GARI GLOBAL ACCESSIBILITY
REPORTING INITIATIVE

ANNUAL**REPORT**2016

Helping consumers
find devices that
best suit their needs

MWF
Mobile & Wireless
Forum

he Mobile & Wireless Forum (MWF) established the Global Accessibility Reporting Initiative (GARI) project in 2008 to provide information on the accessibility features within mobile phones and to help consumers identify devices that supported those features.

The GARI site (www.gari.info) features an evolving searchable database that currently has information on more than 110 accessible features in over 1,100 mobile phone models from around the world. The database also now includes information on tablets, accessibility related mobile applications, and as of late 2016, Smart TVs and Wearables.

The objective of GARI is to help people find a device that best suits their needs. GARI does this by providing a central source of information on the accessibility features available in devices and is primarily aimed at seniors, people with disabilities or some functional impairment and their families.

Different stakeholders also derive direct benefits from GARI, such as:

Consumers:
- A comprehensive searchable database of accessible devices in multiple languages.
- A central source of information for accessibility features in mainstream devices.

Governments:
- A feature set that is far more extensive than any country's existing requirements.
- A tool that can help fulfil obligations under the UN Convention on Rights for Persons with Disabilities (UNCRPD).

Network operators and device retailers:
- An overview of the accessibility features in devices allowing retail and help-desk operators to easily assist customers.

Manufacturers:
- An opportunity to provide a comprehensive guide to the accessibility features within a device with widespread acceptance of the resulting reports.
- Being part of a voluntary industry initiative that enjoys high credibility with regulators, organisations of persons with disabilities, network operators and consumer organisations.
- Remaining up to date with regulatory developments across the world.

GARI has certainly benefited from the widespread support of many stakeholders and of course the participating manufacturers. This short report provides an update on the GARI project and website (www.gari.info) as of December 2016.

GARI: The manufacturers

For manufacturers, GARI provides a central platform for them to provide information about the increasing number of accessibility features that are being deployed in devices. Companies participating in the GARI project in 2016 on either a per-model basis or as full members of the project oversight committee included:

Alcatel Mobile Phones
Apple
Blackberry
Cisco
Coolpad Americas
HP Inc.
HTC
Huawei
Kyocera
Lenovo

LG
Microsoft (Nokia)
MobiWire
Motorola Mobility
Samsung
Sony
Telstra
ZTE

1 From the 1st January 2017, the Mobile Manufacturers Forum (MMF) became the Mobile & Wireless Forum.

GARI: The features

The GARI database currently provides accessibility information on:

- 110 features for mobile phones,
- 67 features for tablets,
- 57 features for Smart TVs; and
- 52 features for Wearables.

These features have been developed in collaboration with the disability community, accessibility experts, industry and national regulators.

The MWF has furthermore committed to regular reviews of the features that GARI reports on, in light of changes in the technology and customer needs. Every two years, stakeholders with an interest in mobile accessibility are invited to provide comments or suggestions on the features that they would like to see reported on by manufacturers. Our next "Stakeholder Review" will take place in 2017.

GARI: The statistics

GARI started out as a simple spreadsheet listing accessibility features available in mainstream mobile phones. Since then, the database has grown to provide information on the accessibility of over 1,100 mobile phone models around the world, almost 100 tablet models, over 340 accessibility related apps, and since the end of 2016, over 100 Smart TV models as well as around 30 Wearables.

Continuous growth – Ever more models

The GARI database is populated in the rhythm of new devices coming to the market. By the end of 2016, the database listed accessibility information on the following number of mobile phone models around the world:

Africa:	93 Models
Asia Pacific:	149 Models
Europe:	186 Models
Latin America:	235 Models
Middle East:	120 Models
North America:	500 Models
Total:	**1,283 Models**

Due to an increased focus on mobile accessibility in Europe and Latin America in 2016, we saw a significant number of additional models added in those regions, which we expect to see continued in 2017.

Continuing to grow – Expanding the product range

In 2008, GARI started out with information on accessibility features in mobile phones. In 2013, the database was extended to also include information on accessible tablets and accessibility related (i.e. assistive) apps. In December 2016, we again expanded the database to include information on the accessibility features in Smart TVs and Wearables.

The GARI database now provides five different product areas for consumers to search within.

### Accessibility information in national languages

As important as it is to provide information on the accessibility features in devices, it is equally important to provide the information in an accessible format. For this reason, the GARI website was designed to be usable with screen-readers and includes a collection of American sign-language videos that explain how to use the site. In addition, the GARI site has been translated into 16 languages allowing consumers to search the database in one of these languages irrespective of where they reside. Languages currently supported on the site include:

English	العربية	Dansk
Deutsch	Français	Español
Suomalainen	Italiano	한국어
Nederlands	Norsk	Polskie
Português	Română	Svenska
日本語		

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The MWF is committed to expanding the range of languages that GARI is provided in and is happy to work with partner organisations to help bring this about.

How many people are using GARI?

In 2016, the GARI website attracted on average over 16,300 unique visits and almost 330,000 page views per month. That is an increase of over 4% in visits and over 11% in page views as compared to 2015, showing that visitors to the website use the GARI website more intensively. This data only covers the main project site and does not include information on usage from the many organisations that also use the underlying data.
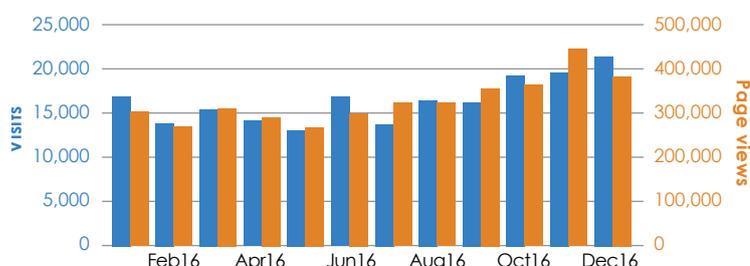
Where do GARI users come from?

The majority of visitors to the GARI online portal are coming from North America and Europe (28% and 35%). Around 19% of GARI users did not allow for geo-localization and their origin is therefore indicated as "unspecified". The percentage of GARI users coming from Latin America has doubled as compared to 2015, followed by visitors from Asia Pacific, Africa and the Middle East.
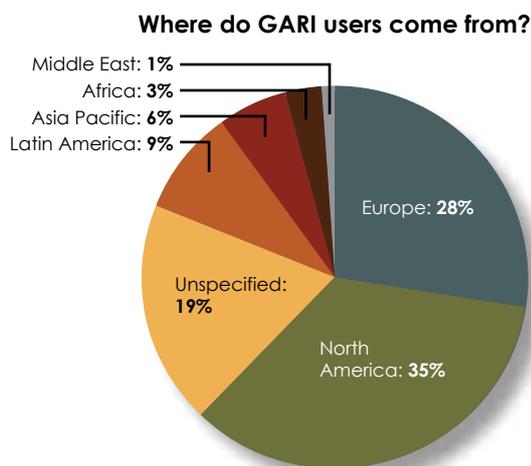
What are the features most searched for in the GARI database?

In 2016 for mobile phones, the top features searched for (via the "Advanced Search" function) were:

- Hearing Aid T-coil Coupling
- Hearing Aid or "HAC" Setting
- Adjustable Vibrating Alerts
- Improved Call Quality
- Adjustable Maximum Volume Control
- Internet Capability
- Ringer Volume Adjustable
- Vibrating alert
- Easy to Press Keys

These results indicate the popularity of features that facilitate better hearing for users and cover those with mild to significant hearing impairment.

The GARI database also provides for several different ways of searching for accessible devices - either in general or by specific accessibility features:

- Users can look up a list of all accessible devices listed in the database for a specific region.
- Users can look up specific accessibility features and which devices they can be found on ("advanced search").
- Users can choose one or several of the search filters that relate to an area of impairment including "dexterity" "vision" "hearing/speech" and "cognition".

Where do GARI users come from?

Consumers are searching for devices suitable for…
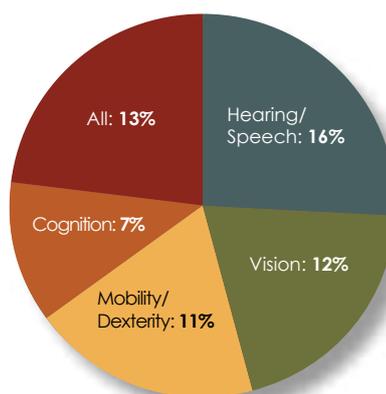
What type of apps are listed in GARI?

At the end of 2016, GARI listed over 340 accessibility related apps. These are apps that have been specifically designed to help overcome barriers people face due to disability, injury, illness, old age or disabling environments.

Among these 340 apps, there are:

- 173 apps for vision
- 124 apps for hearing/speech
- 122 apps for cognition
- 27 apps for dexterity/mobility

We continue to reach out to developers to add apps to the database. GARI also provides the opportunity to select an app that might be of particular importance or relevance to a user and to search for the devices that the app will work on.

Which organizations are using GARI?

Raising awareness about accessibility

GARI's mission is to raise awareness about existing accessibility features and to help consumers find a device that best suits their needs. A number of organisations around the world have joined this effort by either facilitating access to the GARI database via their own websites or by spreading the word about mobile accessibility in general and GARI in particular among their members, stakeholders and constituency.

The Mobile & Wireless Forum also makes the GARI dataset available for organizations wishing to feature GARI within their own sites. The dataset is available as an XML file that is updated on a daily basis. The dataset is licensed under a Creative Commons License[2].

Examples of GARI in use: Government bodies

Several governments and national regulators around the world have integrated GARI into their websites to provide their visitors with information on accessible mobile devices.

Regulators are using GARI to:

- Demonstrate product compliance with national regulations.
- Provide consumers with information regarding the accessibility features of devices available in-country.
- Fulfil national obligations under the UNCRPD.
- Encourage greater awareness of accessibility within industry as well as amongst the public.
- 10 government bodies from nine countries are providing access to the GARI database via their websites:

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Examples of GARI in use: Industry

Currently 14 network providers and industry bodies in ten countries are using GARI to train their staff on how to search for appropriate devices to meet consumer needs. Several more network providers use GARI for the selection of accessible devices for their product portfolio.

Examples of GARI in use: Other stakeholders

Several organisations of persons with disabilities provide a link to GARI via their website as a service to their members and publish regular updates about GARI's progress in their newsletters. Other entities referencing GARI include universities, health platforms and app developers.

The links to all these organisations can be found on the "Examples of GARI in use" page: http://gari.info/examples-of-gari-in-use.cfm

GARI

Communications and outreach

As part of our efforts to demonstrate the global commitment of the industry towards addressing the needs of users with accessibility issues, the MWF engages in continual outreach to stakeholders.

In 2016, the MWF was pleased to present GARI at the following events:

- EKTG eHealth Symposium in London
- 4G Mobile Applications International Summit in Taiwan
- Mobile World Congress 2016 in Barcelona
- Techshare India 2016 in India
- IEC TC100 meeting in Vienna
- M-Enabling Summit in Washington
- EC-EDF side event at the Meeting of the UNCRP State Parties in NY
- Consumer and Household Electronics Fair (IFA) in Berlin
- ITU-EAC Conference on Accessibility Policy for the East African Region
- Accessible Americas III event in Mexico

GARI has also been referenced as a case study in several documents and reports, including:

- Thomas Pocklington Trust Guide: Assistive and Inclusive Home Technology

  http://www.pocklington-trust.org.uk/wp-content/uploads/2016/07/AIT-Guide_Accessible.pdf

  "The fact that mobile manufacturers are currently leading the way in assistive and inclusive technology development is very good news for people with sight loss, given the increasingly central role that these devices play in enabling access to technology in general."

- G3ict White Paper: CRPD Implementation: Promoting Global Digital Inclusion through ICT Procurement Policies & Accessibility Standards
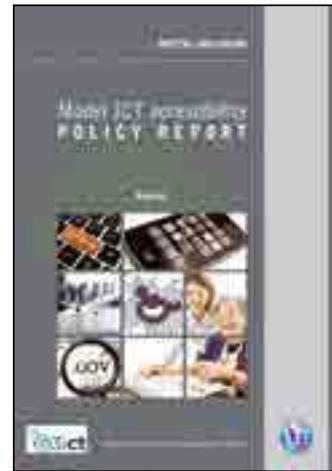
  http://g3ict.org/resource_center/publications_and_reports/p/productCategory_whitepapers/subCat_7/id_339

- FCC White Paper: Individuals with Cognitive Disabilities: Barriers to and Solutions for Accessible Information and Communication Technologies

  https://apps.fcc.gov/edocs_public/attachmatch/DOC-341628A1.pdf

- OFCOM: A guide to publicising services available to disabled people

  https://www.ofcom.org.uk/__data/assets/pdf_file/0015/81132/guidance.pdf

- NDCO Guideline: Assistive Technology in the Workplace

  http://www.adcet.edu.au/resource/8211/assistive-technology-in-the-workplace/

- ITU/G3ict Policy Report: Model ICT accessibility

  http://www.itu.int/en/ITU-D/Digital-Inclusion/Persons-with-Disabilities/Documents/ICT%20Accessibility%20Policy%20Report.pdf

Spreading the word

The MWF actively engages with accessibility experts and GARI stakeholders via social media with almost 5,000 followers on Twitter:
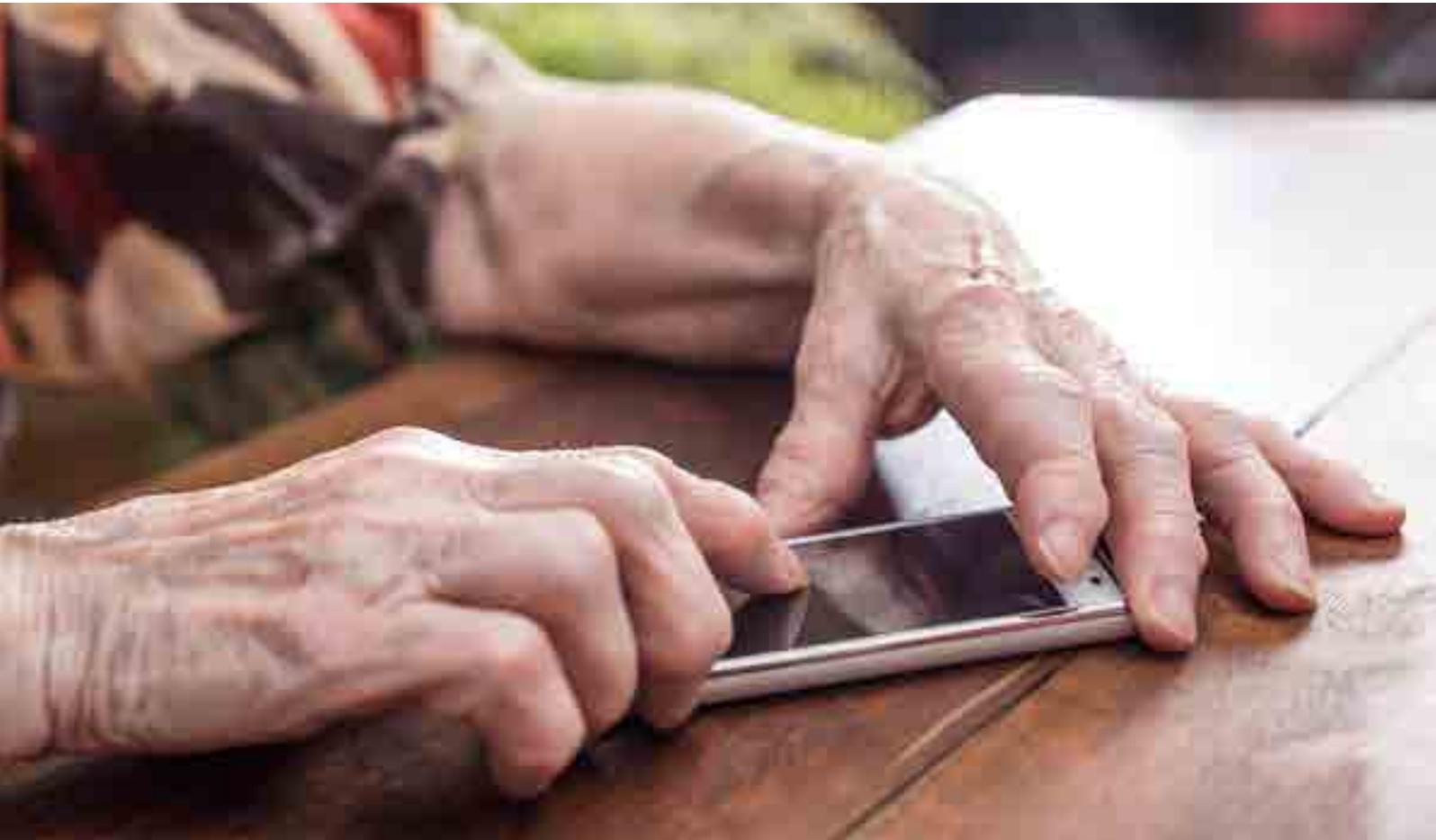
On the GARI blog, we discuss topics of interest in mobile accessibility: http://blog.mobileaccessibility.info

On Facebook and Twitter, we also post news about newly added accessible devices to the database: https://www.facebook.com/MobileAccessibility and @GARIupdates.

Contact us

We would welcome the opportunity to discuss how we could further promote awareness of the accessibility features in devices or about the GARI project itself. Our contact details are as follows:

Mobile & Wireless Forum
Email: enquiries@mwfai.org
Web: www.mwfai.org
Twitter: @GARIupdates

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