on the experience of users with any type of disability when accessing websites and mobile applications of public sector bodies in their respective countries.

In order to establish a meaningful baseline, we need a large number of replies from various types of users from across the European Union. We would, therefore, be most grateful if your organisation would widely distribute the survey among your members and associated users.

Survey process:

The survey is conducted by Capgemini Consulting. Capgemini Consulting will send you the link to the online survey with the deadline for taking part. They will directly receive and compile the survey responses.

The survey information will be analysed taking into account the following:

- (1) Information provided in reply to the survey will be used for the purpose of this study only;
- (2) Anonymity of survey participants is guaranteed.

Your support for this study is greatly appreciated.

Please do not hesitate to contact Capgemini Consulting directly (sem.enzerink@capgemini.com) for any further questions you may have or for confirming your willingness to take part in, or to share information about this study.

Yours sincerely,

June Lowery-Kingston
Head of unit

¹ <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=OJ:L:2016:327:FULL&from=EN>