

Accessibility of public buildings and services to people with disabilities

Survey Report 2024

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The Office of the Public Defender of Rights is the sponsor of the survey and the author of the methodology, including the questionnaires. STEM/MARK, a. s. is responsible for the collection of data for the survey and is the author of the final report (the Research results section).

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Mission of the Defender

Since 2001, the Defender has been defending individuals against unlawful or otherwise incorrect procedure of administrative authorities and other institutions as well as against their inactivity. The Defender may peruse administrative and court files, request explanations from the authorities and carry out unannounced inquiries on site. If the Defender finds errors in the activities of an authority and fails to achieve a remedy, the Defender may inform the superior authority or the public.

Since 2006, the Defender has acted in the capacity of the national preventive mechanism pursuant to the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment. The Defender systematically visits facilities where persons are restricted in their freedom, either *ex officio* or as a result of dependence on the care provided. The purpose of the visits is to strengthen protection against ill-treatment. The Defender generalises his or her findings and recommendations in summary reports on visits and formulates standards of treatment on their basis. Recommendations of the Defender concerning improvement of the conditions ascertained and elimination of ill-treatment, if applicable, are directed both to the facilities themselves and their operators as well as central governmental authorities.

In 2009, the Defender assumed the role of the national equality body. The Defender thus contributes to the enforcement of the right to equal treatment of all persons regardless of their race or ethnicity, nationality, sex/gender, sexual orientation, age, disability, religion, belief or worldview. For that purpose, the Defender provides assistance to victims of discrimination, carries out surveys, publishes reports and issues recommendations with respect to matters of discrimination, and ensures exchange of the available information with the relevant European bodies.

Since 2011, the Defender has also been monitoring the detention of foreign nationals and the performance of administrative expulsion.

In January 2018, the Defender became a monitoring body for the implementation of rights recognised in the Convention on the Rights of Persons with Disabilities, also helping European Union citizens who live and work in the Czech Republic. The Defender provides them with information on their rights and helps them in cases of suspected discrimination on grounds of their citizenship.

The special powers of the Defender include the right to file a petition with the Constitutional Court, seeking the annulment of a secondary legal regulation; the right to become an enjoined party in proceedings on the annulment of a law or its part; the right to lodge an administrative action to protect a general interest or to file an application to initiate disciplinary proceedings with the president or vice-president of a court. The Defender may also recommend that a relevant public authority issue, amend or cancel a legal or internal regulation. The Defender advises the Government to amend laws.

The Defender is independent and impartial, and accountable for the performance of his or her office to the Chamber of Deputies, which elected him or her as the Defender. The Defender has one elected deputy, who can be authorised to assume some of the Defender's competences. The Defender regularly informs the public of his or her findings through the media, web, social networks, professional workshops, roundtables and conferences. The most important findings and recommendations are summarised in the Annual Report on the Activities of the Public Defender of Rights submitted to the Chamber of Deputies.

Glossary of useful terms

Tactile floor plan – a model or plan of a building that allows people with visual impairments to familiarise themselves with its layout by touch ([photo](#)).

Physical buttons – raised control buttons. These allow people with visual impairments to operate, for example, a lift or a ticket system using only their touch ([photo](#)).

Hearing loop – an aid for people with hearing impairments that makes communication easier (dampens ambient sounds and noise, amplifies the spoken word) – ([picture](#),¹ [hearing loop pictogram](#)).

Institution – a short term for all types of buildings tested.

Municipality – a short term for the Prague 2 Metropolitan District Authority and the Municipal Authority in Příbram and the municipalities of all regional towns with the exception of the Capital City of Prague.

Mystery shopping – a type of qualitative market research to measure the quality of services or obtain information about products and services.

Mystery shopper – a fictitious visitor to a certain place or a person using a service who performs tasks and records their experience in a prepared questionnaire.

Audio beacon – a device that uses sound to help people with visual impairments orient themselves in space and also provides them with additional information. It is used, for example, to mark entrances to public buildings or train and bus stations ([photo](#)).²

Signpost – vertical sign marking a tram, bus or trolleybus stop, or other (non-)public transport stop ([photo](#)).

1 The photo is available on the website of the Brno Union of the Deaf at <https://www.pomuckyproneslysici.cz/osobni-indukcni-smycka/>.

2 The photo is available from the website of the United Organisation of the Blind and Partially Sighted (SONS) at <https://www.sons.cz/Majacky-priklady-frazi-P4007576.html>.

Pictogram – a picture that graphically depicts a room (e.g. toilet, changing room) or an instruction (e.g. no telephoning, no entry with dogs).

Mobile office – a service that allows citizens to deal with administrative matters without having to come to the authority (the officials visit them at home or in a residential care facility).

Tactile tile – a special form of artificial guiding pattern (see below). It helps people with visual impairments to cross the road or get to where they board public transport ([picture](#)).

Simultaneous transcription – a service that converts speech into text in real time. It helps people with severe hearing impairment to communicate.

Social security administration – a general term for district social security administrations, the Prague Social Security Administration and Brno Municipal Social Security Administration.

Tichá linka (Silent Line) – the name of an on-line service that provides interpretation into Czech Sign Language and speech transcription. It is used by the deaf and hard of hearing.

Tester – a person who visited selected buildings as part of the survey and then assessed their facilities and accessibility for people with certain types of disabilities.

Artificial guiding pattern – longitudinal grooves in paving stones or other surfaces, indoors or outdoors, that are detectable with a white cane. They help people with visual impairments to move and orient themselves in the environment ([photo](#)). Tactile tile is a special type of artificial guiding pattern (see above).

Audio beacon transmitter – a transmitter that triggers an audio beacon ([photo](#)).³

3 The photo is available from the website of the United Organisation of the Blind and Partially Sighted (SONS) at <https://www.sons.cz/VPN-navod-a-pouziti-P4002837.html>.

List of abbreviations

ATM – automated teller machine

CSL – Czech Sign Language

ENT – a medical discipline that focuses on the prevention, diagnosis and treatment of conditions of the ear, throat and nose

FAQ – frequently asked questions

PT – public transport

PWD – person with disability

TP – health disability card

ZTP – severe health disability card

ZTP/P – card of a person with severe health disability requiring special assistance⁴

⁴ TP, ZTP and ZTP/P cards are certificates issued to people with a long-term illness or disability that significantly reduces their ability to move (walk) or orient themselves in space.

Foreword

We decided to conduct a survey on the accessibility of public buildings and services for people with disabilities on the basis of a number of suggestions from the public and members of the [Public Defender's advisory body](#) for monitoring the Convention on the Rights of Persons with Disabilities. These suggestions pointed out that there are many barriers preventing people with disabilities from independently using public spaces, buildings and information and services that are meant to be publicly accessible. In some cases, these barriers are so serious that they make it completely impossible for a person with a particular type of disability to visit the public building or use the services or access information. Accessible environments, services, goods and information are essential for the effective integration of people with disabilities into society.

Although the conditions for accessibility are defined in several places in the Czech legislation, people with disabilities still face a number of both minor and major obstacles in their daily lives. Only by systematically eliminating these problems and finding ways for barrier-free access will people with disabilities be able to participate fully in social life.

The aim of the survey was to find out what specific barriers people with disabilities face when using the public services and buildings independently.

We conducted the survey using the quasi-experimental method. The survey focused on selected municipalities, hospitals, labour offices, post offices, social security administration offices and courts in regional cities. These institutions were tested by people with hearing impairments, people with physical impairments and people with visual impairments.

Data collection took place from January to March 2023.

Further information on the course of the survey is described in the chapter [How was the survey conducted](#).

We believe it is essential that all public institutions and the services and information they provide are accessible to everyone. People with disabilities cannot always rely on other persons to help them overcome obstacles. Everyone should be enabled to manage their affairs on their own.

At this point, we would like to thank all those who helped prepare and conduct the survey. They will also be involved in the creation of the recommendations on the basis of the survey results.

JUDr. Vít Alexander Schorm

Deputy Public Defender of Rights

Legislation

This section introduces the international, European and domestic legislation, as well as strategic documents related to the topic of accessibility of public buildings.

1. UN Convention on the Rights of Persons with Disabilities

The UN Convention is the **most important international act** on the rights of people with disabilities.⁵

It entered into force in the Czech Republic on 28 October 2009, when it was published in the Collection of International Treaties under No. 10/2010, and thus became a binding source of law. By its adoption, the Czech Republic has committed itself to protecting and strengthening the rights of people with disabilities. This means that it should ensure that these people have the right to full and equal participation in society and to be supported, and that any barriers preventing them from reaching their potential and from being included in society will be removed.

Other legislation must always comply with the UN Convention.⁶ It should also serve as a basis of all European and national legislation and other strategic documents.

The UN Convention supports, protects and ensures the full and equal enjoyment of all human rights and fundamental freedoms by people with disabilities and promotes respect for their inherent dignity.⁷ It affects all people “who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others”.⁸

5 The Convention was adopted by the General Assembly of the United Nations on 13 December 2006. It was created in response to the unsatisfactory situation where people with disabilities continued to face discrimination, despite seven previous human rights documents.

6 See Article 10 of Constitutional Act No. 1/1999 Coll., the Constitution of the Czech Republic.

7 See Article 1 of the UN Convention.

8 Ibid.

The UN Convention is based on a number of key principles, in the spirit of which the entire text should be interpreted. The principles of respect for inherent dignity, personal independence, freedom of choice, autonomy and non-discrimination are the most prominent. Others include, for example, equal opportunities and **accessibility**.⁹

This is not accidental. Organisations defending the rights of people with disabilities have argued throughout their existence that ensuring accessibility in buildings and transportation is a prerequisite for the freedom of movement for people with any disability. This is discussed, *inter alia*, in Article 13 of the Universal Declaration of Human Rights and Article 12 of the International Covenant on Civil and Political Rights.

While members of different racial or ethnic groups have in the past been prevented from accessing public places and services because of prejudice, people with disabilities face mainly technical and environmental barriers, such as stairs at building entrances, no lifts in multi-storey buildings or lack of information in accessible formats. These artificial barriers are often the result of poor awareness and lacking technical know-how rather than a conscious decision to prevent people with disabilities from accessing places or services intended for the general public.¹⁰

1.1 ACCESSIBILITY AND THE UN CONVENTION

The theme of accessibility is evident throughout the entire text of the UN Convention. It is generally regulated by Article 9, but appears also in Article 13 (Access to justice), Article 19 (Living independently and being included in the community) and Article 21 (Access to information).

1.1.1 ARTICLE 9 OF THE UN CONVENTION

Article 9 stipulates that the State Parties shall take appropriate measures to ensure to people with disabilities access to physical environment, to transportation, to information and communications (...) and to other facilities and services open or provided to the public, both in urban and in rural areas.¹¹

These measures should not only identify and remove barriers and obstacles to accessibility in institutions and transport, but also in other indoor and outdoor facilities (including, for example, courts and prisons), schools, residential areas, healthcare facilities and workplaces. They should also be introduced gradually and continuously. Sanctions should be imposed on those who do not apply the measures.

Regarding accessibility, the General comment of the UN Committee on the Rights of Persons with Disabilities¹² states that people with disabilities and other users of spaces should be able to:

- » move in barrier-free streets;
- » enter accessible low-floor vehicles;
- » access information and communication;
- » enter and move inside universally designed buildings.

The general commentary admits that accessibility may be achieved through technical aids and live assistance where necessary.

9 See Article 3 of the UN Convention.

10 General comment of the UN Committee on the Rights of Persons with Disabilities, paragraph 3. Available from: https://www.ochrance.cz/media/obecny_komentar_c_2.pdf.

11 Article 9 has roots in existing human rights treaties, such as Article 25 (c) of the International Covenant on Civil and Political Rights on the right to equal access to public service, and Article 5 (f) of the International Convention on the Elimination of All Forms of Racial Discrimination on the right to access to any place or service intended for use by the general public.

12 Ibid., paragraph 15.

Movement and orientation in buildings and other places open to the public can be a challenge for some people with disabilities if there is no adequate signage, accessible information and communication or support services. Article 9, paragraph 2 therefore provides that these places open should have signage in Braille and in easy-to-read and understand forms, and that live assistance, including guides, readers and professional sign-language interpreters should be provided.

1.1.2 ARTICLE 21 OF THE UN CONVENTION

Articles 9 and 21 intersect on the issue of information and communication.

It explicitly requires that States parties **provide information** intended for the general public to people with disabilities in accessible formats and technologies appropriate to different kinds of disabilities.¹³

Furthermore, it provides for facilitating the use of sign languages, Braille, alternative communication, and all other accessible means of communication of their choice by people with disabilities **in official interactions**.¹⁴

1.2 ACCESSIBILITY VS. REASONABLE ACCOMMODATION FOR PEOPLE WITH DISABILITIES

The purpose of accessibility and reasonable accommodation is generally to help people with disabilities to exercise their rights.

- » Accessibility can be understood as the obligation to provide barrier-free environment, goods and services with an emphasis on universal design (the capacity for the widest possible range of users to use an item without special adaptations).
- » Reasonable accommodation, on the other hand, refers to special arrangements for a particular person with disability.

Ensuring accessibility is therefore a broader concept than ensuring reasonable accommodation.¹⁵

As stated in the General comment of the UN Committee on the Rights of Persons with Disabilities, accessibility is related to groups, whereas **reasonable accommodation is related to individuals**.¹⁶ This means that a State Party to the UN Convention has an obligation to provide:

- » accessibility *ex ante*, i.e. before receiving an individual request to enter or use a place or service, or even if no such request is received;
- » reasonable accommodation *ex nunc*. This means that accessibility measures must be ensured from the moment an individual with an impairment needs them in a given situation (for example, workplace or school) to enjoy their rights on an equal basis in a particular context.

To give you a better idea, here is an example:¹⁷ The building is partially wheelchair accessible – it has a ramp. However, the ramp is so steep that a person using a regular wheelchair cannot use it without assistance. This person is entitled to reasonable accommodation consisting in, for example:

¹³ Article 21 (a) of the UN Convention.

¹⁴ Article 21 (b) of the UN Convention.

¹⁵ Office of the Public Defender of Rights and the Faculty of Law of Charles University Lidé s postižením jako „nová menšina“ – právní výzvy a souvislosti. (People with Disabilities as a “New Minority” – Legal Challenges and Background). Prague: Wolters Kluwer, 2021, p. 143. Available from: https://www.ochrance.cz/dokument/lide_s_postizenim_jako_nova_mensina_pravni_vyzvy_a_souvislosti/lide_s_postizenim_jako_nova_mensina.pdf.

¹⁶ General comment of the UN Committee on the Rights of Persons with Disabilities, paragraphs 25–26.

¹⁷ Office of the Public Defender of Rights and the Faculty of Law of Charles University Lidé s postižením jako „nová menšina“ – právní výzvy a souvislosti. (People with Disabilities as a “New Minority” – Legal Challenges and Background). Prague: Wolters Kluwer, 2021, p. 145.

- » platform stair lift;
- » access to the building through another barrier-free route; or
- » personal assistance.

Parties to the UN Convention must set **accessibility standards** that meet the following criteria:

- » are adopted only after consultation with organisations representing the interests of people with disabilities;
- » lay down specific requirements for service providers, builders and other entities;
- » are broad and comprehensive.

For individuals with rare disabilities that have not been considered in the development of accessibility standards, or those who do not use the modes, methods and resources offered, accessibility standards may not be sufficient.

As accessibility is implemented gradually, people with disabilities can at least benefit from reasonable accommodation in the meantime. This, however, cannot be used as an excuse by the Parties to the UN Convention to avoid ensuring full accessibility. The obligation to ensure accessibility is unconditional. This means that it cannot be excused by simply referring to the potential burden involved. The only exception is a situation where the burden imposed by the implementation of accessibility measures would be disproportionate.

2. European Union legislation:

The European Union is a party to the UN Convention.¹⁸ It must therefore make sure that its legislation is also aligned with what is outlined in the Convention. This section focuses on EU legislation relating to accessibility of information, services and buildings.

2.1 DIRECTIVE 2016/2102 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 26 OCTOBER 2016 ON THE ACCESSIBILITY OF THE WEBSITES AND MOBILE APPLICATIONS OF PUBLIC SECTOR BODIES

This Directive¹⁹ lays down the requirement for websites and mobile applications of public authorities to be accessible to their users. In other words, the users must be able to perceive, operate, interpret and understand them and they must be stable so that people with disabilities can use them effectively through assistive technologies or specialised programmes they have available.

2.2 DIRECTIVE 2019/882 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 17 APRIL 2019 ON ACCESSIBILITY REQUIREMENTS FOR PRODUCTS AND SERVICES

This Directive²⁰ applies to products and services with divergent accessibility requirements in individual Member States. These include ATMs, payment terminals, operating systems, e-books and e-readers, and many others. Such products placed on the market after 28 June 2025²¹ should be adapted to meet the specific needs of people with disabilities to allow their effective participation in society.

18 The European Union ratified the UN Convention in 2011. See https://mzv.gov.cz/representation_brussels/cz/udalosti_a_media/eu_ratifikovala_umluvu_osn_o_pravech.htm.

19 The Directive is available from: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016L2102>.

20 The Directive is available from: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L0882>.

21 Subject to the exceptions set out in the Directive.

The requirements of the Directive have recently been transposed into the Czech legal system through Act No. 424/2023 Coll., on requirements for accessibility of certain products and services.

3. Legislation of the Czech Republic

The issue of accessibility is addressed in a number of Czech laws and regulations. However, these are largely influenced by the UN Convention and European law (mainly directives). None of them currently defines the term “accessibility”.

3.1 ACT NO. 183/2006 COLL., ON SPATIAL PLANNING AND THE CONSTRUCTION PROCEDURE (THE CONSTRUCTION CODE), AND RELATED LEGISLATION

Section 169 (1) of the Construction Code provides that “in planning and design activities and in permitting, implementation, use and removal of buildings, legal persons, natural persons and competent public administration bodies are obliged to respect the objectives of spatial planning and **general requirements for construction** (...)”. These requirements are defined in the Act’s introduction.²² The Act also requires²³ that the structures include products specified by special legal regulations.²⁴

The Construction Code was repealed on 1 January 2024 and replaced by a new law with the same title.²⁵ The new regulation defines “accessibility” as creating conditions for the independent and safe use of land and buildings by people with disabilities.²⁶ It considers the issue of barrier-free use to be an important part of construction regulations.

3.2 DECREE NO. 398/2009 COLL., ON THE GENERAL TECHNICAL REQUIREMENTS PROVIDING FOR THE BARRIER-FREE USE OF BUILDINGS.

The decree on barrier-free use was the most important piece of legislation regulating the physical accessibility of buildings, roads and public spaces. It dealt in detail with the design of these structures in terms of barrier-free accessibility and their use.

The annexes to the decree regulated general technical requirements for structures and their parts **not only for people with disabilities**, but also for other persons (e.g. pregnant women, elderly individuals, people with an infant in a baby stroller or a child under 3 years of age, people with temporary injuries).

The decree on barrier-free use was repealed as of 1 January 2024.²⁷ Nevertheless, on the basis of a transitory provision, it remains applicable in specific circumstances until new legislation regulating the barrier-free use of buildings is adopted.²⁸ Legislative efforts towards this goal are currently underway.²⁹

22 Pursuant to Section 2 (2)(e) of Act No. 183/2006 Coll., these were “general requirements for land use, technical requirements for structures and general technical requirements providing for the barrier-free use of buildings, established by implementing regulations”.

23 See Section 156 (2) of Act No. 183/2006 Coll.

24 These are primarily Act No. 22/1997 Coll., on technical requirements for products and amending and supplementing certain laws and Government Regulation No. 163/2002 Coll., laying down the technical requirements for selected construction products.

25 Act No. 283/2021 Coll., the Construction Code

26 Section 13 (d) of Act No. 283/2021 Coll.

27 Act No. 283/2021 Coll.

28 Pursuant to Section 332a of Act No. 283/2021 Coll, the following applies: “Pending implementing regulations pursuant to Section 152 of this Act, or until 1 July 2027, the implementing regulations issued to implement Section 194 of Act No. 183/2006 Coll. will apply in the version effective as of the day preceding their annulment by this Act. Parts of the implementing regulations referred to in the first sentence which are at variance with this Act will not apply.”

29 See, for example, the draft decree on requirements for construction (No. MMR-45937/2023-31).

3.3 ACT NO. 99/2019 COLL., ON THE ACCESSIBILITY OF WEBSITES AND MOBILE APPLICATIONS

The above-mentioned EU Directive 2016/2012 was transposed by virtue of this Act.

With minor exceptions³⁰, Act No. 99/2019 Coll. applies to public sector entities³¹. These entities are required to guarantee that the websites and mobile apps they manage are accessible to people with visual and hearing impairments. This includes ensuring that their content can be read using a screen reader, providing subtitles for videos and other features.

The Digital and Information Agency has been monitoring whether public entities are meeting all their legal obligations since April 2023.

3.4 ACT NO. 155/1998 COLL., ON COMMUNICATION SYSTEMS FOR THE DEAF AND DEAF-BLIND PERSONS

Another very important area of accessibility is alternative means of communication. This mainly affects people with hearing or combined hearing and visual impairments.

These individuals have the right under this Act to **freely choose any of the** following **communication systems** that meet their needs. Their choice must be respected to the maximum extent possible to allow their equal and effective participation in society and exercise of their statutory rights.³²

Communication systems include:³³

Czech Sign Language	Signed Exact Czech
Fingerspelling	Visualisation of spoken Czech
Written record of spoken language	Lorm alphabet
Dactylology	Braille with tactile form
Tactile lipreading	Tadoma vibration method

The Act also specifies the situations in which users of the communication systems are entitled to interpretation services. These include visits to a doctor, dealing with official matters and arranging for other needs.³⁴ The specific conditions for the provision of interpreting services are set out in Act No.108/2006 Coll., on social services.

Interpreting services are provided free of charge during court proceedings to people who have hearing or combined hearing and visual impairments and are also holders of a ZTP or ZTP/P card.^{35, 36} This applies only to parties to the court proceedings (plaintiff and defendant, etc.), not to the general public who observe hearings as audience.

30 See Section 3 (2) and (3) of Act No. 99/2019 Coll.

31 Act No. 99/2019 Coll. refers to them as “obliged entities.”

32 See Section 1 (2) of Act No. 155/1998 Coll.

33 See Sections 3 to 6 of Act No. 155/1998 Coll.

34 See Section 8 (1) of Act No. 155/1999 Coll.

35 See Section 34 et seq. of Act No. 329/2011 Coll., on granting benefits to people with disabilities.

36 See Section 8 (2) of Act No. 155/1998 Coll.

3.5 ACT NO 500/2004, THE CODE OF ADMINISTRATIVE PROCEDURE

Section 16 (5) of the Code of Administrative Procedure refers to the obligation to appoint an interpreter for people with hearing or visual impairments in administrative proceedings.

People with visual impairments have the right to have the contents of the administrative file read aloud to them and to have their guide consult it. They can also make an audio recording.³⁷

3.6 PUBLIC TRANSPORT ACCESSIBILITY LEGISLATION

The accessibility of vehicles for people with disabilities is generally dealt with by Act No. 194/2010 Coll., on public services in passenger transport. Its annex then regulates the **quality and safety standards** for this group of persons. These standards include the carrier's obligation to:

- » mark vehicles intended for the transport of people with disabilities with the international symbol of accessibility;
- » install a device in vehicles put into service after 1 July 2010 enabling the auditory provision of information to passengers;
- » designate and mark a seating area in each vehicle for passengers with disabilities;
- » allow people with severe visual impairments accompanied by a dog to transport the dog with them;
- » enable people with disabilities, including wheelchair users, to be transported in vehicles defined by the implementing regulation, i.e. Government Decree No.63/2011 Coll., setting the minimum values and indicators of quality and safety standards, and the manner of demonstrating the above in connection with the provision of public services in passenger transport.

Government Regulation No. 63/2011 Coll. is notably outdated and requires only a very small proportion of vehicles to meet the accessibility standards (1 out of 10).³⁸ The Ministry of Transport is therefore preparing a completely new implementing regulation to replace it. However, at the time of publication of this report, the exact contents and its expected effective date are not known.

The legislation does not require public transport operators to install audio beacons in their vehicles. It is therefore up to the operators to do this for the benefit of people with visual impairments.

3.7 ACT NO. 198/2009 COLL., ON EQUAL TREATMENT AND LEGAL REMEDIES FOR PROTECTION AGAINST DISCRIMINATION (THE ANTI-DISCRIMINATION ACT)

Finally, we should also mention the Anti-Discrimination Act.

It expressly defines **indirect discrimination on grounds of disability** as "refusal or failure to take appropriate measures to (...) enable a person with a disability (...) to use services available to the public, unless such a measure would entail an unreasonable burden."³⁹

37 See Section 38 (3) of the Code of Administrative Procedure.

38 See Section 2 (1) and (2) of Government Regulation No. 63/2011 Coll.

39 See Section 3 (2) of Act No. 198/2009 Coll.

It also sets out the aspects to be taken into account when deciding on whether or not a specific measure entails an unreasonable burden⁴⁰ and defines what measures do not constitute unreasonable burden.⁴¹

4. Strategies and government programmes

4.1 AT THE LEVEL OF THE EUROPEAN UNION

4.1.1 STRATEGY FOR THE RIGHTS OF PERSONS WITH DISABILITIES 2021-2030

This 10-year strategy⁴² was adopted by the European Commission in March 2021. It aims to improve the lives of people with disabilities in the European Union.

The strategy contains eight priority areas. These cover all aspects of the UN Convention leading to strengthening of equal rights of people with disabilities (e.g. accessibility, decent standard of living, independent living, prohibition of discrimination).

To support the Strategy, the European Commission consequently established the **Disability Platform**. It brings together representatives from all Member States and supranational organisations working to support people with disabilities.

The main tasks of the platform include:⁴³

- » strengthening and support of the implementation of the Strategy, the UN Convention and national strategy documents (including those at regional and local level);
- » ensuring cooperation between the European Commission, Member States and supranational organisations in the area of implementation of the UN Convention;
- » working with the European Commission on drafting legislative and non-legislative documents in the field of disability;
- » sharing experiences and examples of best practice.

4.2 AT THE LEVEL OF THE CZECH REPUBLIC

National Plan on Promoting Equal Opportunities for Persons with Disabilities 2021-2025 and the National Development Programme Mobility for All are undoubtedly among the most important domestic strategic materials.

40 See Section 3 (3) of Act No 198/2009 Coll. These aspects are as follows:

- (a) benefit for the person with a disability from the measure;
- (b) affordability of the measure for the natural person or legal entity who is to implement the measure;
- (c) availability of financial or other assistance in implementation of the measure;
- (d) availability of other measures that could satisfy the needs of the person with a disability.

41 Pursuant to Section 3 (4) of Act No.198/2009 Coll., this is a measure that a natural or legal person is obliged to take pursuant to a special legal regulation.

42 The strategy is available from: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52021DC0101&from=NL>.

43 See <https://vlada.gov.cz/scripts/detail.php?id=193026&tmplid=50>.

4.2.1 NATIONAL PLAN ON PROMOTING EQUAL OPPORTUNITIES FOR PERSONS WITH DISABILITIES 2021-2025.

This document was approved by Government Resolution No. 761 of 20 July 2020.⁴⁴ It summarises, among other things, the persistent accessibility problems and defines specific measures.

The two main objectives of the National Plan in the area of accessibility are:⁴⁵

- » ensuring that people with disabilities can move independently and safely, orient themselves in public buildings and on roads;
- » promoting the accessibility of public passenger transport for people with disabilities.

Another area addressed in the National Plan is the accessibility of information and services of public administration. The National Plan draws attention, for example, to the (in)accessibility of websites for people with visual and hearing impairments, problems with reading digital documents, filling in electronic forms and other types of submissions.⁴⁶

The National Plan is also linked to the **Progress Report**, which is issued annually by the Government. The latest assessment shows that 29 out of 131 measures failed to be met in 2022.⁴⁷

4.2.2 NATIONAL DEVELOPMENT PROGRAMME MOBILITY FOR ALL

Legal regulations are not always followed and applied correctly during the construction of new and renovation of older buildings. The lack of consistency in the application of barrier-free approach often disrupts smooth movement in the building not only for people with disabilities but others as well.

The purpose of this strategic document is therefore to support the implementation of barrier-free routes in cities and municipalities through financial subsidies for removing barriers in governmental and public buildings and public transport.⁴⁸

5. Conclusion

Simply adopting legislation and strategic documents is insufficient to ensure compliance with the requirement for accessible environment and services. Often, a shift in public attitudes towards people with disabilities and their needs is necessary.⁴⁹ Various tools, such as awareness-raising and educational initiatives, cultural campaigns and other forms of communication, can help. These tools should be integrated in the targeted accessibility changes.

Many accessibility aspects are not covered in legislation in any way. They thus rely on best practices and input from individuals with disabilities. It is therefore crucial to pay attention to all requirements relating to accessibility and work progressively to eliminate barriers so that publicly accessible institutions and the services they offer become truly accessible to all, as required by the UN Convention.

44 This strategic document is available (in Czech) from: https://vlada.gov.cz/cz/ppov/vvozp/dokumenty/narodni-plan-podpory-rovných-prilezitosti-pro-osoby-se-zdravotním-postizením-na-období-2021_2025-183042/.

45 See page 33 of the National Plan.

46 See pages 37 to 42 of the National Plan.

47 See the 2022 Progress Report on the National Plan on Promoting Equal Opportunities for Persons with Disabilities 2021-2025. Available (in Czech) from: https://vlada.gov.cz/cz/ppov/vvozp/aktuality/zprava-o-plneni-opatreni-narodního-planu-podpory-rovných-prilezitosti-pro-osoby-se-zdravotním-postizením-na-období-2021_2025-v-roce-2022-207413/.

48 The funding of the national programme is regulated by the Government's Funding Plan for the National Programme Mobility for All 2016-2025. This plan was approved by Government Resolution No. 568 of 14 July 2020. See <https://vlada.gov.cz/cz/ppov/vvzpo/aktuality/vladni-plan-financovani-narodního-rozvojového-programu-mobility-pro-vsechny-na-období-20162025-121825/>.

49 Notwithstanding the fact that accessibility should be understood not only in the context of equality and (prohibition of) discrimination, but also as a way of investing in society and as an integral part of the sustainable development efforts.

How was the survey conducted

The survey titled “Accessibility of public buildings and services to people with disabilities” was carried out in cooperation with STEM/MARK. We tried to find out how the selected public institutions are equipped to meet the individual needs of citizens with various types of disabilities (hearing, physical and visual) and identify the main barriers that make it difficult for these citizens to move and orient themselves in the institutions’ buildings.

We decided to test six types of institutions (Table 1) in 12 regional capitals, in Prague and also in Přeborn, which was chosen to represent the Central Bohemian Region. The exact list of the institutions visited can be found in the following chapter.

The selected research method is quasi-experimental. It is similar to an experiment, but there is a difference in that the research conditions are not subject to random selection but were partially determined in advance – we have selected testers with specific characteristics (people with disabilities) and have also chosen specific buildings to be assessed. We were also interested in the accessibility of public transport, which the testers used to get to the designated institution.

In each city, we partnered with three testers, each representing a distinct type of disability. The testers visited the buildings of the selected institutions within a short period of time and evaluated their accessibility according to a questionnaire prepared in advance for this purpose. The testers’ visits took the form of mystery shopping – the testers acted as fictitious visitors to the institution looking for a particular service. The testers were assigned a specific task in each building (see Table 1 for an overview). They recorded the results in a prepared form. All testers could use modern technology if needed, such as a smartphones or other devices that help them in their daily activities.

Table 1 List of a tester’s tasks

Type of institution	The tester’s task was always to get to a specific location or department
Post office	Get to the counter where you can send a registered letter and ask for a filing slip
Municipalities	Get to the office or counter where applications for identity cards are submitted
Hospital	Get to an ENT, orthopaedic or eye clinic (depending on the type of disability)
Social security administration	Get to the office or counter where you apply for disability pension
Court	Get to the courtroom where a public hearing will be held
Labour Office	Get to the office or counter where application for allowance for a special aid can be submitted

Each tester had a targeted questionnaire that reflected the specific needs of people with disabilities (e.g. hearing loop for people with hearing impairments, barrier-free entrances for people with physical disabilities, audio beacon for people with visual impairments). These questionnaires were almost identical for all institutions. Only the tasks of the testers or questions about the usual features of each building differed (e.g. we did not deal with ticket systems at courts where they are not commonly used). All testers evaluated the institution’s website, the entrance to the building including the reception or front desk, the movement around the building, the lifts and the toilets.

Questionnaires designed to assess accessibility of municipalities are included in the Annex hereto. These served as the default model questionnaires (when describing the content of questionnaires dedicated to the accessibility of other institutions, we always specify how they differ from these municipality questionnaires).

Our focus was to design questionnaires that reflected the real-life experiences of people with disabilities. That is why we organised several meetings where people with disabilities were invited to share with us their experience regarding the barriers they encounter when visiting institutions. We wanted them to identify for us the areas of accessibility that the survey should focus on.

In parallel with the testing of the buildings, we distributed supplementary questionnaires to all institutions regarding the equipment of certain areas within the buildings that the testers did not have the opportunity to evaluate, such as clinics or offices. We did not want to expose the testers or the staff of the institutions to potentially unpleasant situations. The testers thus did not enter the actual clinics to undergo treatment, nor did they actually apply for identification cards, etc. The findings collected are presented in the individual chapters dedicated to the given institutions

The survey combines elements of quantitative and qualitative research. The questionnaire allows for a quantitative assessment of accessibility across cities and institutions. Besides, the testers could also add their own findings about the accessibility of institutions beyond the questions asked in the questionnaire or to clarify ambiguous answers.

To assess the accessibility of the institutions, we calculated a score for each of them. The testers rated the individual items in the questionnaire (elements of accessibility) on a scale of “Yes” (meets the criteria) – “Partially” – “No” (does not meet the criteria).

Table 2. Scores of individual answers

Answer	Score
Yes	1 point
Partially	0.5 point
No	0 points
Does not correspond to options	Not scored
Filtered	Not scored

The final score of a building (or public transport) is determined as a proportion of the points scored relative to the total number of points that the institution could have scored. The resulting score thus ranges from 0 to 1. If an institution scored 10 points out of 40, its score is 0.25. Filter questions (e.g. **Is there a ticket system in the building?**) were excluded from the score calculation because the presence of a ticket system does not reflect the building's accessibility. Only the specific attributes of the ticket system can provide more insight about its impact on accessibility.

Although the research agency trained the testers, for most of them it was their first experience with conducting a survey. Therefore, a small degree of error in the evaluation of individual items of the questionnaire cannot be excluded. The individual assessment of the prepared questions also plays a role. The data collected was checked and sorted by STEM/MARK according to usual research standards.

The actual data collection took place from January to March 2023.⁵⁰

⁵⁰ Czech Post closed several of its branches as of 1 July 2023. Among them were the tested branches in Pardubice and Olomouc. The branch in Brno was moved to another building.

List of tested institutions


Table 3. List of tested institutions

City	Type of institution	Institution
Prague	Post office	Czech Post Prague 1
	Municipality	Authority of Prague 2 City Ward
	Hospital	Motol University Hospital
	Social security administration	Branch of the Prague Social Security Administration for Prague 3
	Court	District Court for Prague 5
	Labour Office	Contact workplace of the Labour Office in Prague 4
Příbram	Post office	Czech Post Příbram 1
	Municipality	Municipal Authority in Příbram
	Hospital	Oblastní nemocnice Příbram, a.s. (Příbram Regional Hospital)
	Social security administration	District Social Security Administration Příbram
	Court	District Court in Příbram
	Labour Office	Contact workplace of the Labour Office in Příbram
Plzeň	Post office	Czech Post Plzeň 1
	Municipality	Plzeň Municipality
	Hospital	Plzeň University Hospital
	Social security administration	District Social Security Administration Plzeň-City
	Court	District Court in Plzeň-City
	Labour Office	Contact workplace of the Labour Office in PlzeňCity

Karlovy Vary	Post office	Czech Post Karlovy Vary 1
	Municipality	Karlovy Vary Municipality
	Hospital	Karlovarská krajská nemocnice, a. s. (Karlovy Vary Regional Hospital)
	Social security administration	District Social Security Administration Karlovy Vary
	Court	District Court in Karlovy Vary
	Labour Office	Contact workplace of the Labour Office in Karlovy Vary
Ústí nad Labem	Post office	Czech Post Ústí nad Labem 1
	Municipality	Ústí nad Labem Municipality
	Hospital	Krajská zdravotní, a. s. – Masaryk Hospital in Ústí nad Labem
	Social security administration	District Social Security Administration Ústí nad Labem
	Court	District Court in Ústí nad Labem
	Labour Office	Contact workplace of the Labour Office in Ústí nad Labem
České Budějovice	Post office	Czech Post České Budějovice 1
	Municipality	České Budějovice Municipality
	Hospital	Nemocnice České Budějovice, a.s. (České Budějovice Hospital)
	Social security administration	District Social Security Administration České Budějovice
	Court	District Court in České Budějovice
	Labour Office	Contact workplace of the Labour Office in České Budějovice
Liberec	Post office	Czech Post Liberec 1
	Municipality	Liberec Municipality
	Hospital	Krajská nemocnice Liberec, a. s. (Liberec Regional Hospital)
	Social security administration	District Social Security Administration Liberec
	Court	District Court in Liberec
	Labour Office	Contact workplace of the Labour Office in Liberec
Hradec Králové	Post office	Czech Post Hradec Králové 2
	Municipality	Hradec Králové Municipality
	Hospital	University Hospital Hradec Králové
	Social security administration	District Social Security Administration Hradec Králové
	Court	District Court in Hradec Králové
	Labour Office	Contact workplace of the Labour Office in Hradec Králové
Pardubice	Post office	Czech Post Pardubice 2
	Municipality	Pardubice Municipality
	Hospital	Pardubice Hospital
	Social security administration	District Social Security Administration Pardubice
	Court	District Court in Pardubice
	Labour Office	Contact workplace of the Labour Office in Pardubice
Jihlava	Post office	Czech Post Jihlava 1
	Municipality	Jihlava Municipality
	Hospital	Jihlava Hospital
	Social security administration	District Social Security Administration Jihlava
	Court	District Court in Jihlava
	Labour Office	Contact workplace of the Labour Office in Jihlava

Brno	Post office	Czech Post Brno 2
	Municipality	Brno Municipality
	Hospital	Brno University Hospital
	Social security administration	Brno Municipal Social Security Administration
	Court	Municipal Court in Brno
	Labour Office	Contact workplace of the Labour Office in BrnoCity
Olomouc	Post office	Czech Post Olomouc 8
	Municipality	Olomouc Municipality
	Hospital	Olomouc University Hospital
	Social security administration	District Social Security Administration Olomouc
	Court	District Court in Olomouc
	Labour Office	Contact workplace of the Labour Office in Olomouc
Zlín	Post office	Czech Post Zlín 1
	Municipality	Zlín Municipality
	Hospital	Krajská nemocnice Tomáše Bati Zlín, a. s. (Tomáš Baťa Regional Hospital Zlín)
	Social security administration	District Social Security Administration Zlín
	Court	District Court in Zlín
	Labour Office	Contact workplace of the Labour Office in Zlín
Ostrava	Post office	Czech Post Ostrava 1
	Municipality	Ostrava Municipality
	Hospital	University Hospital Ostrava
	Social security administration	District Social Security Administration in Ostrava
	Court	District Court in Ostrava
	Labour Office	Contact workplace of the Labour Office in Ostrava

Summary

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1. The buildings tested were most easily accessible for people with physical disabilities, as evidenced by an overall score of 0.70. In contrast, testers with hearing impairments faced the most significant barriers, resulting in an overall score of only 0.26. The accessibility score of buildings as assessed by people with visual impairments was 0.41.
 2. The post offices run by the Czech Post attained the lowest score among the institutions assessed.
 3. The institutions with best scores vary according to the type of disability. Municipalities are the best equipped for visitors with hearing impairments, although their overall score is only 0.32. Hospitals are the most accessible for people with physical disabilities. They achieved a score of 0.81. In the evaluation by people with visual impairments, the courts received the highest accessibility score, reaching 0.47.
 4. The institutions assume that people with visual and hearing impairments will visit them accompanied by someone who can help them navigate the building and deal with their matters.
 5. České Budějovice and Plzeň obtained the best overall average rating of all cities with a score of 0.52. Given the maximum possible score (1), all the cities tested still have a lot to improve in the accessibility of their public buildings. This not only concerns technical equipment, but also the training of staff who come into contact with visitors with certain types of disabilities.
 6. The survey lightly touched on the topic of the willingness of the staff of the institutions visited to help people with disabilities. Some testers appreciated their work, while others complained of ignorance, or even hostile behaviour (especially among public transport drivers).

Survey results

The results of the survey are divided into three parts according to the type of disability – hearing, physical and visual. We place emphasis on the differences among institutions as well as among cities.

1. Accessibility of public buildings for people with hearing impairments

The testers selected for the testing of accessibility of buildings are prelingually deaf. This means that they were born deaf or lost their hearing at an early age before acquiring language (approximately before reaching 1 year of age). They were required to be able to communicate in Czech Sign Language and understand Czech written text.

We asked the testers to:

- » have a look at the given institution's website before the visit and evaluate whether they could find adequate information and possible support – for example, whether the authority offered interpreting in Czech Sign Language and simultaneous transcription and whether this service could be booked in advance. We also wanted to know whether there was a hotline on the website that allows simultaneous transcription and interpreting in Czech Sign Language;
- » observe how the institution was equipped, from the entrance, through the reception area, the lift (if it was a multi-storey building) and toilets, to the place they were to reach as part of their task;
- » assess, at the designated place, whether there were pictograms facilitating communication (e.g. pictograms showing that there is an option of interpreting in Czech Sign Language or a hearing loop) and movement around the building (plan of the building and its floors);
- » observe on the way to the designated place whether a closed door was equipped with a light signal bell, whether the bell in the lift was correctly marked and also whether it was possible to call for help via a text message in case of a lift malfunction;

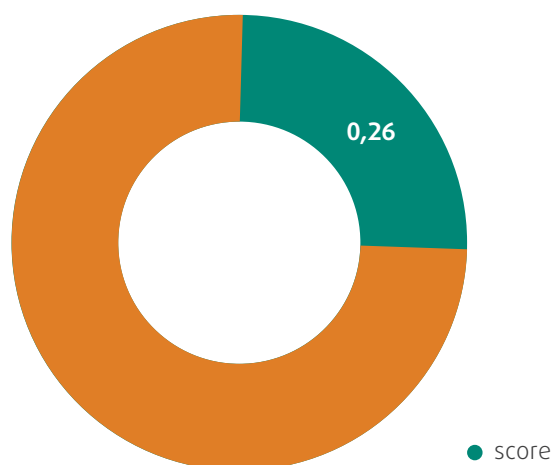
- » determine whether the ticket system devices are accessible – whether the individual items are translated into Czech Sign Language (either by linking a QR code to an online video or via videos directly on the terminal screen) and whether queue order information is displayed in visual form;
- » find out whether there is an option to use a tablet to communicate with the staff, contact an interpreter online, or whether the office or counter is equipped with a hearing loop;
- » indicate whether they have succeeded in completing the task, i.e. to reach the destination without asking for help only on the basis of the information provided in written form, using floor plans, signposts, direction indicators etc.

The exact wording of the questionnaire for visits to municipalities and a summary of all the elements assessed are presented in Annex 4. The questionnaire maintained a consistent framework for all institutions. Possible differences were limited to a few questions that might not correspond to the nature of some institutions. For example, in court, testers did not assess communication with the authority because their only task was to get to the courtroom door and no further interaction was required.

1.1 TOTAL SCORE FOR BUILDINGS

The testing shows that institutions are least accessible to people with hearing impairments, compared to people with visual or physical impairments. The overall accessibility score for all buildings is 0.26. This means that the testers assessed as accessible only about a quarter of the items included in the score calculation.

Chart 1 Average accessibility score of all public buildings for people with hearing impairments (N=84)

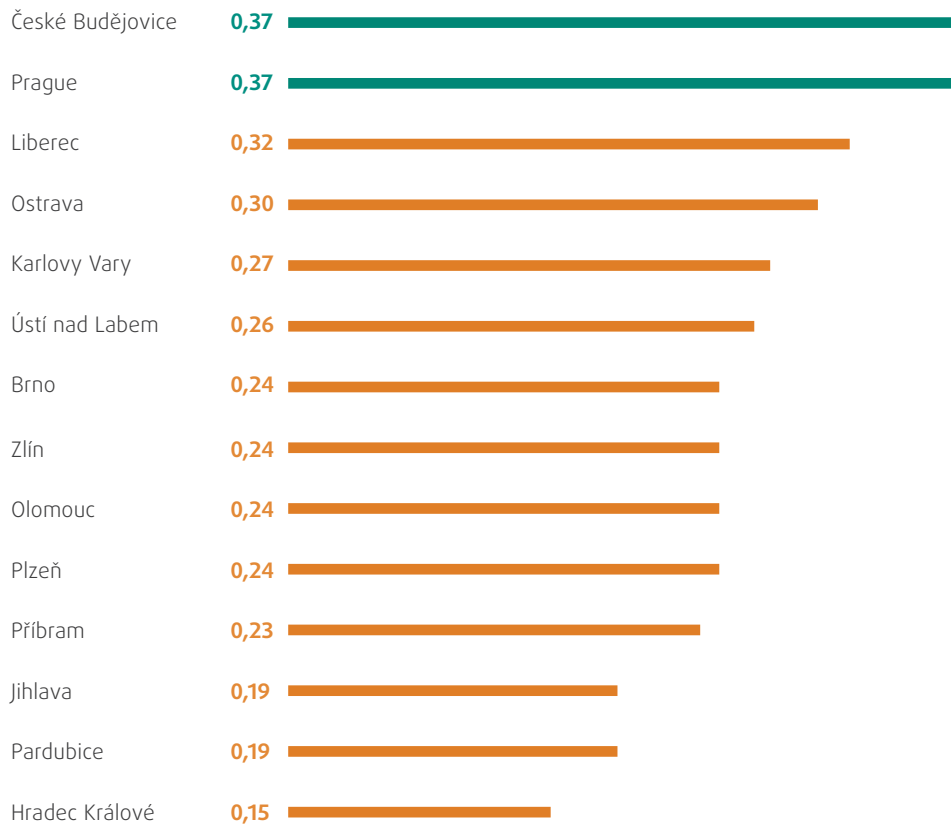


The vast majority of the institutions’ websites lack information on the possibility of requesting a Czech Sign Language interpreting or simultaneous transcription. It is difficult for people with hearing impairments to find their way around the building and make contact with staff when they arrive, as communication usually takes place in writing. Getting to a certain place without asking is possible, but certainly not easy.

Lifts are usually equipped with a display and a call button for assistance. Calling for help by a text message is not usually available, although other forms of communication in the event of a malfunction may be difficult for people with hearing impairments.

Institutions usually assume that people with hearing impairments come to them with a companion who helps them sort things out. That is why the overall score is so low. The scores of buildings tested in Hradec Králové, Pardubice and Jihlava are significantly lower than the average. On the other hand, the buildings assessed in Prague and České Budějovice demonstrate better readiness for visitors with hearing impairments, albeit still inadequate.

Chart 2 Accessibility score of all public buildings for people with hearing impairments by city (N=14)



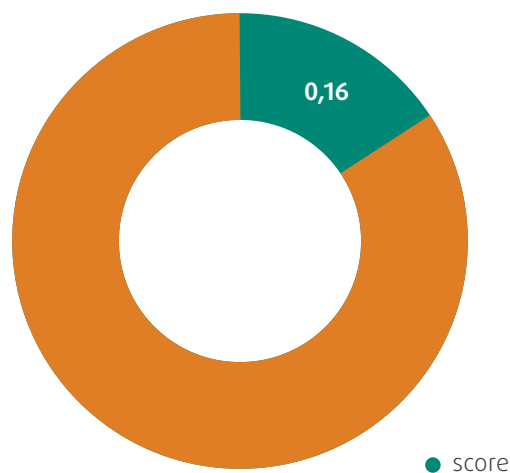
1.2 POST OFFICES

At the post offices, testers were tasked with getting to a counter where they could send a registered letter and ask for a filing slip. Eight of the 14 testers were able to reach the counter independently without asking for help (in Prague, Příbram, Plzeň, Karlovy Vary, Brno, Olomouc, Zlín and Ostrava). Almost all testers managed to get a filing slip (only the tester in Plzeň did not).

We have removed sections concerning the reception or front desks from the model questionnaire, as these are usually not found at post offices. Conversely, we have added some questions about communication at the counter, the possibility to use a tablet or contact an interpreter online.

The post offices are the least accessible of all the institutions assessed. The accessibility scores given by people with hearing impairments were the lowest. The overall score of the post offices is very low (0.16).

Chart 3 Accessibility score of post offices for people with hearing impairments (N=14)



Relatively common features at the post offices assessed include visual representation of the queue order (11 out of 14) and written information helping the testers reach their destination, such as floor plans, directions and signposts (8 out of 14). These are, however, features that also serve ordinary visitors.

On the other hand, the possibility to use a tablet to communicate with the staff or to order a transcript or book interpretation into Czech Sign Language in advance is not available. In general, the Czech Post website does not allow deaf people to prepare for their visit in advance and to ensure that they will be able to communicate effectively.

The Czech Post informed us that it does not provide hearing-impaired clients with interpreting in Czech Sign Language or simultaneous transcription. Only two post offices, in České Budějovice and Brno, have a hearing loop.

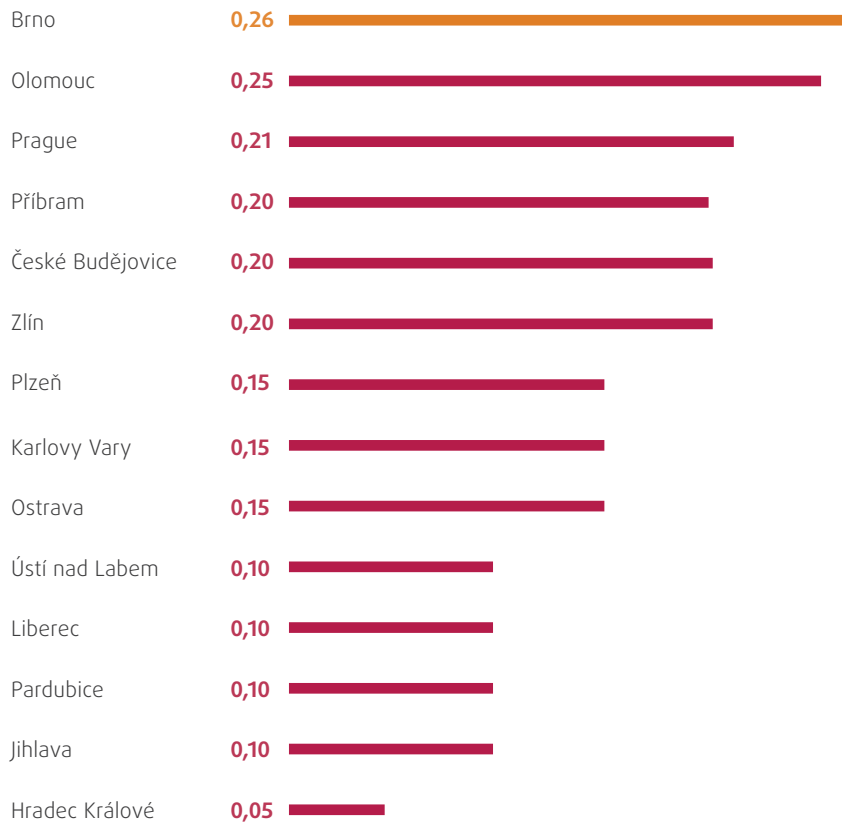
People with hearing impairments can ask for priority access at four post offices (in Prague, Příbram, Brno and Olomouc). The tester in Jihlava assessed that the post office in question offers this option only partially, as people with hearing impairments can use priority access, but it is marked with a pictogram for wheelchair users.

“I know I have to click on the wheelchair user pictogram, even though I’m deaf. Not all people with hearing impairments will know, so I’d recommend adding another picture.”

Tester in Jihlava

Post offices in Brno and Olomouc achieved the highest scores. They still received only a quarter of the maximum number of points.

Chart 4 Accessibility score of post offices for people with hearing impairments by city (N=14)



The testers' comments illustrate the low level of accessibility of the post offices for visitors with hearing impairments.

"It's very bad. It all seems fine from the outside, but once I step in, it's nothing like a post office. There's not even basic information anywhere. This needs to be fixed."

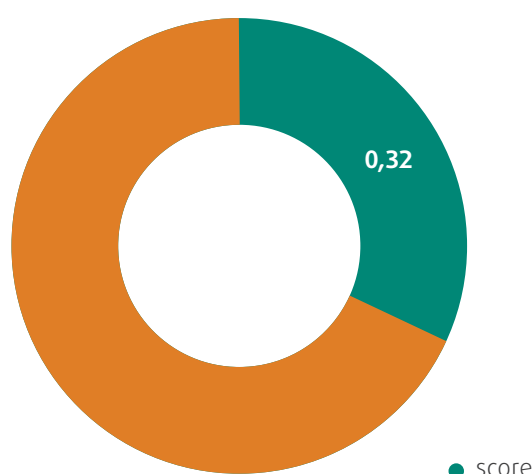
Tester in Jihlava

1.3 MUNICIPALITY

We asked the testers to try to get to the offices or counters at municipalities where applications for identity cards are submitted. Eleven of the 14 testers succeeded. We did not require anything else from the testers, so we removed the section of the model questionnaire dealing with the actual submission.

Although municipalities only achieved an overall score of 0.32, this is the highest score in accessibility for people with hearing impairments by type of institution.

Chart 5 Accessibility score of municipalities for people with hearing impairments (N=14)



Most testers with hearing impairments did not find information on the municipalities' websites that would have allowed them to prepare in advance for their visit, such as the possibility of requesting a simultaneous transcription or interpreting. Testers found partial information only on the websites of the municipalities in Prague, České Budějovice, Plzeň, Liberec and Ostrava. Finding their way around the municipality buildings was easier. Only three testers (in Hradec Králové, Pardubice and Jihlava) did not manage to reach the destination without asking for help. Reception staff in most cities are able to communicate with people with hearing impairments (10 out of 13), although certainly not in the Czech Sign Language.

"The lady was very helpful. She couldn't help with the interpreting, she didn't know how. She gave me directions with gestures. That was fine for me."

Tester in Jihlava

Ten out of 14 municipalities have a lift. All of them except for one (in the Zlín Municipality) have a display showing the individual floors through which the lift passes and where it stops. All lifts also have a call button for assistance. Calling for help by text message is possible only at the Olomouc Municipality. A hearing loop is installed only at the České Budějovice Municipality. A special FAQ sheet with answers was available at the reception desk again in České Budějovice and in Ústí nad Labem.

It is important for people with hearing impairments to be able to see the person they are speaking to so that they can read their lips. The testers observed that only in 5 out of the 13 cases, the receptionist was seated in a position where their face was clearly visible. In some municipalities the testers were bothered by the inappropriate placement of a window or insufficient lighting.

"It was so dark at the front desk that I could barely see them."

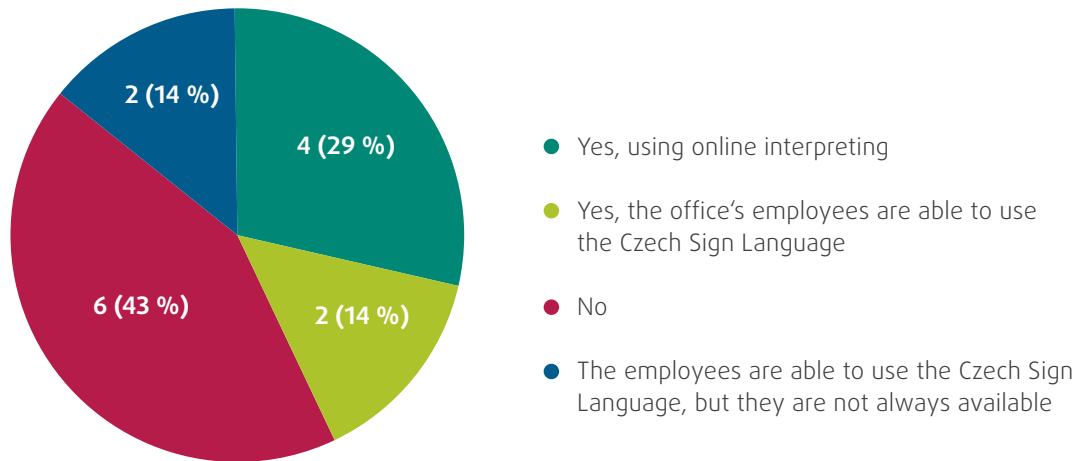
Tester in Prague

The items in the ticket system are translated into Czech Sign Language (either via QR code with a link to a website or with translation directly on the terminal screen) only in Olomouc. The option to choose priority access is included in 6 of the 14 ticket systems tested.

Representatives of the municipalities in Ostrava, Olomouc, Brno, Liberec, Plzeň, České Budějovice, Příbram and Prague told us that communication with people with hearing impairments usually takes place either in writing, or with help of a tablet or computer for online interpreting which is available at the counter. Online interpreting services are offered at four municipalities; another four municipalities have staff capable

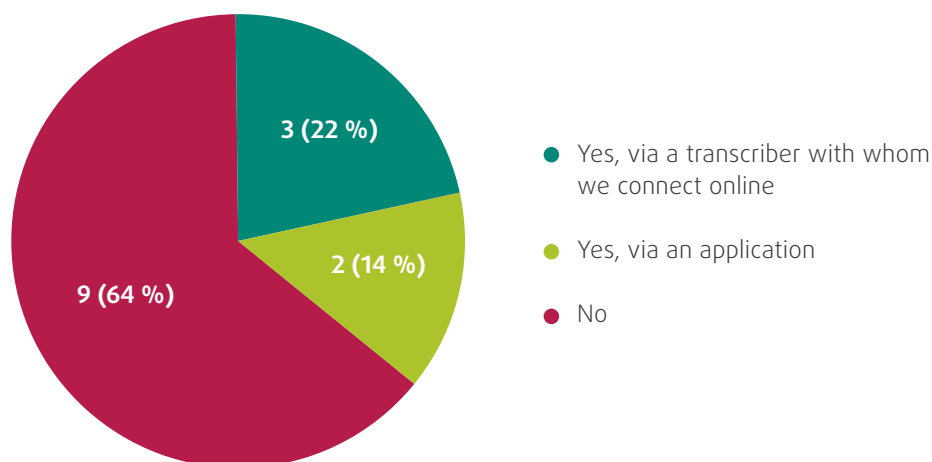
of interpreting into Czech Sign Language, but at two of them these workers are not available throughout the entire office hours.

Chart 6 The option of interpreting in Czech Sign Language at the office or counter where citizens apply for identity cards (N=14)



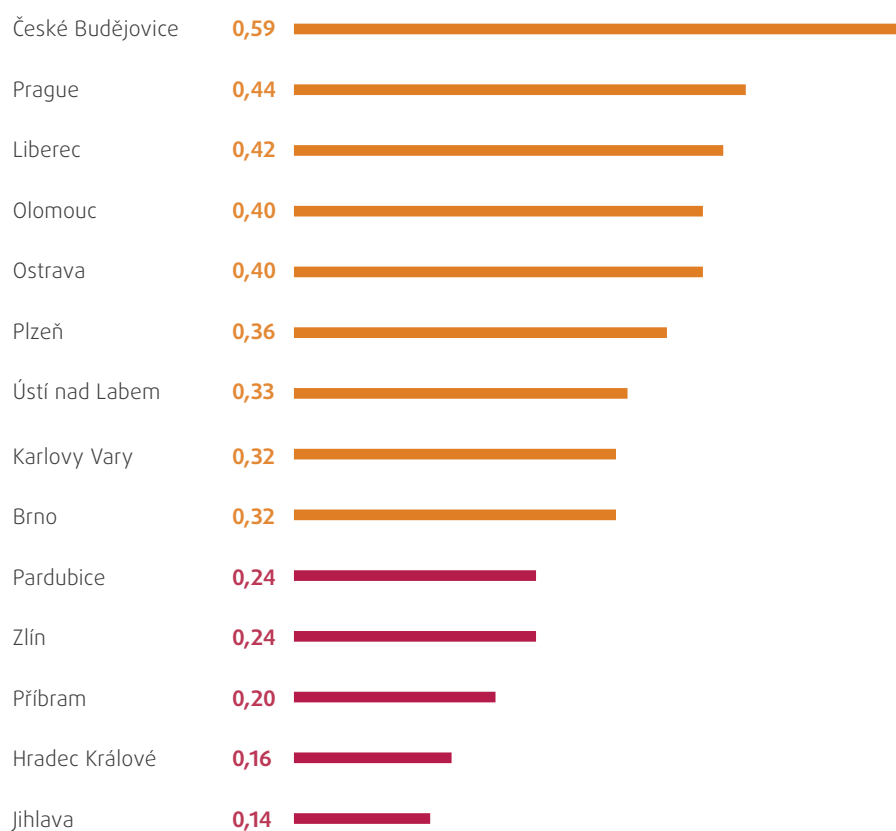
Municipalities assume that people with hearing impairments will come accompanied by a person who can help them or that they will have their own speech transcription app. This is also why nine of them do not offer the option of simultaneous transcription in the office or counter where applications for identity cards are submitted.

Chart 7 The option of simultaneous transcription in the office or counter where citizens apply for identity cards (N=14)



The survey results show that particularly the municipalities in Jihlava and Hradec Králové are insufficiently equipped. Compared to other cities, the České Budějovice Municipality achieved a particularly high score. This municipality is the only one with a hotline on the website that allows interpretation in Czech Sign Language and a hearing loop installed at the reception.

Chart 8 Accessibility score of municipalities for people with hearing impairments by city (N=14)



The tester in Jihlava described the accessibility of the building for people with hearing impairments as completely inadequate, resulting in his inability to navigate to the intended destination independently.

“The building is terrible, not suitable at all. As a deaf person, I spent ages finding my way around it. There are lots of staircases, long and short. I couldn’t find the lift. And there is no floor plan. There’s only a plan of some offices, that’s all. Some parts of the building are very dark.”

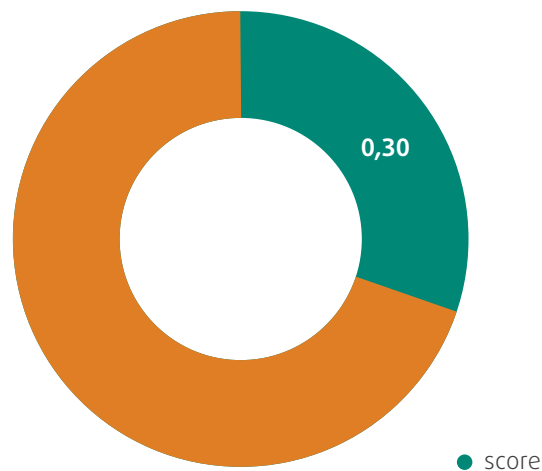
Tester in Jihlava

1.4 HOSPITALS

The testers’ task was to get to the ENT clinics in hospitals but were not required to enter. We also asked them to complete a model questionnaire. Less than half of the testers (6 out of 14) managed to find an ENT clinic on their own.

Hospitals achieved an overall score of 0.30 in accessibility for people with hearing impairments.

Chart 9 Accessibility score of hospitals for people with hearing impairments (N=14)



Most hospitals have almost no information on their website about simultaneous transcription or interpreting in Czech Sign Language. Four out of 14 testers managed to find an answer to at least one question from the questionnaire. The only website allowing people with hearing impairments to prepare for their visit in advance is that of the hospital in Liberec (only information about the possibility of interpreting in Czech Sign Language is missing). Four out of 7 options are also offered on the Prague's hospital website.

Other assistive features at the entrance to the buildings (bell with light signal, pictograms for the hearing loop, the possibility of interpreting in Czech Sign Language and simultaneous transcription) are not very helpful either as they are mostly missing. The only exception is the building plan with floor plan, which was present at most hospital entrances (9 out of 14).

The quality of communication with reception staff varies from one location to another. The staff successfully communicated with people with hearing impairments in eight cases; in two cases, (in Ústí nad Labem and Olomouc) no communication could be established. Four hospitals did not have a reception desk. A hearing loop is installed only in České Budějovice and Ústí nad Labem. An FAQ template for communication with people with hearing impairments was available only in Hradec Králové.

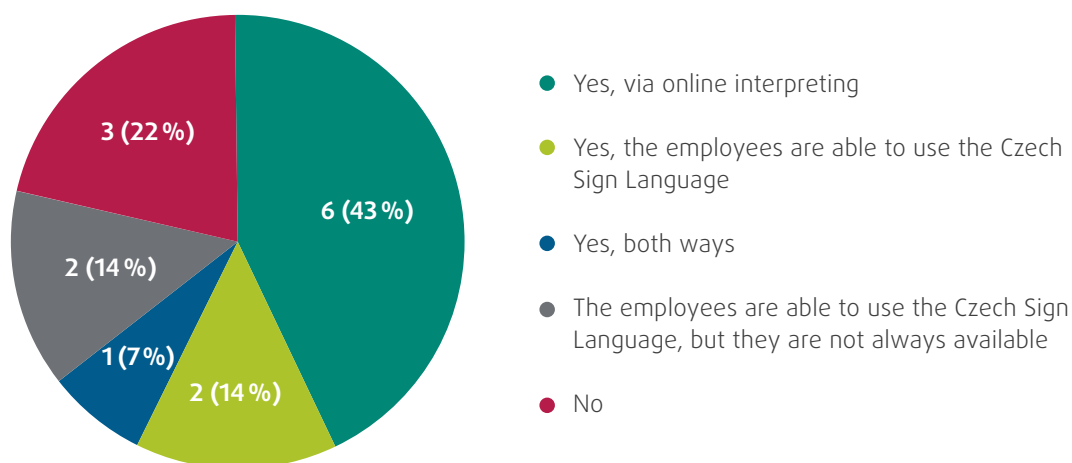
As was already mentioned, 6 out of 14 testers were able to reach the ENT surgery (in Prague, Příbram, Karlovy Vary, Liberec, Zlín and Ostrava). In two cities, the task was rather challenging. The Olomouc hospital was undergoing renovation, and the tester in the Brno hospital found orientation around the premises difficult.

“There's much room for improvement. It was very difficult for me to find a way without asking.”

Tester in Brno

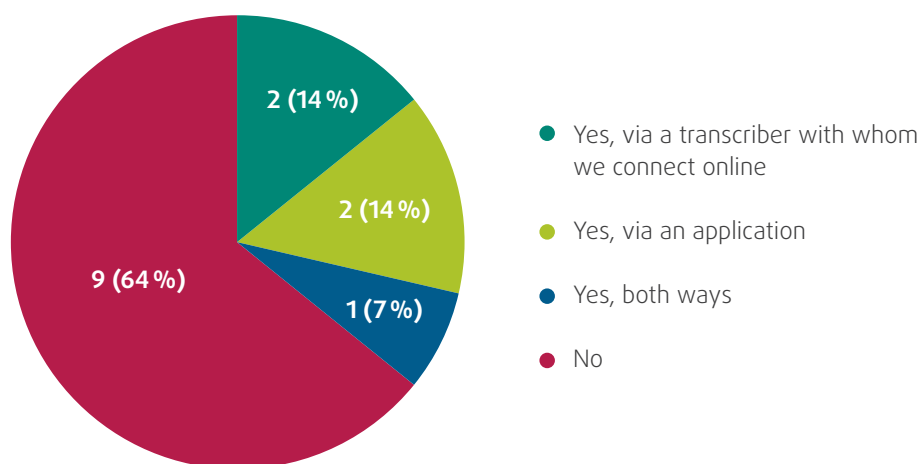
Almost all hospitals offer interpreting into Czech Sign Language or simultaneous transcription at the ENT clinics for patients with hearing impairments (except for Ústí nad Labem, Brno, Zlín and Jihlava, where they are at least preparing a speech transcription app). Two hospitals have their own interpreters, but they are not available throughout the entire opening hours.

Chart 10 The option of interpreting in Czech Sign Language at ENT clinics (N=14)



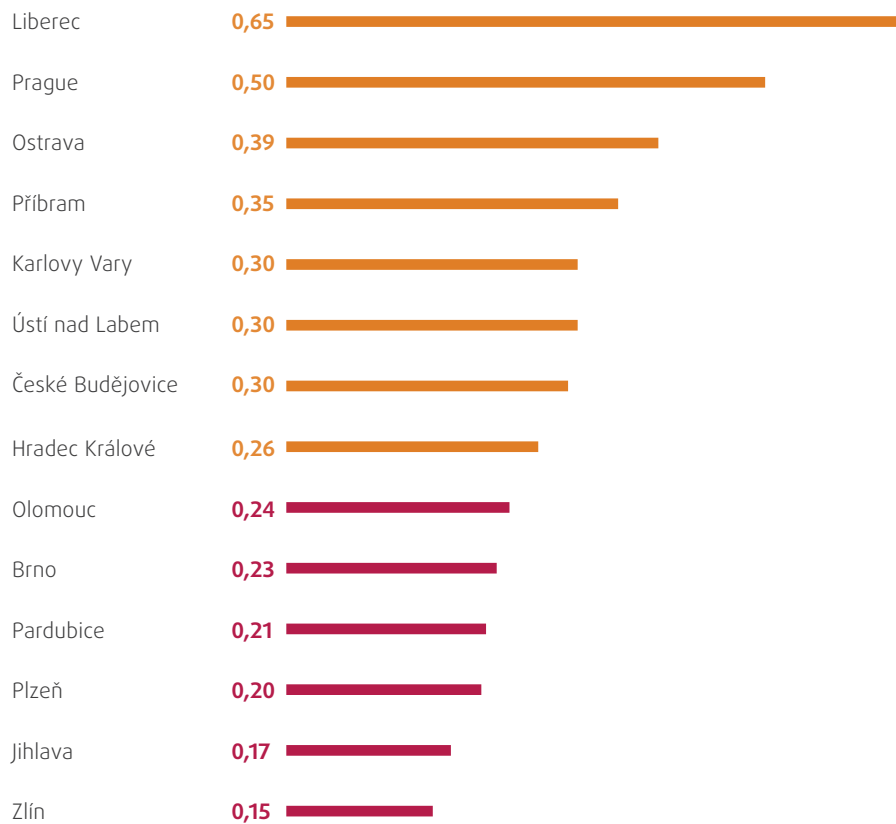
Simultaneous transcription at ENT clinics is offered in five of the hospitals tested; in two hospitals, it is available through an app and in another two, a transcriber can be contacted online. Only the hospital in Hradec Králové allows both options.

Chart 11 The option of simultaneous transcription at ENT clinics (N=14)



The best score among hospitals was achieved by the hospital in Liberec, which provides most of the necessary information on its website and also has a well-equipped lift. The Prague hospital ranked second. These two hospitals contributed most to the overall score. The other hospitals tested are far from being adequately prepared for deaf patients.

Chart 12 Accessibility score of hospitals for people with hearing impairments by city (N=14)



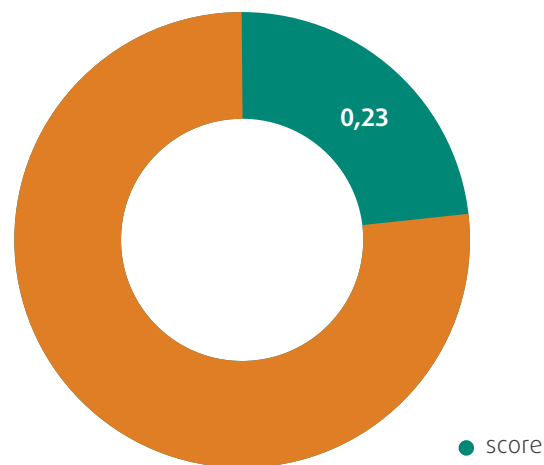
1.5 SOCIAL SECURITY ADMINISTRATION

The testers' task at branches of the social security administration was to get to the office or counter where applications for disability pension are filed. Most of the testers managed to reach their destination without asking, using only information provided in written form (10 out of 14 – testes in Plzeň, Hradec Králové, Pardubice and Brno were not successful).

The questionnaire used differed from the model questionnaire (see Annex 2.1) only in the objective that the tester was to achieve.

The social security administration branches achieved a relatively low overall score of 0.23.

Chart 13 Accessibility score of the social security administration for people with hearing impairments (N=14)



Virtually no social security administration branch informs people with hearing impairments on its website about the possibility of booking a simultaneous transcription or interpretation in Czech Sign Language. The websites of offices in Jihlava and Brno include a box for a note where the visitor can indicate such a request, but there is no explicit instruction explaining that this is an option.

Even after entering the building, a person with hearing impairment cannot expect to receive much information. The only exception is the floor plan, which was placed in 6 buildings out of 14. Only the social security administration in České Budějovice has pictograms in the lobby indicating the option of interpreting in Czech Sign Language, simultaneous transcription and a hearing loop. These elements are not present in any other buildings assessed.

The options for communicating with staff vary from one city to another, but the offer is often very limited. In Hradec Králové, Pardubice and Olomouc, visitors must make do without the help of a reception desk. Only five testers managed to make contact with staff capable of communicating with people with hearing impairments.

“I ran into an unpleasant doorman with whom I had a terrible problem communicating, even though I wrote everything down on paper. I kept asking him if there was any personal assistance available, such as an interpreter or transcriber. He couldn’t understand why I was asking and why I needed it. So I explained to him that I was trying to find out if they offer any personal assistance for the hearing-impaired visitors. He just didn’t get it. So I gave up and moved on.”

Tester in Příbram

A hearing loop is installed only in České Budějovice and Ústí nad Labem. In other cities, all the other assistive features are lacking, such as the FAQ leaflet for people with hearing impairments and a building plan with a floor plan.

The lifts are equipped with a display and a call button for assistance (bell). As with most other institutions, the option to call for help via a text message is missing.

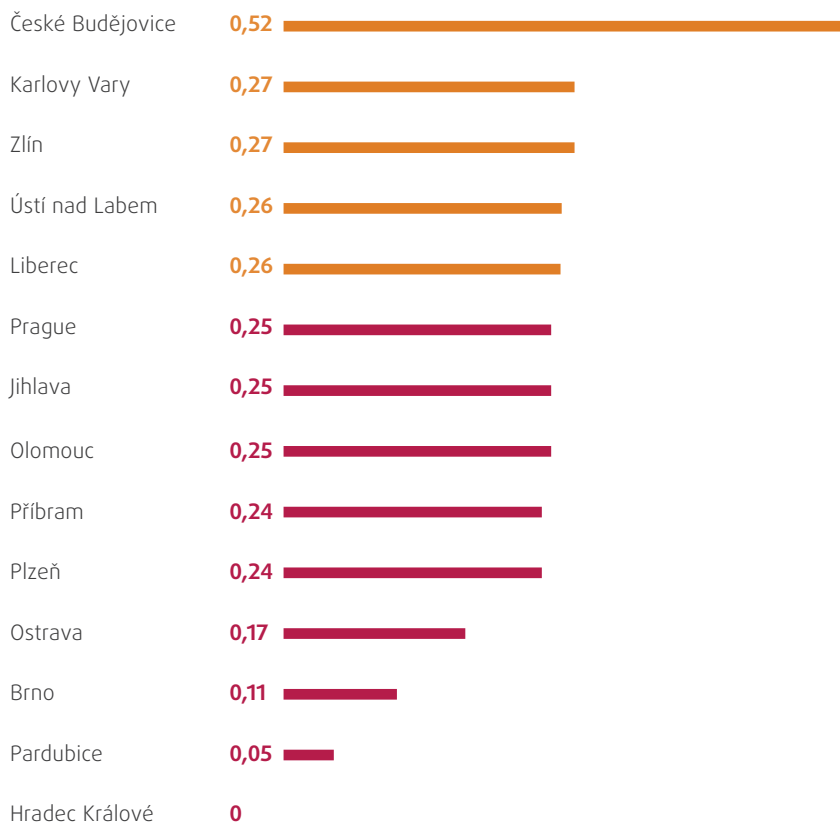
We contacted the individual branches of the social security administration to ask whether they provide clients with interpreting services into Czech Sign Language and simultaneous transcription. We received a summary answer from the management of the Social Security Administration that the branches tested do not offer interpreting into Czech Sign Language or simultaneous transcription to their clients. They also added that the other branches were not experiencing any demand for such interpreting services. Almost all deaf people come accompanied by interpreters.

“The Social Security Administration has long cooperated with the organisation called Tichý svět (Tichá Linka – an online service providing interpreting into sign language or online speech transcription – author’s note) and tablets were available at all district offices, enabling connection with an interpreter to transcribe or translate a call into sign language. However, the tablets were scarcely used for several years, and in many cases, were even left completely unused, as clients with hearing impairments are typically accompanied by interpreters. We do not see a demand for the interpreting services in question and this creates no practical barrier to serving our clients effectively.”

Social Security Administration

With a score of 0.52, České Budějovice exceeds the overall average score of accessibility of the social security administration branches for people with hearing impairments. For example, the Silent Line service is still in operation at this branch, there are several assistive features at the reception desk, such as pictograms indicating the availability of Czech Sign Language interpreting, transcription, and hearing loops. Additionally, people with hearing impairments can ask for priority access to services. Conversely, social security administration branches in Pardubice, Brno and Ostrava scored much lower. The social administration in Hradec Králové even received a score of zero.

Chart 14 Accessibility score of the social security administration for people with hearing impairments by city (N=14)



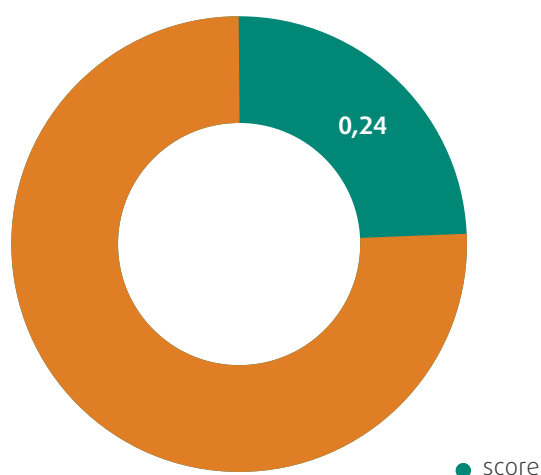
1.6 COURTS

We asked testers to visit a court when a public hearing was held and try to get to the courtroom door. Half of the testers (in Příbram, Karlovy Vary, Ústí nad Labem, Liberec, Pardubice, Olomouc and Zlín) managed to complete this task independently without asking for help; the other two completed the task only partially independently (in Brno and Ostrava).

We have omitted the sections on the ticket system from the model questionnaire as these systems are not commonly used in courts.

Even the courts did not achieve high accessibility scores for people with hearing impairments. Their overall rating is 0.24.

Chart 15 Accessibility score of courts for people with hearing impairments (N=14)



People with hearing impairments do not have available many options that would help them prepare for their visits to courts in advance. The courts' websites do not provide any relevant information or the option to order Czech Sign Language interpreting or simultaneous transcription in advance.

Pictograms showing availability of a hearing loop and Czech Sign Language interpretation are found only at the court in České Budějovice. Its front desk is also equipped with a paper floor plan of the building on which staff can show people with hearing impairments the way to specific rooms, lifts or toilets. Otherwise, finding a way inside the court buildings is often very difficult – apart from the building plan and floor plan posted in the lobby (9 out of 14), there are scarcely any other assistive features at the entrances.

Eight testers managed to make contact with receptionists who were able to communicate with hearing-impaired persons. In most cases, there were no assistive features available at the front desks (an FAQ sheet was missing in all cases and a hearing loop is only available in České Budějovice).

“I went to the lady at the front desk and asked about the possibility of ordering an interpreter. She wrote on a piece of paper that I should go see Mrs. A. She sent me to the police officer who escorted me upstairs to her office. Mrs. A printed out a list of interpreters, including their contacts, and told me that I should contact them myself. I wouldn't be able to find Mrs. A's office without the policeman's help. There is no information anywhere about where her office is located. Otherwise, it's really nice there.”

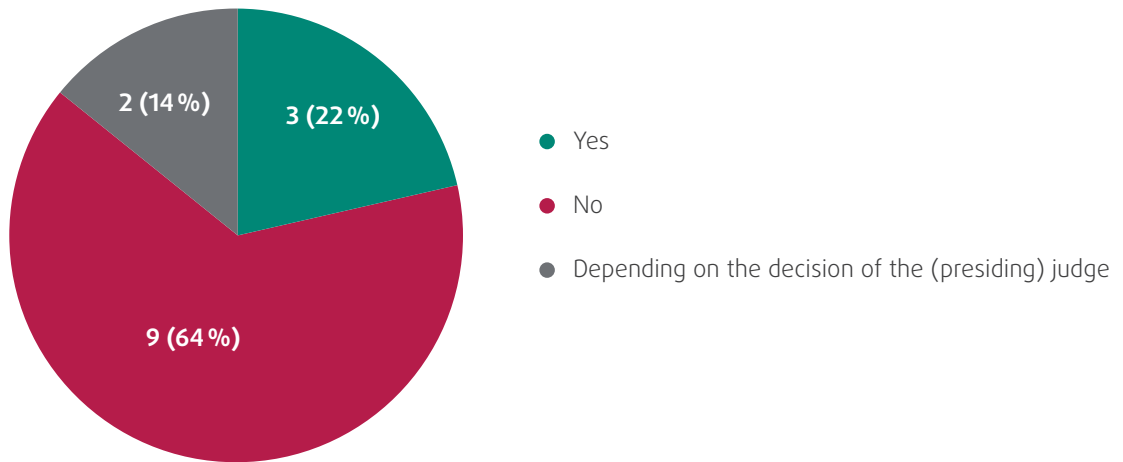
Tester in Jihlava

“The receptionists were not willing to communicate with me.”

Tester in Ostrava

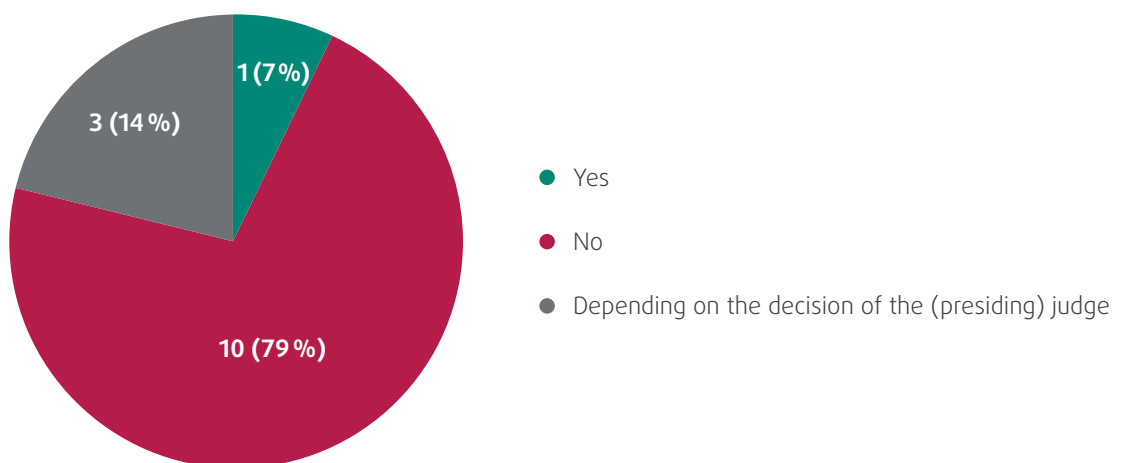
Most courts do not provide Czech Sign Language interpreting in the courtroom for the public. Only three courts (in Pardubice, Příbram and Prague) do so upon request. The courts in Ostrava and Karlovy Vary stated that it depends on the judge’s decision.

Chart 16 The option of interpreting in Czech Sign Language for the public in courtrooms (N=14)



Most courts do not provide simultaneous interpreting. Only the court in Pardubice provides people with hearing impairments in the audience with the possibility of simultaneous transcription in the courtroom (via a transcriber with whom they connect online using a tablet or computer). Three courts (Hradec Králové, Ústí nad Labem, České Budějovice) said they have not been presented with such a request. Should such a situation occur, it would depend on the decision of the individual judge or the presiding judge.

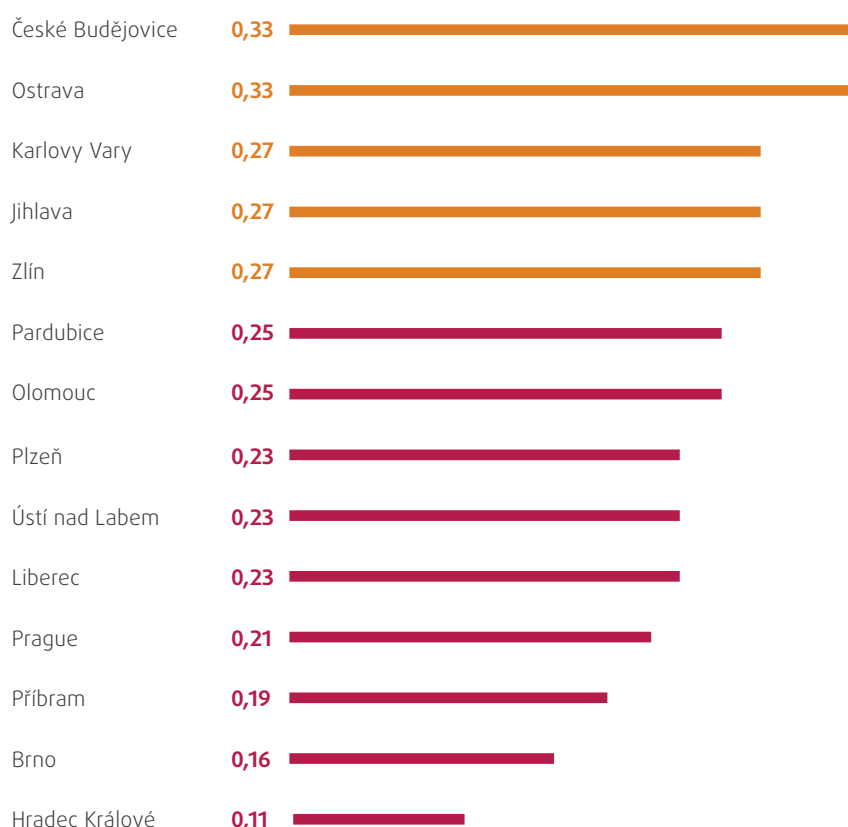
Chart 17 The option of simultaneous transcription in the courtroom for the public (N=14)



We asked the courts that do not provide simultaneous transcription or Czech Sign Language interpreting to people with hearing impairments in the audience how they ensure access to the spoken content of the hearings. We found that only the Municipal Court in Brno uses a hearing loop in selected courtrooms. Other courts do not provide access to the content of hearings to people with hearing impairments, mostly because they have not yet received any such request.

Several courts received scores of around 0.30. The highest score (0.33) was obtained by the courts in České Budějovice and Ostrava. These courts have, among other things, a floor plan in the reception area, on which staff can show the way to specific rooms, lifts and toilets. The lowest score among the courts tested was attained by the District Court in Hradec Králové (0.11).

Chart 18 Accessibility score of courts for people with hearing impairments by city (N=14)



Brno has one of the least accessible courthouses for people with hearing impairments.

“The building is immense, I got completely lost. It would be best to prepare paper handouts with a plan.”

Tester in Brno

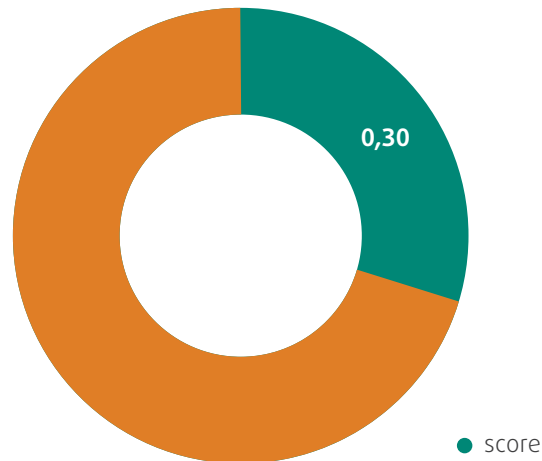
1.7 LABOUR OFFICE

The testers’ task in buildings of the labour offices was to get to the office or counter where they could apply for allowance for a special aid and also to find out whether relevant forms were available at the office/ counter. Eight out of 14 testers (in Prague, Příbram, Karlovy Vary, Ústí nad Labem, Jihlava, Brno, Zlín and Olomouc) reached the designated area without asking for help, using only the information available in the building.

We have incorporated questions related to the special aid application form in the questionnaires.

The overall recorded accessibility score of labour offices for people with hearing impairments is 0.30.

Chart 19 Accessibility score of labour offices for people with hearing impairments (N=14)



The Prague Labour Office has the most information and options for people with hearing impairments on its website (6 out of the 7 items tested before the visit, including information about whether the office offers simultaneous transcription and Czech Sign Language interpreting; the possibility to pre-book transcription and interpreting; and a hotline allowing transcription or Czech Sign Language interpreting), followed by the Brno-City Labour Office, which offers four options. Eight labour offices have no information and options for visitors with hearing impairments on their website.

The conditions for easy navigation around the buildings for people with hearing impairments are usually challenging. Only the office in Ústí nad Labem has pictograms that help the hearing-impaired persons. There is at least one pictogram in the buildings of labour offices in Hradec Králové and Ostrava.

The testers also often faced issues in communication with the front desk personnel. Despite the fact that there is a front desk in all 14 labour offices visited, only in half of them the testers managed to establish contact with employees capable of communicating with hearing-impaired clients. This was often through writing.

“I had my questions written down. When I didn’t understand what she was saying, she wrote it down for me on a piece of paper. She was really kind and trying to help me.”

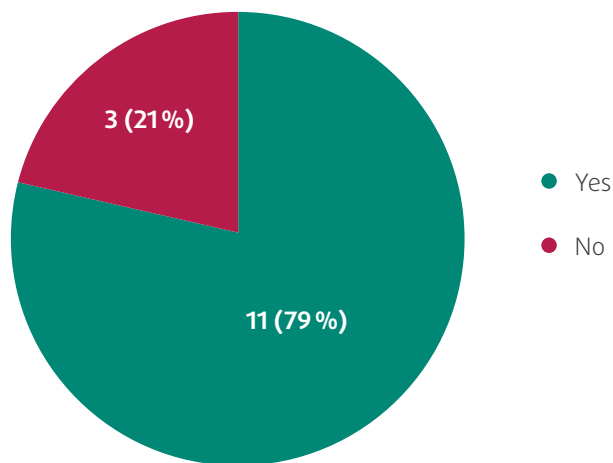
Tester in Hradec Králové

“(…) there was a poster on the door saying they had a Silent Line tablet, so I asked the lady about it and she said they didn’t have one. I asked why she had that poster on the door. She said she didn’t know.”

Tester in Plzeň

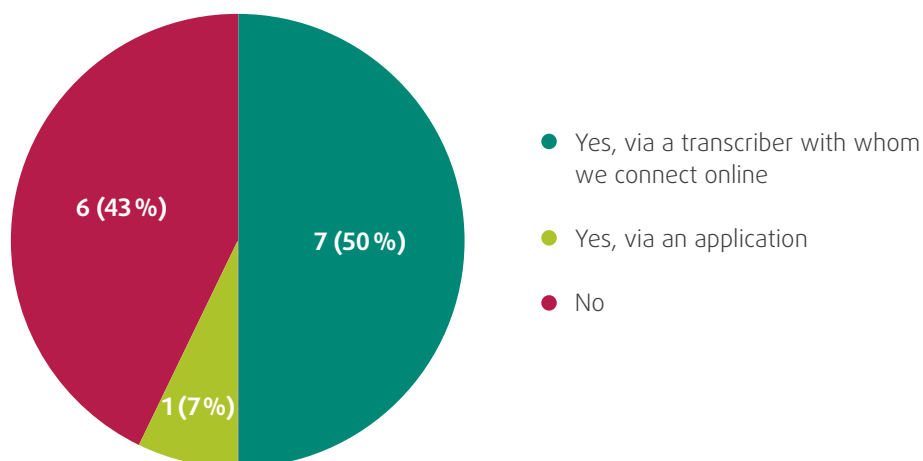
We asked the labour offices assessed whether they provide Czech Sign Language interpreting or simultaneous transcription in the offices or at the counters where applications for special aid allowance are submitted. The labour offices in Prague, Zlín and Ústí nad Labem told us they do not offer these services. The others replied that they were able to arrange online interpretation in Czech Sign Language.

Chart 20 The option of Czech Sign Language interpreting in the office or counter where applications for special aid allowance are submitted (N=14)



Six of the labour offices surveyed do not provide simultaneous transcription in the office or at the counter where the special aid allowance application is submitted. These offices rely entirely on the assumption that the hearing-impaired individuals will either be accompanied by someone or will have a mobile app on their own phone or tablet. Most other labour offices offer simultaneous transcription made by a transcriber (human) who is connected via a tablet or computer.

Chart 21 The option of simultaneous transcription in the office or counter where applications for special aid allowance are submitted (N=14)

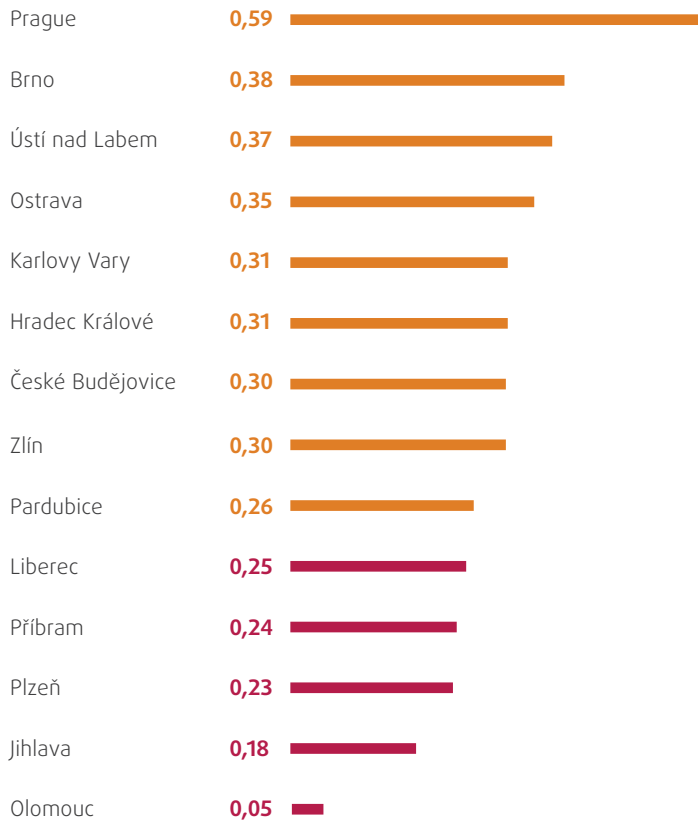


"Most clients come with a person who interprets for them in sign language. If a client comes alone, then we communicate through lipreading or in writing (pencil/paper)..."

Labour Office in Prague 4

The highest score among labour offices of 0.59 was obtained by the Prague branch. Its strengths include having a website adapted for visitors with hearing impairments and providing building plans (including floor plans) in the lobby and reception area. On the contrary, the Labour Office in Olomouc achieved a negligible score (0.05). It met only one accessibility criterion, namely the posting of written emergency information in the lobby.

Chart 22 Accessibility score of labour offices for people with hearing impairments by city (N=14)



In the case of several labour offices, as with other institutions, some testers complained about the lack of lighting, resulting in difficulties with lipreading.

“Again, the building was very dark.”

Tester in Příbram

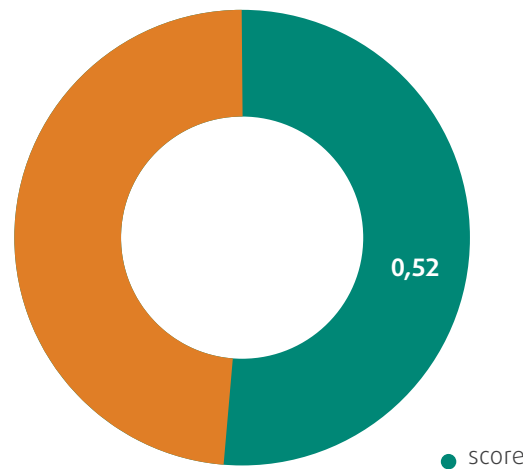
1.8 PUBLIC TRANSPORT

In public transport, the hearing-impaired testers assessed:

- » whether the names of the stops are shown in the vehicle (e.g. on a screen or illuminated board); and
- » whether information on the location of a public building near the public transport stop is shown in the public transport vehicle (e.g. illuminated board indicating that there is a municipality or hospital near the stop).

Only two requirements were evaluated, so the calculation of the score was simple. The overall score is 0.52.

Chart 23 Accessibility score of public transport for people with hearing impairments (N=14)

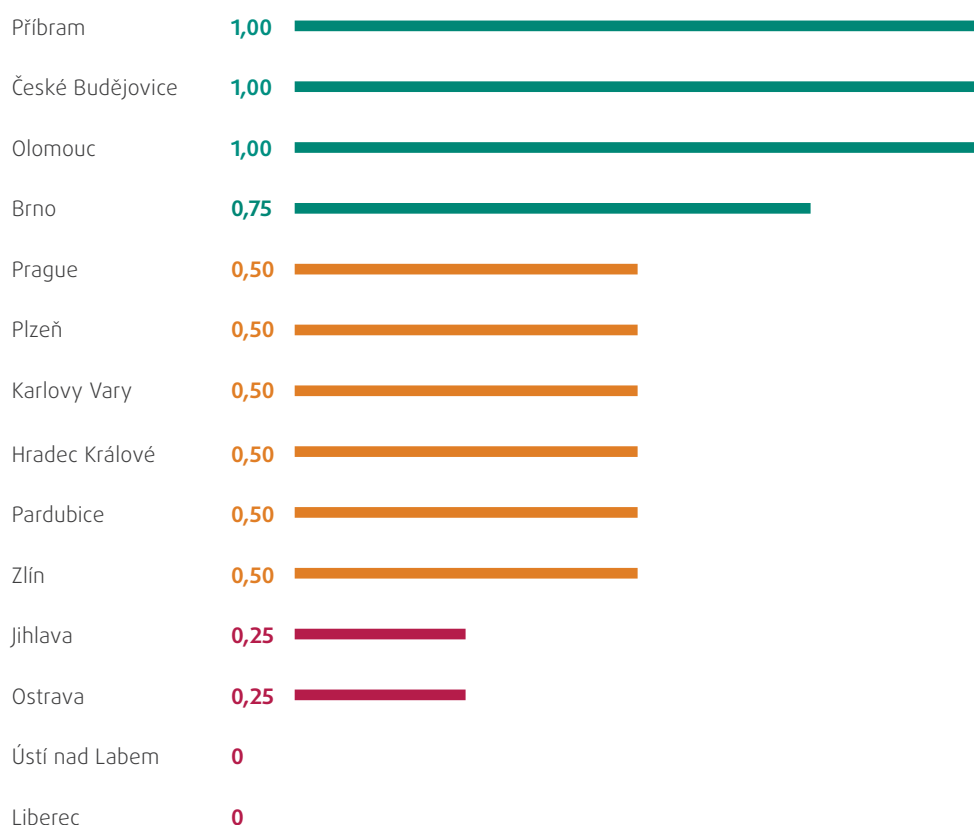


In most cities (10 out of 14), the names of bus stops are displayed on a screen or an illuminated board. In Ostrava, Jihlava and Ústí nad Labem, this is the case only in some vehicles. Details about the location of a public building near a public transport stop is not nearly as common (only in 3 out of 14 instances). Olomouc is one of the few cities where both the requirements assessed are met and available in public transport. Nonetheless, the tester found certain limitations in this respect.

“The obstacle was that there were long commercials. I had to wait for the screen to show me the name of the next stop.”

Tester in Olomouc

Chart 24 Accessibility score of public transport for people with hearing impairments by city (N=14)



Several testers pointed out that passengers with hearing impairments have no way of knowing if there is a sudden schedule change, disruption, closure or any other problem.

“If there is a problem on the bus, such as an accident or malfunction, or you need to get off that bus and get on another one, no one tells you.”

Tester in Liberec

2. Accessibility of public buildings for people with physical disabilities

For the purpose of testing the accessibility of buildings for people with physical disabilities, we selected testers who use manual wheelchairs.

Their task was to:

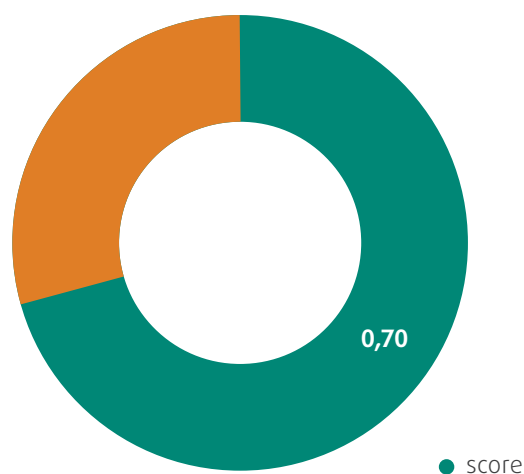
- » explore the institution’s website and comment on whether they can find information about parking spaces for PWD and the accessibility of the road from the parking space or public transport stop for wheelchair users;
- » test whether wheelchair accessible routes are marked at the entrance and inside the building, and check whether all doors are easily accessible for a wheelchair user (i.e. that they can pass through them without assistance) and whether the necessary information (building plan, notice board, etc.) is easy to read;
- » record whether the front desk personnel are familiar with the location of lifts and barrier-free toilets and whether they are able to call for assistance without prior reservation;
- » assess whether desks and counters are at an appropriate height for a person in a wheelchair, and to determine whether offices accessed by public have wide enough doors without doorsills;
- » test whether the ticket system is accessible from a seated position on a wheelchair, allows remote access, has push-button controls and allows requesting priority access to services;
- » test whether it is possible to enter the lift comfortably and assess the height of the buttons;
- » evaluate the comfort of movement throughout the building, presence or operability of platform lifts;
- » focus in more detail on accessibility of the toilets – in terms of how well they are marked and accessible, whether there is enough space and also if they can be opened with a Euro key.

The questionnaires were similar for all institutions, again with only minor adjustments to accommodate the specific characteristics of each institution.

2.1 TOTAL SCORE FOR BUILDINGS

The average accessibility score of all the buildings assessed for people with physical disability is 0.70. This is the highest score compared to accessibility of buildings for people with hearing and visual impairments. Many institutions are ready for visitors in wheelchairs and are equipped to facilitate their independent movement throughout the building.

Chart 25 Average accessibility score of all buildings for people with disabilities (N=84)



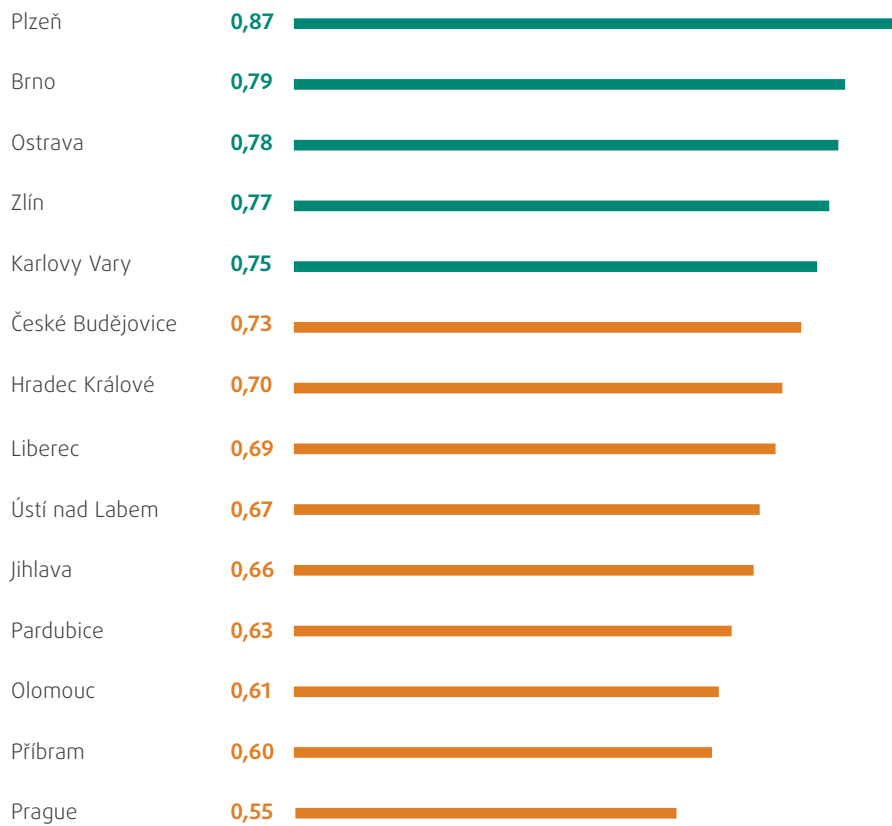
The score is reduced in particular due to issues relating to the journey to the building and preparation before the visit. Websites often do not provide information on the equipment available for people with physical disabilities in the building. Only a few institutions offer the option to book assistance in advance. In some cases, it is difficult to get to the building from the nearest public transport stop in a wheelchair. Even parking spaces for people with disabilities are not a matter of course in some places.

Most institutions assume that a person with a physical disability will come accompanied by someone who will assist them. Corridors and lifts in the buildings are usually sufficiently wide. Ticket systems are typically reachable from a wheelchair, but they tend to lack other elements to facilitate handling official matters.

Barrier-free toilets for people with disabilities are becoming more widely available in institutions. Although, surprisingly, there are public buildings that have no public toilets.

A very high average score was achieved by the buildings assessed in Plzeň. The differences in score among the remaining cities are small. Only Prague lags slightly behind in the accessibility of selected institutions for people with physical disabilities – Prague's institutions have less than half of the features the survey tested.

Chart 26 Accessibility score of all public buildings for people with disabilities by city (N=14)



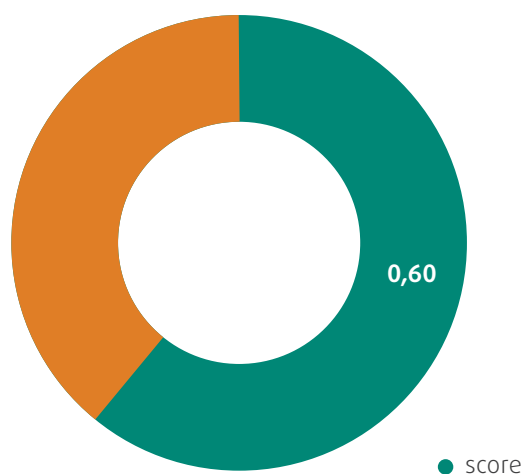
2.2 POST OFFICES

The testers' task was to get to the counter at the post office, where they could send a registered letter and get a filing slip. They were also asked to assess whether the route from the entrance to the destination could be easily passed in a wheelchair, i.e. whether there were any obstacles (steps, steep ramps) that could only be overcome with assistance. The testers found that only ten of the post offices visited met this criterion.

We have removed sections relating to the reception desk and offices from the model questionnaire.

Even though post offices achieved a score of 0.60, they ranked last in the list of the buildings tested in terms of accessibility for people with physical disabilities.

Chart 27 Accessibility score of post offices for people with disabilities (N=14)



The selected post offices are often difficult to reach for people with physical disabilities. Only six testers found the journey from the nearest public transport stop to the post office easy for wheelchair users, and only 5 out of the 14 post offices have a reserved parking space in front of the building. On the other hand, the main entrance is accessible without assistance in most cities, except for Karlovy Vary and Pardubice where this was rather challenging.

“The door is very heavy and I had trouble opening it. Eventually, I had to fling it open with the wheelchair.”

Tester in Karlovy Vary

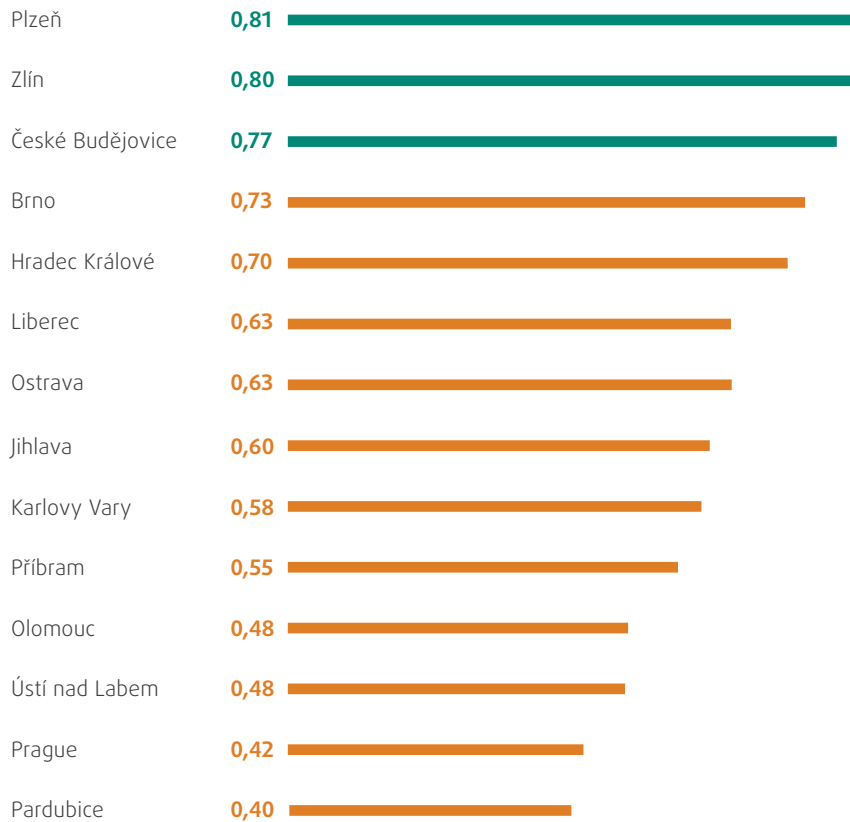
All the post offices visited have corridors wide enough for a wheelchair to pass through, and movement inside the building is generally smooth. Only testers in Ostrava and partially also in Prague, Karlovy Vary and Ústí nad Labem faced obstacles in the corridors that could not be overcome without help. The ticket system terminals at all post offices are accessible from a wheelchair. The counter itself is at a height suitable for a person in a wheelchair at nine post offices. Apart from the Prague branch, none of the post offices visited is equipped with a public toilet.

The post offices in Plzeň, Zlín and České Budějovice are relatively well equipped for people with physical disabilities – testers at these locations had no problem completing the task. Conversely, there is great room for improvement in Prague, Pardubice, Karlovy Vary and Ústí nad Labem. None of these branches have counters at a suitable height for a wheelchair user. In Ústí nad Labem, Jihlava and Brno, the height of the tables for filling out forms or other documents was also inadequate.

“You can’t fit the wheelchair under the tables, they’re too low.”

Tester in Ústí nad Labem

Chart 28 Accessibility score of post offices for people with disabilities by city (N=14)



Some testers pointed out that the journey to the post office is difficult. Many post offices also lack a designated parking space for PWD (9 out of 14).

“The post office and the Jihlava Municipality are located in a heritage zone surrounded by two squares paved with cobblestones. Manoeuvring the wheelchair on such surface is very demanding, as the road to both these places is rough and bumpy, the small wheels keep getting stuck and the wheelchair is weaving back and forth on the uneven terrain.”

Tester in Jihlava

“The platform lift is hard to control, there is no place to park the car and the waiting times are long.”

Tester in Ostrava

2.3 MUNICIPALITY

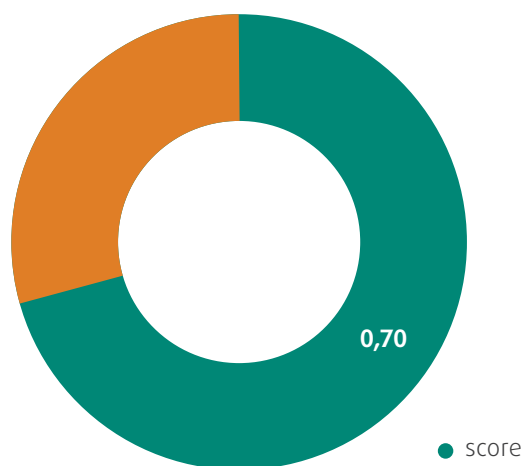
The testers’ main task was to get to the place where the municipality accepts applications for identity cards (Annex 2.2.). In ten cities, the route from the entrance to the designated office was clear and easily navigable by wheelchair. This was not the case in Příbram, České Budějovice and Ústí nad Labem. The testers encountered more than one obstacle, such as inaccessible ramps at staircases.

“The biggest obstacle are the stairs in the corridors. It’s always only three or four steps with a ramp attached, but it’s just too steep for me to drive up.”

Tester in Ústí nad Labem

The accessibility score of municipalities for people with disabilities is 0.70.

Chart 29 Accessibility score of municipalities for people with disabilities (N=14)



The municipalities do not provide people with physical disabilities with the possibility to prepare sufficiently before their visit (whether due to insufficient information published on the website or the inability to arrange assistance to navigate the building). On the other hand, almost all municipalities (except for Pardubice and Karlovy Vary) have a parking space for PWD. The main entrances are accessible to wheelchair users without assistance in half of the cases assessed – they have automatic doors.

Most municipalities have a well-equipped reception, which is, with a few exceptions (Plzeň, Prague and partly also České Budějovice), at an ideal height. The staff in all institutions are familiar with the location of lifts and barrier-free toilets. Assistance could be called only on site in ten of all the evaluated cases. If a person with a physical disability is unable to take care of an official matter independently, there are often assistant personnel present at the municipalities.

“There is always a police officer at the front desk who can help you. If you ask for it, they can guide you to the ticket device, give you directions or lead you where you need to go. The toilets are locked, but the staff at the counter are happy to unlock them and help you with the door.”

Tester in Brno

All municipality buildings have corridors wide enough for wheelchairs to pass through. The counters where identity card applications are filed are at a convenient height. If a request is dealt with in an office, wheelchair users have no problem entering the door, but often have to cross a doorsill (in 5 out of 7 cases). There are 11 buildings with ticket systems that are easily accessible. Wheelchair users can easily call a lift from a seated position in all municipality buildings. Entering the lift is challenging only in the Prague Municipality.

All municipalities, except for Ústí nad Labem, have toilets for wheelchair users and most of them are properly adapted (only clearly marked routes to the toilets and non-slip floors are usually missing). Ostrava Municipality does not have any public or barrier-free toilets.

Almost all municipalities declare that all people with disabilities can obtain an identity card at the Mobile Office. In Olomouc, this service is available only to TP, ZTP and ZTP/P card holders.

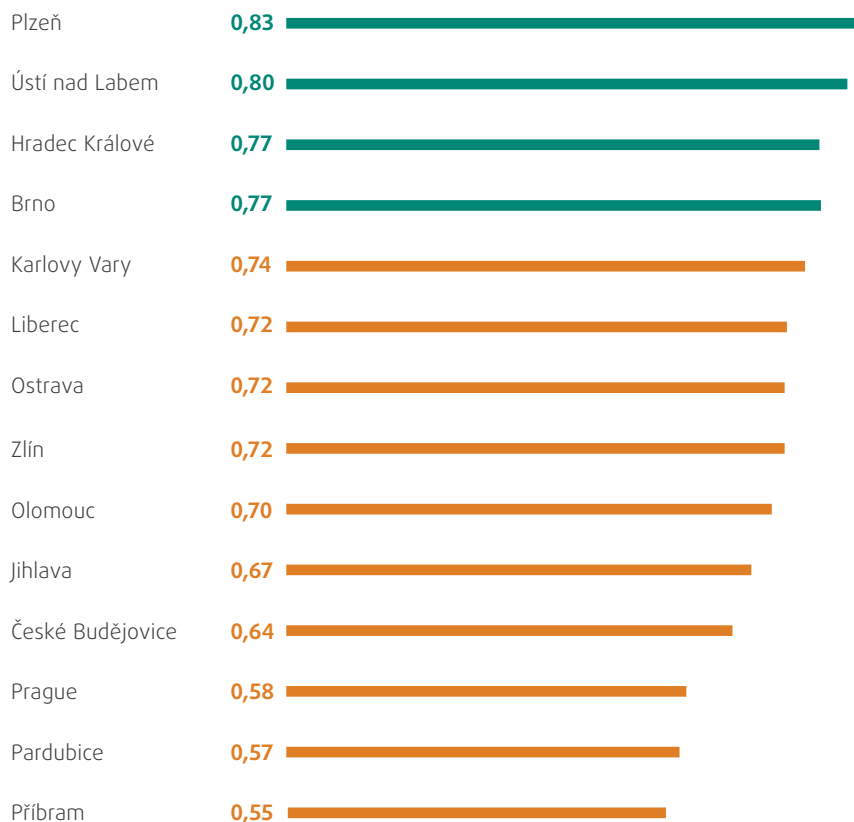
Applications for identity cards can be filed at Mobile Offices of all the municipalities contacted, including the taking of a photo for the card. You can make an appointment at all municipalities by phone or e-mail (or in person through another person), only in Olomouc you need to fill in an electronic form. Besides, in Olomouc, this service does not include delivery of the new document. Other services related to the application for an identity card offered to people with physical disabilities through Mobile Offices include signature verification (Zlín, Příbram), notification of a change of permanent residence (Prague) and notification of the loss/alienation of an identity card (České Budějovice).

Four municipalities (Plzeň, Ústí nad Labem, Hradec Králové and Brno) received a score above 0.75, as most of the spaces and assistive features in their buildings are easily accessible by wheelchair. Conversely, the municipalities in Příbram, Pardubice and Prague scored below 0.06 due to the absence of some orientation features, such as building plans and floor plans, a marked route to the toilets or lift, etc.

“Although I have now for several years repeatedly told the competent persons that the lift is too narrow, the platform lift controls are poorly designed and barrier-free toilets are available only on the ground floor, nothing has changed.”

Tester in Prague

Chart 30 Accessibility score of municipalities for people with disabilities by city (N=14)



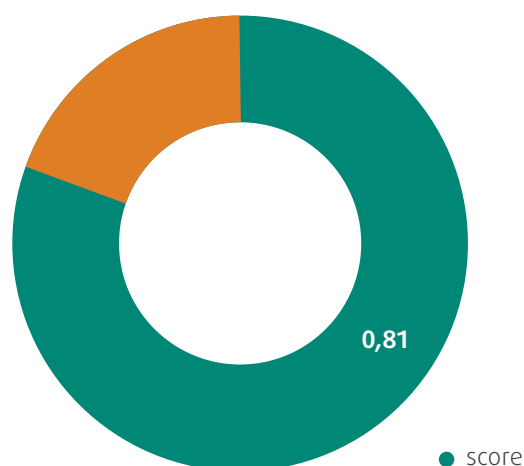
2.4 HOSPITALS

In the hospitals, testers were given the task of getting to the orthopaedic clinic without entering it or undergoing any examination. We also asked them to assess from the waiting room whether the clinic had a door wide enough for a wheelchair to pass through and whether this door had a doorsill. The route to the doctor’s office was assessed as passable by 13 testers, the one exception being the hospital in Ústí nad Labem.

We removed questions concerning offices, height of counters and the notice board from the model questionnaire. Instead, we added questions about the legibility of the signs on the clinic door from a wheelchair position.

The accessibility score of hospitals is 0.81 and is the highest of all scores achieved in this survey. It shows that most hospitals are ready to accommodate people with physical disabilities.

Chart 31 Accessibility score of hospitals for people with disabilities (N=14)



Somewhat problematic was the preparatory phase of the testers' visits. In some cases, the testers could not find the necessary information for people with physical disabilities on the hospitals' websites (mainly in the case of hospitals in Prague, Karlovy Vary, Hradec Králové and Pardubice). The possibility to pre-book an escort service to assist with mobility around the premises is also not common in hospitals (6 out of 14).

Some hospitals use ticket systems (5 out of 14) which, however, lack some of the features important to wheelchair users. The terminals are accessible from a seated position in a wheelchair (4 out of 5) or are operated by the staff (1 out of 5).

The entrance to hospital buildings was, with a few exceptions, without problems – 12 out of 14 buildings have an entrance accessible to wheelchair users without assistance (except for Liberec and to some extent also Ústí nad Labem). An equal number of hospitals have automatic entrance doors. Getting around the buildings was also mostly easy – almost all the hospitals visited have wide enough corridors and clear routes from the entrance to the selected destination. Only the road to the orthopaedic clinic in Ústí nad Labem was not completely wheelchair accessible.

In Ústí nad Labem, the journey to the hospital becomes quite perilous if the patient travels to the hospital by public transport in the direction from the city centre:

"In the direction from the city or the North Terrace, you have to cross a major road. It's a serious life hazard. It's a four-lane road, a straight section tempting the drivers to speed up. There have already been many accidents there, even fatalities, unfortunately."

Tester in Ústí nad Labem

The orthopaedic clinics are well marked and typically have doors wide enough for wheelchair access (in two cases only partially). Lifts are also easy to operate for people with physical disabilities (14 out of 14).

In Brno and Olomouc, testers did not find a public toilet for wheelchair users. The tester in Liberec found the toilet, but it was not accessible.

“The toilets are sometimes too narrow, making it difficult or even impossible for a person in a wheelchair to turn around without help.”

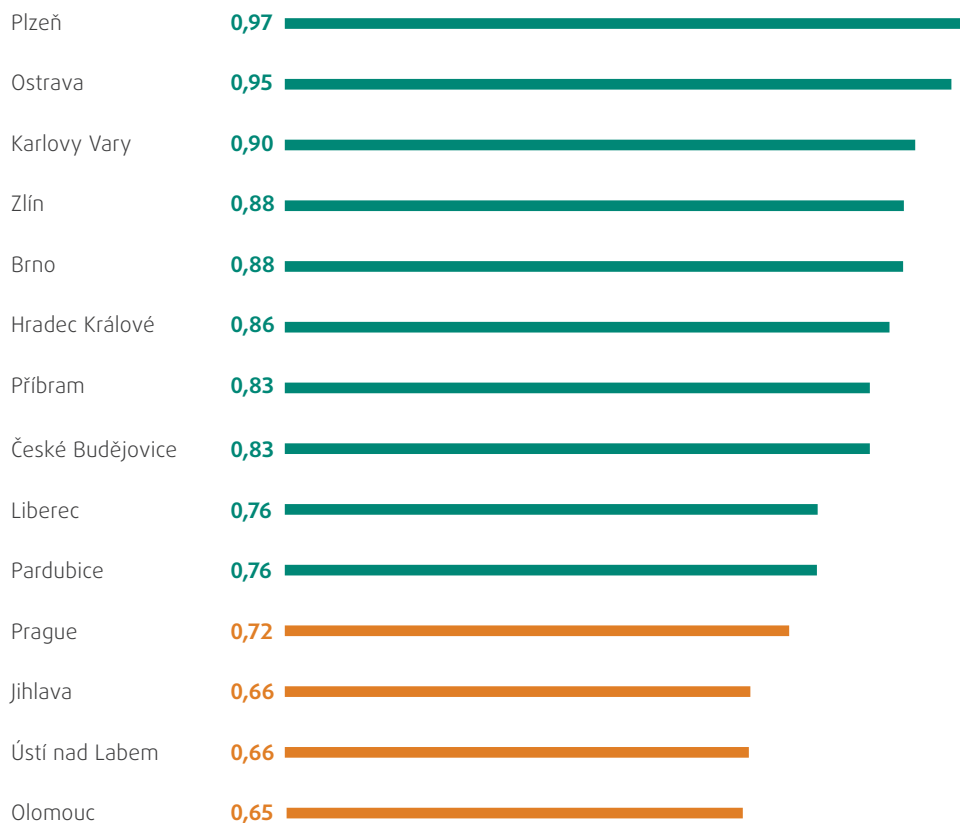
Tester in Liberec

The hospital buildings in Olomouc, Jihlava and Ústí nad Labem, where the orthopaedic clinics are located, have a considerable room for improving accessibility for people with physical disabilities.

“Unfortunately, this building is one of those in the hospital grounds that has not yet been renovated. The conditions are much better in other hospital buildings.”

Tester in Olomouc

Chart 32 Accessibility score of hospitals for people with disabilities by city (N=14)



Hospital buildings with orthopaedic clinics in Plzeň or Ostrava are fully accessible to people with physical disabilities. High scores were also attained by hospitals in Karlovy Vary, Zlín, Hradec Králové and Brno, which even offers barrier-free transport for people with disabilities around the hospital grounds in a special minibus.

“The Brno University Hospital at Jihlavská street is very easily accessible for wheelchair users and the staff is willing to help if needed. I also appreciate the possibility of barrier-free transport around the premises by a special minibus, which has its own timetable (I have not personally tried it, but given the size of the complex, it is certainly a good idea).”

Tester in Brno

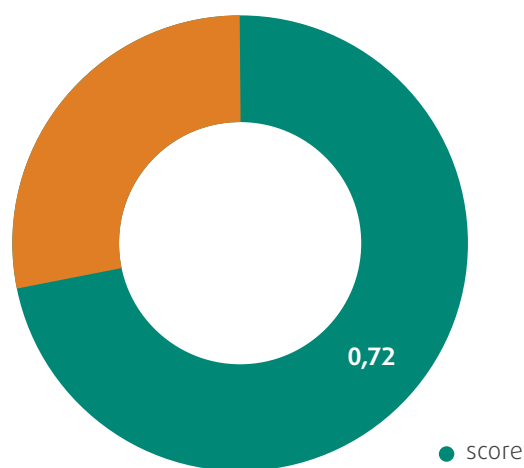
2.5 SOCIAL SECURITY ADMINISTRATION

At the social security administration branches, testers had to find the office or counter where applications for disability pensions are submitted and also visually assess whether this area is easily accessible by wheelchair – the counter is at a suitable height, the door to the office is wide enough, etc. The route to the destination was described as passable by twelve testers, only in Příbram and Prague was using a wheelchair difficult due to a carpet behind the double glass doors.

We omitted questions about the official notice board and its legibility from a wheelchair from the model questionnaire for the municipality.

Overall, social security administration achieved a score of 0.72 in building accessibility for people with disabilities.

Chart 33 Accessibility score of the social security administration for people with disabilities (N=14)



Similarly to other institutions, social security administration does not offer information regarding accessibility for people with disabilities on its website. Such information is provided only by Prague and Příbram, and partially by Plzeň and Ústí nad Labem. Less than half of the branches tested (6 out of 14) offer the possibility to book assistance around the building in advance.

In all cities (except for Plzeň), the entrance to the building is accessible to wheelchair users without assistance. Only in Hradec Králové is the ramp somewhat steeper. Half of the social security administration branches do not have a floor plan of the building near the entrance or in the lobby. However, this is often compensated by knowledgeable reception desk staff (except in Liberec, where there is no reception desk).

Moving around the social security administration buildings is mostly easy, their corridors are wide enough. The lifts that are available to the public are also adapted for people with disabilities – all have buttons within easy reach from the wheelchair, provide sufficient time for entry and exit, etc.

The tester in Brno found no public toilets. In other cities, a toilet dedicated for wheelchair users that can be opened and closed independently is available. However, the toilet was often locked (8 out of 11) and sometimes could not be unlocked even with the Euro key (5 out of 11).

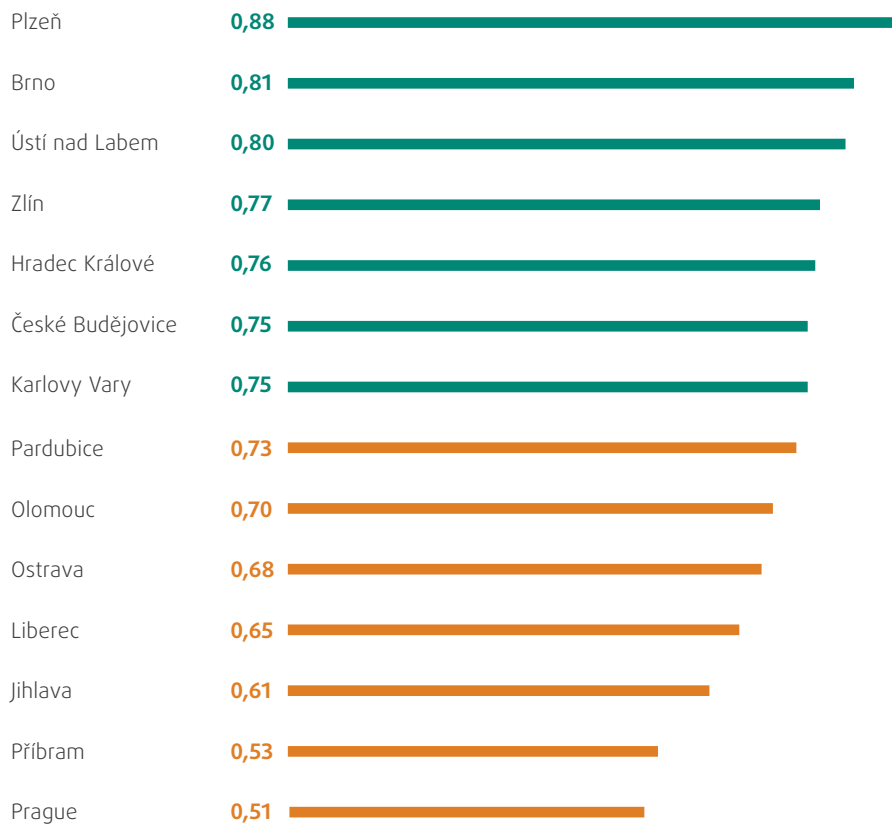
Applying for a disability pension is trouble-free at most social security administration branches – the counters and offices are easily accessible for people with disabilities. In Příbram, the route to the office is not easily passable and the doors are rather narrow. Processing an application in Prague is also not completely without difficulties.

“The filing room counter is too high, the others are okay.”

Tester in Prague

The Prague and Příbram branches in particular lag behind other branches in terms of accessibility for people with disabilities due to the aforementioned shortcomings. On the other hand, the Plzeň branch is very well adapted for people with disabilities (movement around the building, in the restroom and in the lift is trouble-free, only the main entrance to the building is not accessible to wheelchair users without help).

Chart 34 Accessibility score of the social security administration for people with disabilities by city (N=14)



Most of the social security administration branches achieved a solid score, but the testers still found some shortcomings. In Karlovy Vary, for example, the tester faced great difficulties just getting into the building.

“The building itself is barrier-free, but getting into it is a challenge. The pavement is very uneven, the entrance ramp is steep and both are full of potholes. Parking is also a major issue.”

Tester in Karlovy Vary

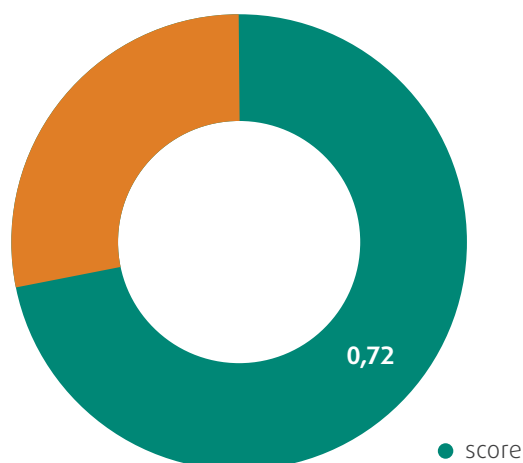
2.6 COURTS

We asked testers to visit a court when a public hearing was held and try to get to the courtroom door. Two testers did not manage. Other 9 out of 12 testers described the route to the courtroom as wheelchair-passable; it was only partially passable in Jihlava, as assistance was needed to open the entrance door. In Prague and Olomouc, there were obstacles that could not be overcome without assistance (stairs, thresholds, carpets, ramps with a steep slope and other).

We omitted questions relating to handling matters at the counters as well as the section evaluating the ticket system and its associated elements from the model questionnaire. Testers evaluated entering the courtroom (instead of offices) in a wheelchair.

Courts are generally as accessible to people with disabilities as that social security administration offices, with a score of 0.72 in this area.

Chart 35 Accessibility score of courts for people with disabilities (N=14)



Only four websites of the courts tested provide information on the accessibility for wheelchair users. Only the tester in Ostrava found information on parking space for PWD. This court also provides most other details necessary for people with disabilities.

Access to the court buildings in Hradec Králové, Ústí nad Labem and Plzeň is complicated by pavement surface which is unfavourable for people in wheelchairs.

“The courthouse is located in the city centre, where both the sidewalk and the road are paved with cobblestones. Bad terrain overall with a complicated intersection without a crossing, and also high curbs and the parking space for PWD was occupied.”

Tester in Hradec

Králové There was no reception desk at 5 of the 14 courts. Where there is one (in 8 out of 14 courts), local staff members can advise people on how to get to the lift or the barrier-free toilet. In all cases, the reception desk counter was at such a height that the court employee and the wheelchair user could see each other clearly. The corridors are wide enough (13 out of 13), as are the doors to the courtrooms (10 out of 12). However, some of them have a threshold (7 out of 12).

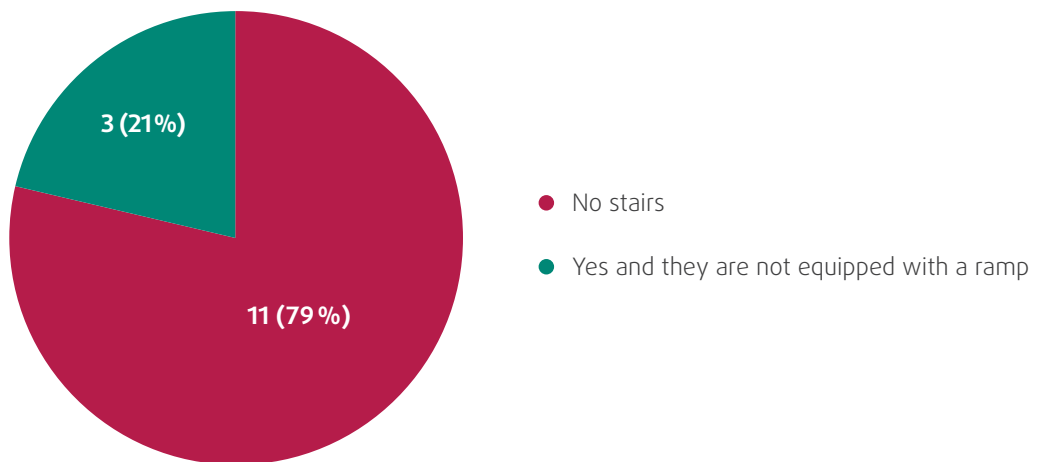
The lifts are more or less adapted for people with disabilities – the call button as well as the buttons in the lift are accessible from a wheelchair. Getting into the lift in Ústí nad Labem proved to be somewhat difficult, and in Prague the lift door closes too quickly.

Only two courts have a platform lift. In Plzeň it can be operated by the wheelchair user, in Prague it is operated by a trained staff member.

Almost all courthouses visited have a toilet for wheelchair users. Only in Brno did the tester not find any public toilet.

In Pardubice, Liberec and Olomouc, some of the courtrooms have stairs leading into them that are not equipped with ramps.

Chart 36 Presence of stairs leading into a courtroom (N=14)

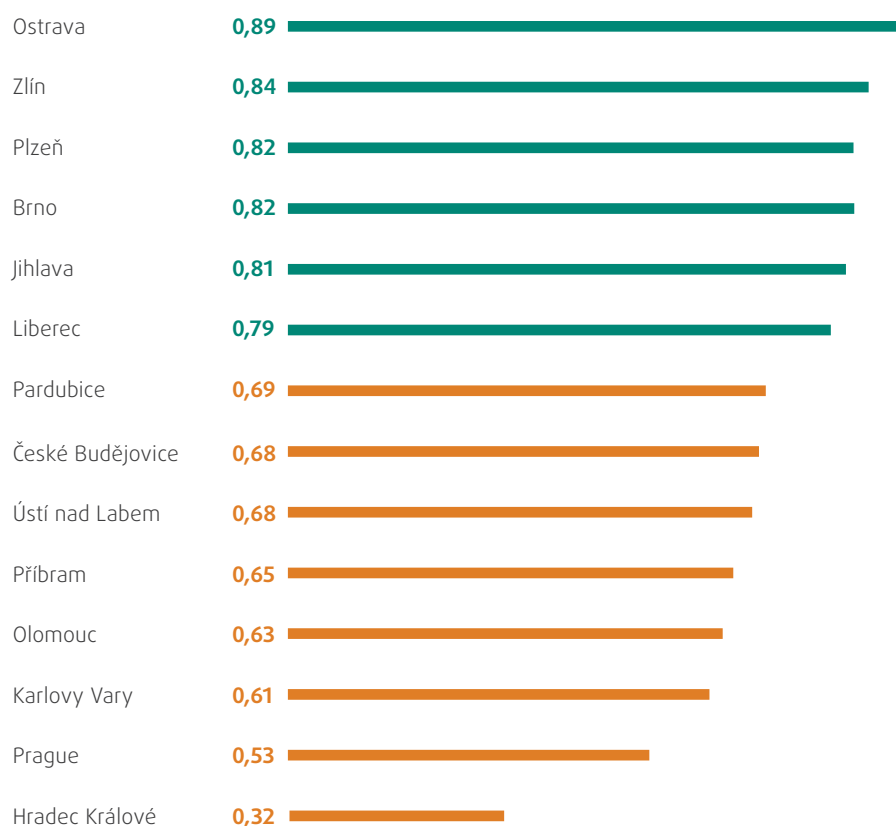


These courts, however, declare to be wheelchair accessible on demand, similarly to other courts. Either all courtrooms are accessible for people with disabilities, or the room choice corresponds to the wheelchair users' needs.

The score for accessibility of courts for people with disabilities is around 0.80 in several cities, with Ostrava having the highest score of 0.89. The local courthouse has, among other things, a well-adapted reception desk and knowledgeable staff. It also offers the option to call for assistance without booking in advance. On the contrary, the District Court for Prague 5 is among those that lower the overall court accessibility score, having reached a score of only 0.53. Operating the platform lift is one of the reported problems.

"The main entrance was closed, the arrow with the wheelchair user pictogram was small (...), the security frame is wheelchair-passable. The platform lift installed next to about 7 steps had to be operated by a security guard, but when I got back I unfortunately could not get a hold of him, there was no bell, a lady from the filing room next to the platform lift tried to help, but she didn't know how to operate it. I had to instruct her, as the controls on the wall could not be reached from the platform lift due to its high edge. Despite it being a court building, I was free to roam around the building pretty much unsupervised; I'm sure they have surveillance cameras, but you can get lost easily and I was not offered any assistance even though I asked for it. Some people could use assistance to open the doors on the floors between the lift and the long corridors to the courtrooms."

Tester in Prague

Chart 37 Accessibility score of courts for people with disabilities by city (N=14)


However, the overall result was lowered the most by the court in Hradec Králové, where the tester failed to evaluate all items on the record form due to an ongoing reconstruction.

“The building is supposed to be accessible, the temporary restriction was caused by reconstruction.”

Tester in Hradec Králové

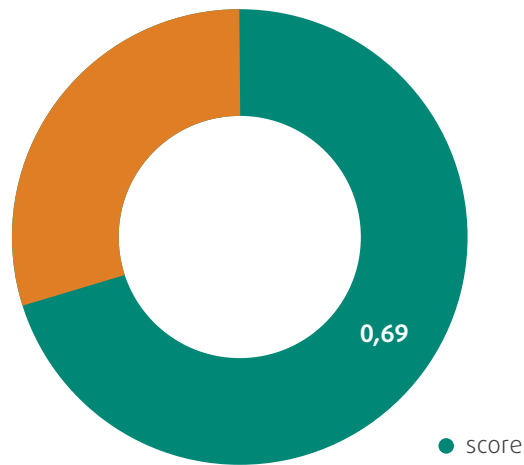
2.7 LABOUR OFFICE

The testers’ task at labour offices was to arrive on their own at the office or counter where the application for allowance for a special aid is made, without filing the application themselves. Furthermore, they were asked to find out whether the forms in these areas are easily accessible to wheelchair users.

Most testers (13 out of 14) reached their destination without any problems. Only the tester in Olomouc was unsuccessful and the tester in Pardubice pointed out that the corridors are rather narrow.

We expanded the model questionnaire by adding a few questions to the section “Handling the matter”. They were related to the height of the counter, the width of the office door and the suitability of the table for filling in the form from a wheelchair. The overall score for accessibility of labour offices for people with disabilities is 0.69.

Chart 38 Accessibility score of labour offices for people with disabilities (N=14)



There is not much people with disabilities can find about accessibility on the labour offices' websites. Nine websites provide no information regarding wheelchair users, while two contain at least some information. The situation is similar when it comes to information regarding parking spaces for PWD (which can be found on two websites, namely those for Ústí nad Labem and Ostrava Labour Offices).

At five labour offices, wheelchair users cannot use the main entrance independently. There is a reception desk at almost all branches visited (except Brno) whose staff is familiar with the location of lifts and wheelchair accessible toilets (if there are any). In Plzeň, Liberec and Olomouc, the reception desk counter is not at an ideal height.

Nine branches are equipped with a ticket system that is accessible from a wheelchair. In Hradec Králové, the system also allows remote access and has push-button controls (as opposed to a touch screen), which is more user-friendly for people with disabilities.

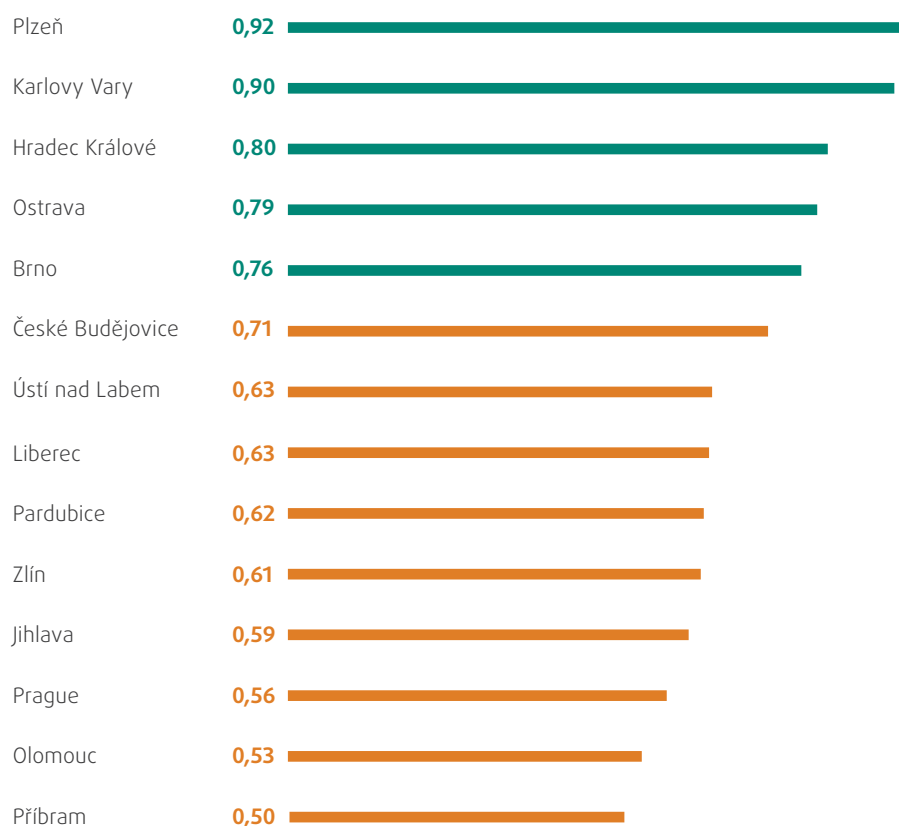
Handling the application for allowance for a special aid is relatively easy – the offices have doors wide enough for wheelchair access and counters at an appropriate height. This is not the case in Ústí nad Labem and Pardubice, though.

“The office doors are narrow and with a threshold, the help of a guide is necessary to get the wheelchair through, the offices are very small and inconvenient. (...) I can only reach the forms at the bottom row.”

Tester in Ústí nad Labem

Toilets are generally well adapted. The most common problem is unlocking the toilet; in five cases, the tester was unable to unlock the door even using the Euro key. There are no toilets for wheelchair users in Ústí nad Labem, Jihlava and Brno Labour Offices.

The differences between the individual labour offices are rather significant. While the Plzeň Labour Office achieved a score of 0.92 thanks to its easily accessible offices, lift and toilet, the one in Příbram received a score of only 0.50 due to, among other things, the very difficult entry to the building.

Chart 39 Accessibility score of labour offices for people with disabilities by city (N=14)


In addition to Plzeň, the Karlovy Vary Labour Office is easily accessible for people with disabilities too. Hradec Králové, Ostrava and Brno Labour Offices also achieved high scores. Their corridors are easily navigated and passable to the office or counter needed.

On the other hand, testers gave very poor ratings to the Prague and Olomouc Labour Offices, in addition to Příbram.

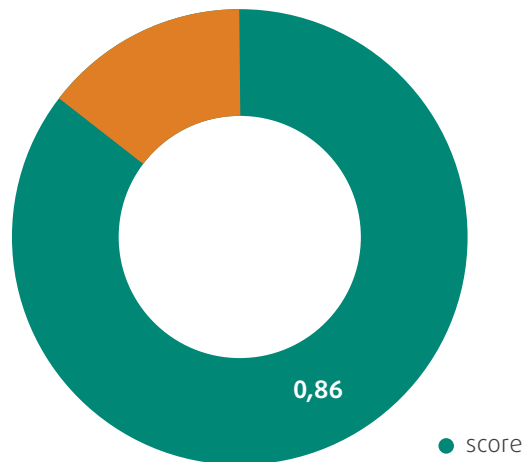
“The worst building I’ve visited. Worst wheelchair access I’ve ever seen. No information on which parts are accessible on a wheelchair. Narrow entrance ramp, the slope and surface of which were unpleasant. Overall, a chaotic building. The only redeeming feature is that it was the only building that had a Euro key toilet.”

Tester in Olomouc

2.8 PUBLIC TRANSPORT

With public transport facilities for people with disabilities, we were interested in two things, namely whether low-floor vehicles are in use and whether the boarding platform deploys automatically, or manually when the driver see a wheelchair user.

Chart 40 Accessibility score of public transport for people with disabilities (N=14)



Based on these two criteria, public transport achieved an overall score of 0.86. Low-floor vehicles are in use in all cities tested; however, the intervals between them are sometimes too long (this was explicitly stated by the tester in Prague). All the vehicles have a boarding platform, deployable either automatically or manually by the driver. In České Budějovice, however, the driver sometimes does not have the hook for deploying the platform at hand.

It seems that in some cities (Prague, Liberec, Ústí nad Labem) the drivers' attitude towards people with disabilities is the issue, rather than the technical preparedness of public transport vehicles.

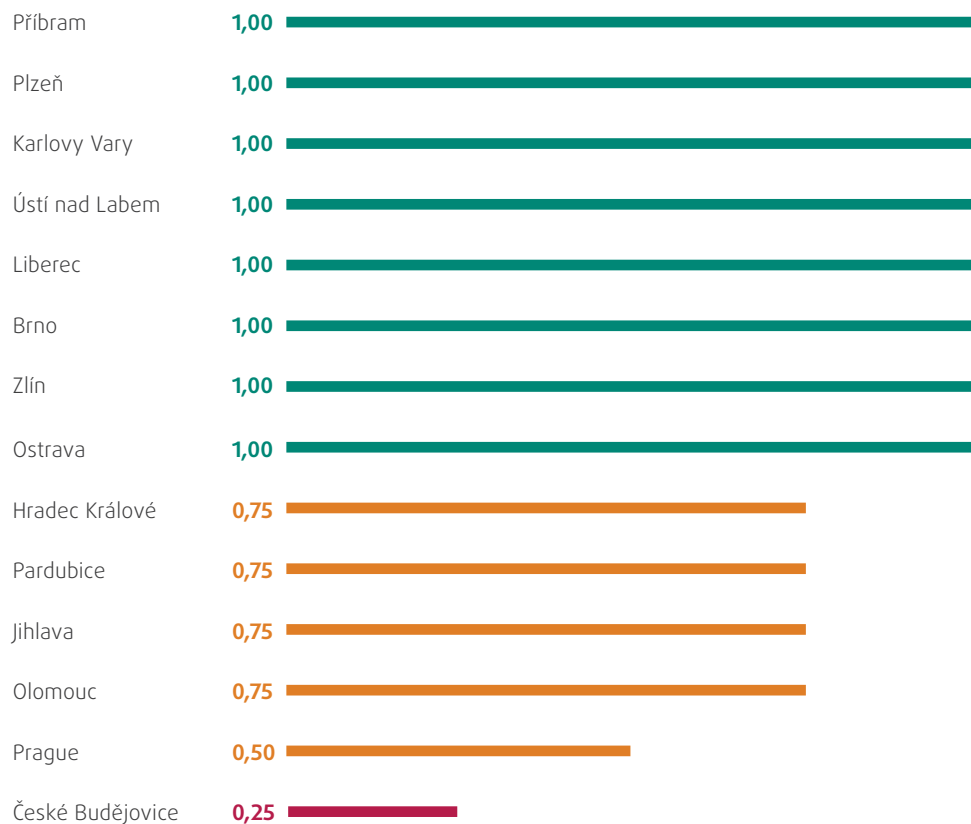
"A wheelchair user has to wave at the driver in advance and then press the blue button to ask for the platform to be deployed. It's not unusual that the driver swears when they have to deploy the ramp, saying wheelchair users should have an assistant to help them get on the tram/bus without the need for a ramp (...) Anyway, 90% of the time they are very irritable or even hostile."

Tester in Prague

"Sometimes the problem lies with the driver who gets angry at the wheelchair user and makes comments such as 'Where's your assistant, don't you get money for them? I won't guarantee your safety if you don't have an assistant!' And then, with great pleasure, they let the platform fall from a height as they stow it back into the bus compartment. It stirs a lot of dust, causing other passengers to be angry at the guy in the wheelchair. This has happened to me twice."

Tester in Liberec

We asked the testers to state whether the journey to their chosen institution was longer because of waiting for a low-floor vehicle. Half of the testers experienced no increase in journey time. Others reported values ranging from 15 to 55 minutes (with the highest in Prague and České Budějovice). We are aware that this figure is very subjective and dependent on the starting station and time of day.

Chart 41 Accessibility score of public transport for people with disabilities by city (N=14)


Beyond the scope of the survey, we found that people with disabilities face additional obstacles in public transport.

“One of the major problems for crutch users is that even with new platforms, the (trolley) bus stops in a way that leaves about 20-50 cm gap between it and the platform. Crutch users then have to step on the road and only then get up on the pavement, which is not easy.”

Tester in Ústí nad Labem

In some cities, public transport facilities for people with disabilities proved to be of high standard.

“The accessibility of public transport in Hradec Králové is at a very good level.”

Tester in Hradec Králové

“In terms of barrier-free transport, public transport in Plzeň is one of the best.”

Tester in Plzeň

3. Accessibility of public buildings for people with visual impairments

Accessibility of buildings was also tested by people with visual impairments. We chose testers who use a white cane but are not completely blind – they are able to perceive their surroundings at least to some extent, but cannot read text in normal font size without special aids. Thanks to modern technology (e.g. text-to-speech), all testers were able to answer all questions.

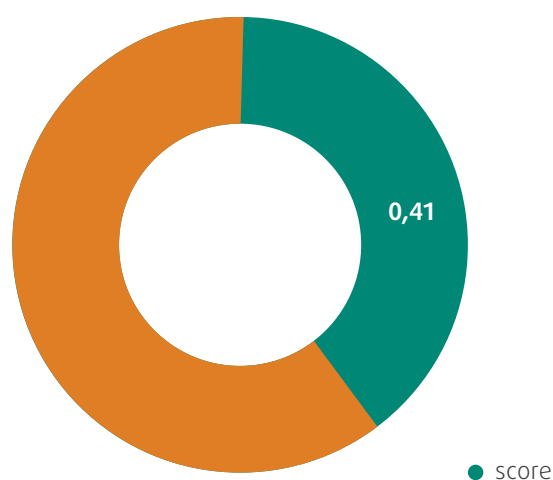
We asked the testers to:

- » assess the accessibility for people with visual impairments of each institution’s website before visiting their branches (whether it was readable with a screen reader), try to find directions from public transport stop and find out whether it was possible to book assistance around the building in advance;
- » note whether there is a working audio beacon at the building entrance and whether the entrance doors (and stairs, if applicable) are clearly marked;
- » check whether the indoor guiding pattern would lead them to the reception desk, and whether the staff themselves would approach them unprompted and direct them to their destination;
- » find out if it is possible to get assistance without booking in advance;
- » check that door signs are printed in large and high-contrast fonts or equipped with Braille labels;
- » state whether the indoor lighting allows them to see contrasts at least,
- » in buildings with a lift, check whether there are physical buttons, Braille labels or audio information;
- » check whether it is possible to log in to the ticket system remotely (e.g. via mobile phone), whether the ticket system allows for priority selection and whether it provides audio information about the queue order;
- » rate the toilet facilities.

3.1 TOTAL SCORE FOR BUILDINGS

The average score for all buildings tested is 0.41. This means that they are more accessible than for people with hearing impairments, but less accessible than for people with disabilities.

Chart 42 Average accessibility score of all buildings for people with visual impairments (N=84)



People with visual impairments are often unable to read information that is supposed to help them navigate public buildings because they are not as accessible to them as to people with disabilities. Therefore, they are largely dependent on the help of others.

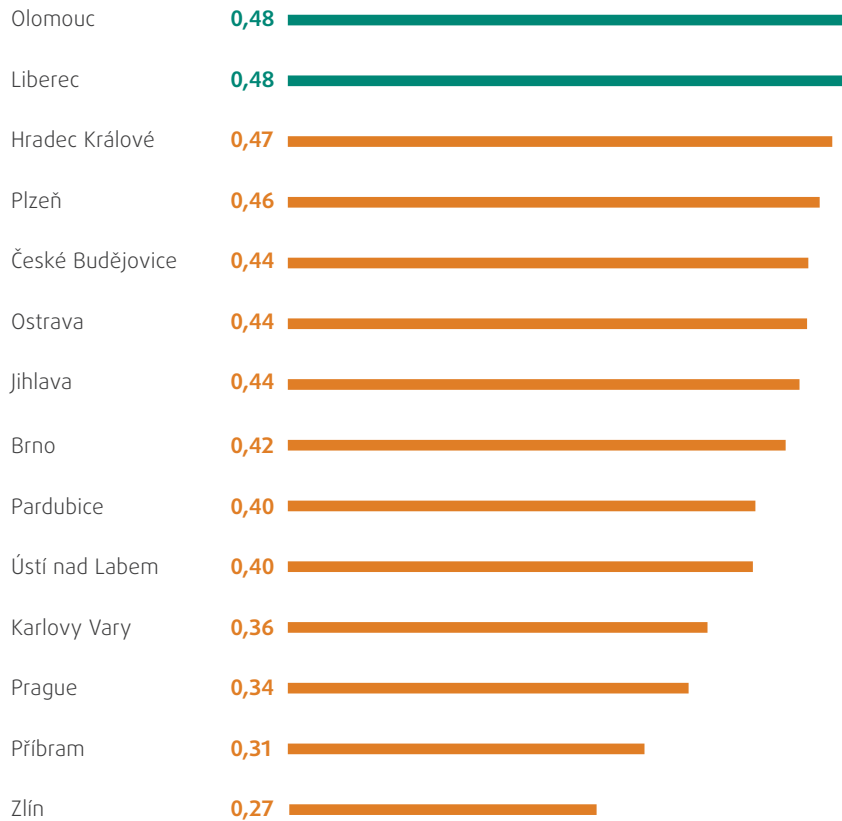
Only some institutions offer the possibility to book assistance around the building in advance. Most offer assistance without prior booking, in addition to or instead of the booking option. However, there are still many institutions that do not offer either option and rely on the visually impaired person being accompanied.

It is striking that the testers faced ignorance from the staff members in some buildings – although they wandered the corridors and walked past the staff members, no one offered to help. Fortunately, the testimonials describing the helpfulness of staff members and their professionalism and readiness for meeting a person with a visual impairment were prevalent.

There were few places where testers could move around the building using artificial guiding patterns. Tactile floor plan is practically a rarity at all the institutions tested. Therefore, more than half of the testers did not manage to reach the pre-selected areas of the building on their own.

The average score for most cities ranges from 0.40-0.48. Buildings tested in Zlín, Příbram, Prague and Karlovy Vary achieved an even lower score.

Chart 43 Accessibility score of all public buildings for people with visual impairments by city (N=14)



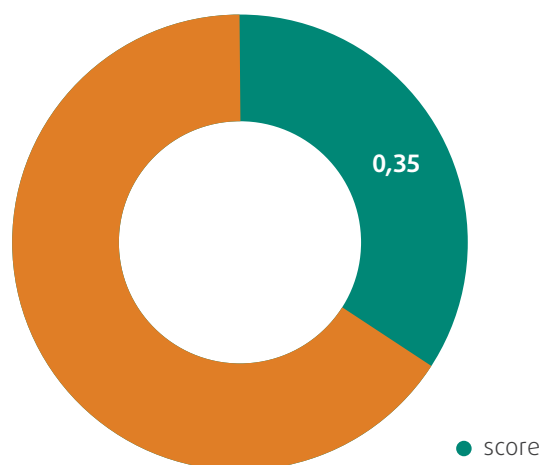
3.2 POST OFFICES

At the post offices, testers with visual impairments were tasked with getting to a counter where they could send a registered letter and ask for a filing slip. Ten (10) out of 14 testers reached the counter on their own.

Again, we have removed sections relating to the reception desk from the model questionnaire.

Of all the institutions surveyed, Czech Post achieved the lowest score in the area of accessibility for people with visual impairments (0.35), although the social security administration received a similarly low score (0.36).

Chart 44 Accessibility score of post offices for people with visual impairments (N=14)



The post offices’ websites are mostly readable with a screen reader (10 out of 14 completely and another three partially, with the Zlín branch’s website not being readable). People with visual impairments, however, can find virtually no information related to access to the building (only the Jihlava branch’s website contains information about the route to the post office from the nearest public transport stop). A tactile floor plan was not found at the entrances of any of the post offices visited and 5 of the 14 post offices had a working audio beacon above the entrance stating information on the institution.

Moving around the post office buildings is difficult for people with visual impairments – only five branches have artificial guiding patterns that can be felt by a cane, and door signs are often illegible. Despite this, 10 out of 14 testers reached the required counter at the post office independently (the testers were not successful in Karlovy Vary, Brno, Olomouc and Zlín).

Although 11 post office branches are equipped with ticket systems, they do not make handling matters for people with visual impairments any easier. They are unable to enter the queueing without assistance. The only exceptions are the post offices in Ostrava and Hradec Králové.

“The post office is very accessible to people with visual impairments. You will be guided to the entrance by an audio beacon, once you enter, just press 4 on your audio beacon transmitter to log into the ticket system. Audio guidance system and guiding patterns will lead you to the counter. Which is absolutely great, amazing! If the website provided information on how to get to the post office and if a few issues were addressed (like the dull strip on the door), it would be perfect.”

Tester in Hradec Králové

Most post offices practically rely on people with visual impairments being accompanied. Only the post offices in Prague, Příbram, České Budějovice and Liberec offer the possibility of booking assistance around the building in advance.

“This building of the post office allows for calling a staff member using a button located next to the stairs to the building. They can help with whatever is needed. It is probably an alternative to the missing accessibility elements.”

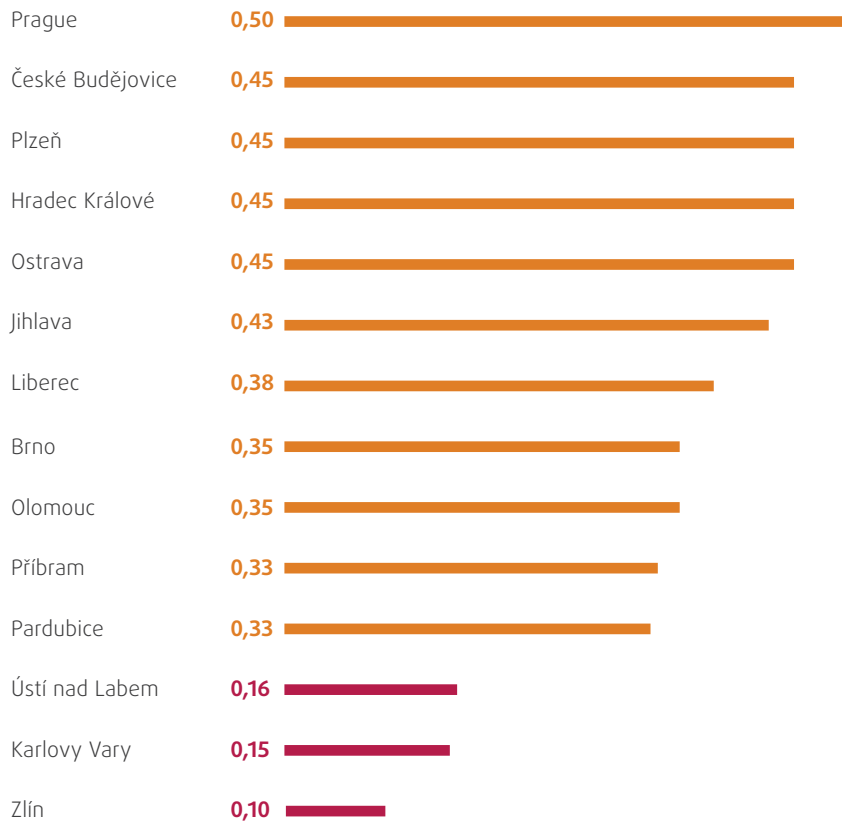
Tester in Liberec

The Karlovy Vary post office is among those where a person with a visual impairment cannot do without help.

“Handling matters at the post office was awful. It was impossible to navigate the building and to do anything without assistance. I had to ask a stranger to help me.”

Tester in Karlovy Vary

Chart 45 Accessibility score of post offices for people with visual impairments by city (N=14)



The post offices visited in Ústí nad Labem, Karlovy Vary and Zlín are insufficiently prepared to serve people with visual impairments.

“The worst institution in Zlín, in my opinion. No map, no lift. Stairs and doors unmarked. No audio system, the ticket system just beeps and doesn’t give any audio feedback, so I have no idea what to do. The counters are poorly marked and indistinct. No member of the staff wanted to help me!”

Tester in Zlín

The testers in Karlovy Vary, Zlín, Brno and Olomouc did not reach the counter independently.

“I found it difficult to find the correct front door, the beacon next to it confused me. There are some stairs in the building that are not marked with contrast stripes. I received more information on the phone than at the post office itself. The information on operating the ticket system was incomplete. Overall, the post office is poorly accessible for the visually impaired. There are no guiding patterns for white cane users.”

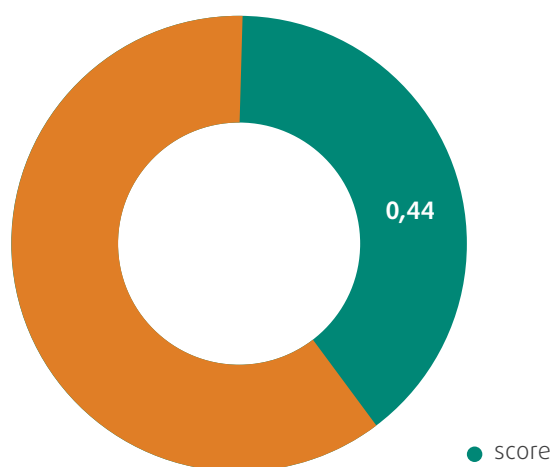
Tester in Olomouc

3.3 MUNICIPALITY

At the municipalities, the testers were tasked with going to the department where identity card applications are submitted. Seven of the 13 testers completed this task independently. One tester (in Pardubice) did not have the opportunity to get to the destination on her own, because a municipality employee took her there. The testers did not submit the application.

The score of accessibility of municipalities for people with visual impairments is less than half of the maximum value (0.44).

Chart 46 Accessibility score of municipalities for people with visual impairments (N=14)



The testers were only partially successful in preparing for their visit to the municipalities. The municipalities' websites are readable with a screen reader, with one exception (Zlín). Thanks to the voice output, the testers managed to book an appointment on their own in 8 out of 14 cases. The option of ordering assistance around the building is only available in five cities. A floor plan of the building is not available on any municipality's website.

When entering the building, only five of the 14 testers could benefit from the use of an audio beacon. A tactile floor plan was not available at any municipality. In nine municipalities, it is at least possible to request assistance around the building without booking it in advance.

Only the Zlín Municipality has internal guiding pattern for white canes. Despite this fact, the tester in Zlín failed to reach the department that handles identity card applications. Testers in Prague, Příbram, České Budějovice, Karlovy Vary and Liberec were also unsuccessful.

"The building was dark, everything was dark, chairs were dark, it all blended in. The nice lady at the information desk was very sorry she couldn't help. But she told me there was no assistance available."

Tester in Zlín

There is a lift in all municipality buildings except Plzeň. With two exceptions (Příbram and Jihlava), the lift is equipped with physical buttons and descriptions in Braille.

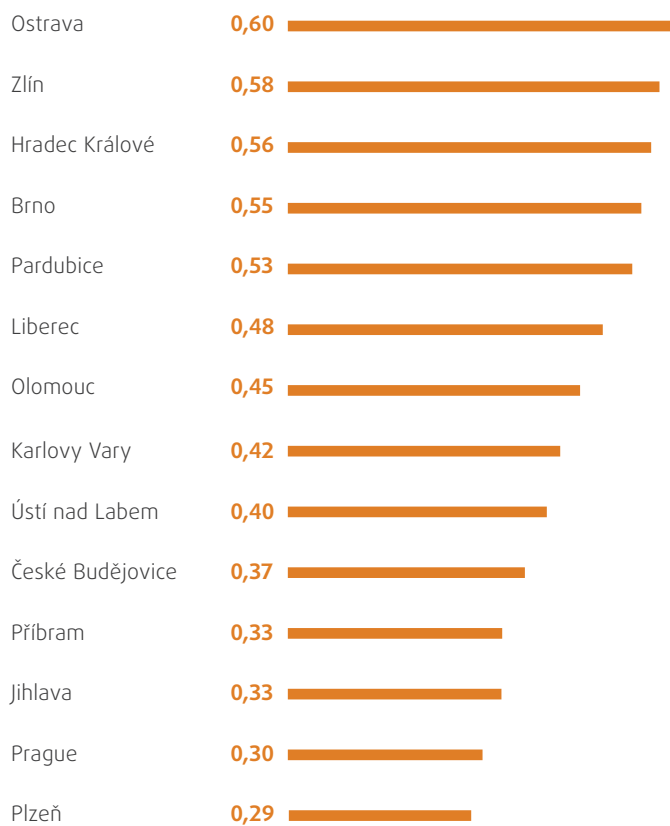
Almost all municipalities (except Ostrava) have a ticket system. However, almost none of the systems have features facilitating their use by people with visual impairments. Only in Zlín do people have the possibility to control the ticket system independently without eyesight (using physical buttons or through remote access via mobile phone or tablet). Audio information on the order in the queue is available at three municipalities (České Budějovice, Pardubice and Zlín).

The Plzeň Municipality is the least accessible one and the Jihlava, Příbram and Prague Municipalities have similar issues. None of them had a functional audio beacon above the entrance and artificial guiding pattern around the building.

“Maybe I was just unlucky, but this was the worst experience of all. Strange layout, I cannot imagine going there unassisted, even the key to the toilet had to be requested at the “reception desk”, but getting there... And when I took a wrong turn – there was no reaction, the lady at the desk didn’t do anything... Recently, however, I went there to get my documents, albeit accompanied, and the experience was much more pleasant.”

Tester in Plzeň

Chart 47 Accessibility score of municipalities for people with visual impairments by city (N=14)



Only the municipalities in Ostrava, Zlín, Brno, Hradec Králové and Pardubice exceeded the score of 0.50. In all these cities, visitors can request assistance around the building without booking it in advance and the stairs are marked with a distinctive band.

The tester in Pardubice appreciated the booking system and the friendly approach of the employees.

“I appreciate the booking system, although there is still much to improve – if it were possible to log into the ticket system using an audio beacon transmitter and the system would have a voice output when you logged in, it would be perfect. The ticket system at the municipality announces the number as well as the location where your request will be processed, with voice, not just a gong. I have described the environment earlier. Overall, I liked the attitude

of the staff, they were willing to help, they accompanied me everywhere I needed to go. No one left me standing around lost once the clerk let me go. They were constantly asking if I needed help.”

Tester in Pardubice

The tester in Hradec Králové highlighted especially the assistive features in the lift and in the toilet.

“The municipality is one of the more accessible buildings. Just due to the fact that I can book an appointment online. When you arrive, it is best to ask for assistance and priority service at the building’s reception. Finding your way to the Identity Cards Department is not difficult. After entering the building, you go up the stairs to the right and you are there. If you have a physical disability, you have to go through another entrance, which is barrier-free – there is a lift right behind the door. It meets the parameters for the blind and has an audio output. Take the lift to the first floor and you are in the Identity Cards Department. Or you can go down the ramp next to the lift or down the stairs, and you’re in a local dining room with friendly staff who will assist you, lead you to the table and bring you your food. Next to the restaurant there is a barrier-free toilet that meets everything a visually impaired person needs – a well-contrasted environment. Except for the stairs, which were only marked with some contrast strips, and too much grey, I had a positive experience visiting the municipality.”

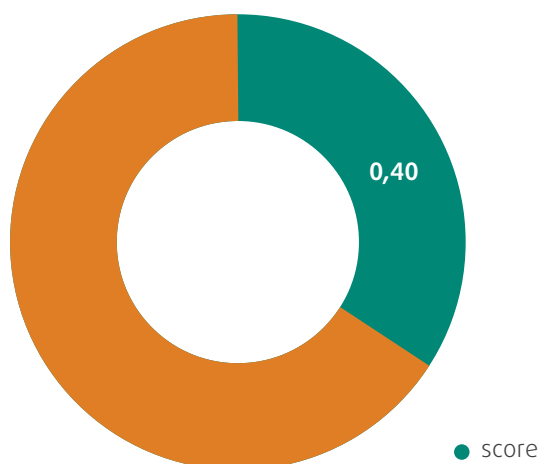
Tester in Hradec Králové

3.4 HOSPITALS

In the hospitals, testers were given the task of getting to the eye clinic without entering it or undergoing any examination. Only five of 14 testers (in Liberec, Hradec Králové, Pardubice, Jihlava and Ostrava) completed this task independently.

The questions in the questionnaire were comparable to the model questionnaire for the municipality (Annex 2.3). The accessibility score of hospitals for people with visual impairments is 0.40.

Chart 48 Accessibility score of hospitals for people with visual impairments (N=14)



The websites of the tested hospitals are readable with a screen reader (in three cases only partially). An electronic booking form is accessible with a screen reader in Prague and Příbram.

The vast majority of hospital buildings visited lack a functional audio beacon above the entrance with information about the institution (12 out of 14). A tactile floor plan is not available anywhere. Hospital buildings either do not have a reception desk (5 out of 14) or the staff there is not very helpful – hospital staff actively approached a person with visual impairment only in Liberec and Hradec Králové. Artificial guiding pattern around the building was not available in any of the hospitals tested.

“The ophthalmology department is not in the hospital’s main building. The route there is very difficult for a blind person without assistance (they would have to know the route very well).”

Tester in Karlovy Vary

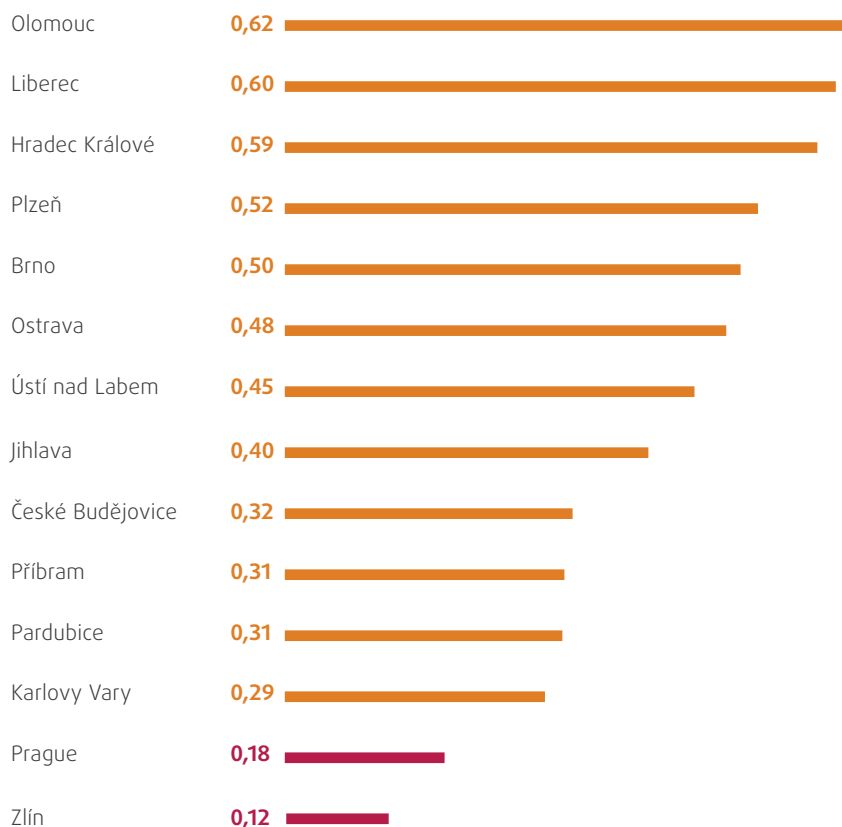
On a positive note, more than two-thirds of the lifts have physical buttons for calling the lift and for choosing the desired floor (10 of 14), as well as audio announcements of the floor and direction of travel (10 of 14).

There are large differences in accessibility for people with visual impairments among the hospital buildings tested. The most accessible hospitals in Hradec Králové, Liberec and Olomouc have a score of around 0.60. In Olomouc, however, there was no reception desk, and the tester did not reach the eye clinic on her own also due to an ongoing reconstruction of the hospital.

“The eye clinic of the Hradec Králové University Hospital tries to be as accessible to its patients as it can. Any shortcomings are compensated for by the staff, who is always willing to help or guide the patient where they need to go. Although they could learn more about guiding the blind, I appreciate the nurses’ and doctors’ efforts to guide the patient as needed. I appreciate that I can come there even with a guide dog. I am more than satisfied with the University Hospital.”

Tester in Hradec Králové

Chart 49 Accessibility score of hospitals for people with visual impairments by city (N=14)



The least accessible hospitals are in Prague (score 0.18) and Zlín (score 0.12).

“The hospital is in an old Baťa House. The stairs are partially marked, but there is no guiding pattern. It was hard to find the lift and the audio system did not work. The doctors’ offices are on the right and the inpatient care on the left. The eye clinic was very hard to find. The receptionist advised me to have a guide dog or to ask for a charity worker. Very bad lighting, difficult orientation. Everything blends in, the corridors are narrow and grey. The chairs are positioned lengthwise, they are grey and barely visible, no guiding pattern.”

Tester in Zlín

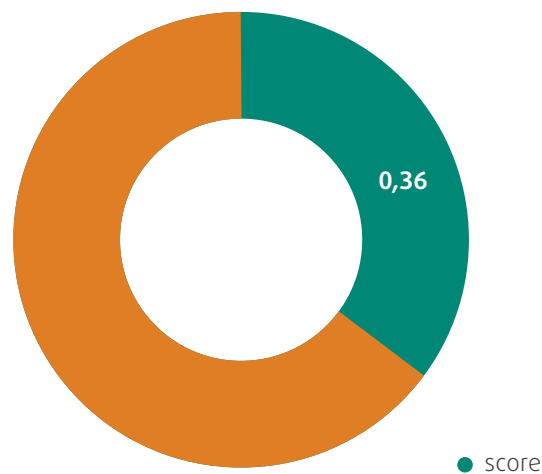
3.5 SOCIAL SECURITY ADMINISTRATION

The testers were again tasked with finding an office or counter where they could apply for a disability pension. Only three testers accomplished this goal independently (Plzeň, Jihlava, Olomouc).

The questionnaire was again comparable to the model questionnaire for municipalities.

The social security administration is one of the less accessible institutions. Its total score is 0.36.

Chart 50 Accessibility score of the social security administration for people with visual impairments (N=14)



Five of the 14 social security administration branches tested provide the option of ordering assistance around the building through their websites. The rather low score and difficult orientation was also caused by the fact that none of the buildings visited had an audio beacon above the entrance or a tactile floor plan. All the buildings also lacked artificial guiding pattern and descriptions in Braille. Only the branches in Ústí nad Labem, Jihlava and Ostrava had the signs on the doors written in large contrast font.

Ticket systems were present in 11 of the 14 buildings, most of them did not have any features to facilitate their use by people with visual impairments. A priority service was available only in Příbram. In Ústí nad Labem, Liberec and partially in Hradec Králové, the ticket system provided audio information about the order in the queue. None of the social security administration branches offer people with visual impairments the possibility to remotely log in or register in the waiting order without assistance.

Eight social security administration branches compensate for these and other shortcomings by providing assistance around the building without booking the service in advance (8 of 10 buildings with a reception).

“Thanks to the helpful staff at the reception desk, it is no problem to arrange everything independently, they will accompany you to the relevant office.”

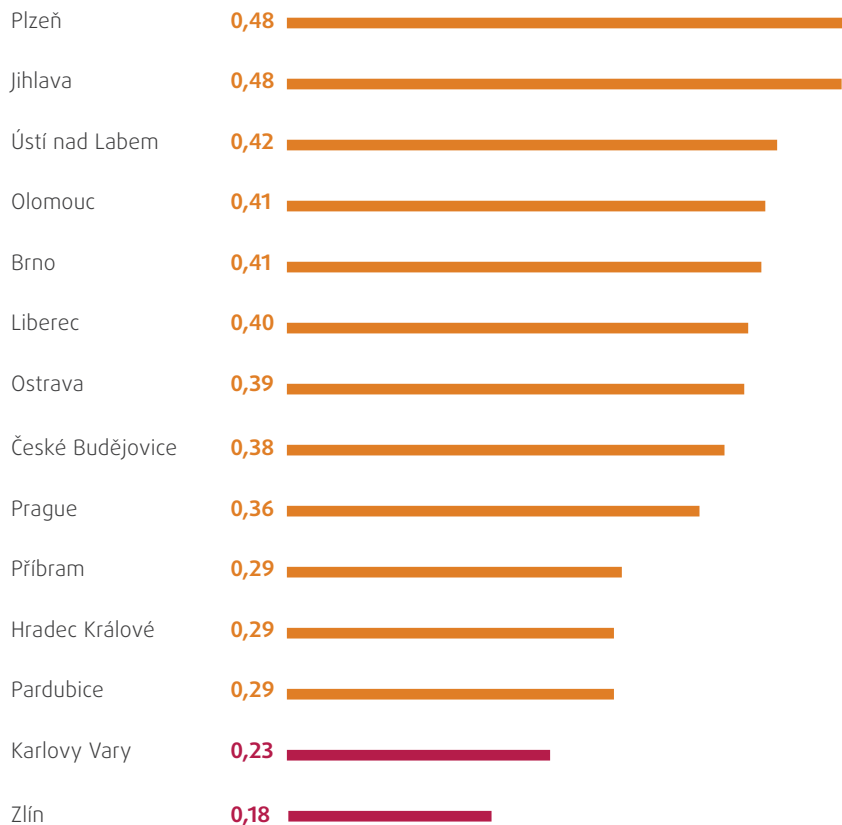
Tester in Brno

None of the social security administration buildings visited achieved a score of 0.50 or higher. Only the Plzeň and Jihlava branches came very close (score of 0.48). The social security administration branches with the lowest scores had a score of around 0.20 (Zlín and Karlovy Vary).

“The building is absurd. A door is followed by another door 1-2 meters away – a person with impaired vision stands no chance. Toilets were hard to find quickly and the receptionist told me that assistance was not possible. A person with impaired vision has no chance of getting anything done without assistance. The lift is OK, descriptions in Braille are OK.”

Tester in Zlín

Chart 51 Accessibility score of the social security administration for people with visual impairments by city (N=14)



The tester in Olomouc said that she learned more information on the phone than on the Social Security Administration’s website.

“I received most information over the phone. The website isn’t very easy to navigate, so I had a hard time finding the appointment booking system. Once I found it, I saw that it was fully booked. The lady on the hotline confirmed the long waiting period when making an appointment over the website. The receptionist did not pay much attention to the people around the hall, she gave me advice only after I approached her. As the counters for submitting all kinds of applications are located on an elevated floor, I found it difficult

to orient myself. The ticket system is very confusing, resembling the early types of system used in the banks. I'm sure there is a lift in the building somewhere, because the building has eight floors, but it's not commonly available."

Tester in Olomouc

The least accessible building is the social security administration branch in Pardubice. The tester specified the reasons for the low score.

"For me, the least accessible building was in Pardubice. When I walked in, there was no way to find where to go. The ticket system has no audio output, you cannot log in without the assistance of a sighted person. There was no one to ask. (...) So, I didn't make it to the destination. At least I walked through the building and found the barrier-free toilet – one of the clients showed me the way. It was dark everywhere, the glass doors of the offices were confusing me. The contrast and the layout of the corridors might have been suitable, but it was too dark so I can't say for sure. I just know that the chairs are close to the wall and the ticket system is in the middle of the room on a post. The barrier-free toilet is in the corridor with a poor lighting, and if there is a lamp, it is not above the entrance to the toilet – for this reason alone, you cannot see the sign (...) The stairs are not visibly marked and the lift will only start if you use your employee card. It is clear they expect the public not to visit the higher floors."

Tester in Pardubice

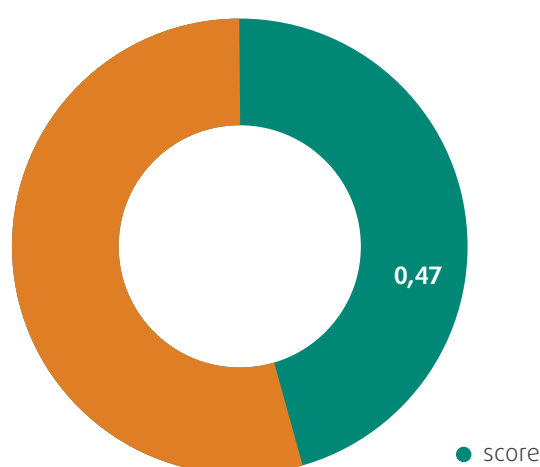
3.6 COURT

Visually impaired testers were also asked to visit a court when a public hearing was held and try to get to the courtroom door.

Only 5 of the 14 testers made it to the courtroom door.

With an overall score of 0.47, the courts are the highest rated institution in terms of accessibility for people with visual impairments.

Chart 52 Accessibility score of courts for people with visual impairments (N=14)



A strong point of the courts in terms of accessibility for people with visual impairments is a reception, where the staff is usually knowledgeable and helpful. In all 13 cities where the court had a reception, the staff approached the tester and assisted with the security check. With two exceptions (Hradec Králové

and Zlín), the staff also explained to the tester in a comprehensible manner in which part of the building the courtroom was located.

Assistance around the building can be requested at the reception and, where this is not possible, assistance can be booked in advance on the website. Only the court in Brno does not offer this option, because there is no reception desk.

A weak point of the courts are entrances without audio beacons and tactile floor plans. Another shortcoming is the complete lack of an interior guiding pattern both at the entrance and throughout the courthouse. In ten cases, the testers also had problems with lighting and sufficient contrast inside the building. That is the reason why only five of them managed to walk independently to the door of the courtroom where the public hearing was held (in Liberec, Hradec Králové, Olomouc, Zlín and Ostrava).

“I was not allowed to move freely around the building. The judicial guard searched me for a weapon right at the entrance. They told me what they were doing, what was going to happen next, where to go, etc. Then a trained worker of the judicial guard picked me up and showed me around the building. (...) Although there were some shortcomings (for example, the stairs), they were compensated for by the friendly and trained staff.”

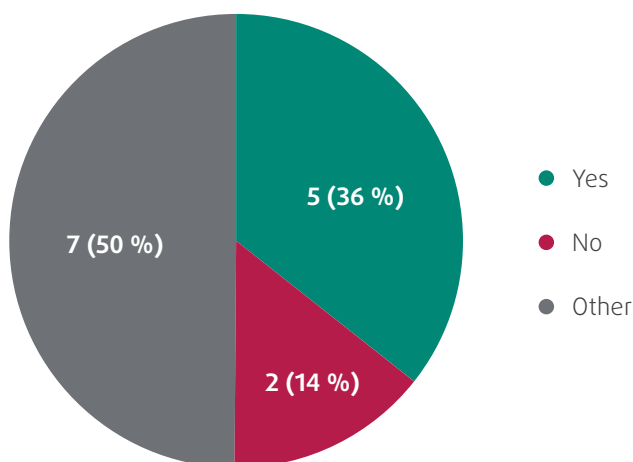
Tester in Pardubice

We asked the courts whether they would satisfy a request of a blind party to the proceedings to be send a judgment, the parties’ written submissions and a record of the hearing in Braille (Chart 53). The courts’ responses varied. More than a third of the courts surveyed would satisfy such a request. Only the courts in Prague and Plzeň said they would not. Other courts (Other option) told us that such a decision falls within the competence of the (presiding) judge, or that they have not encountered such a request before. The court in Olomouc advised that it would charge a fee for such actions.

“According to the applicable legal regulations, this measure is not within the competence of the President of the court. It clearly falls within the competence of the individual judges. Translation or interpretation for persons other than the parties to the proceedings is generally not provided, it would have to be subject to a charge, this is not a free service.”

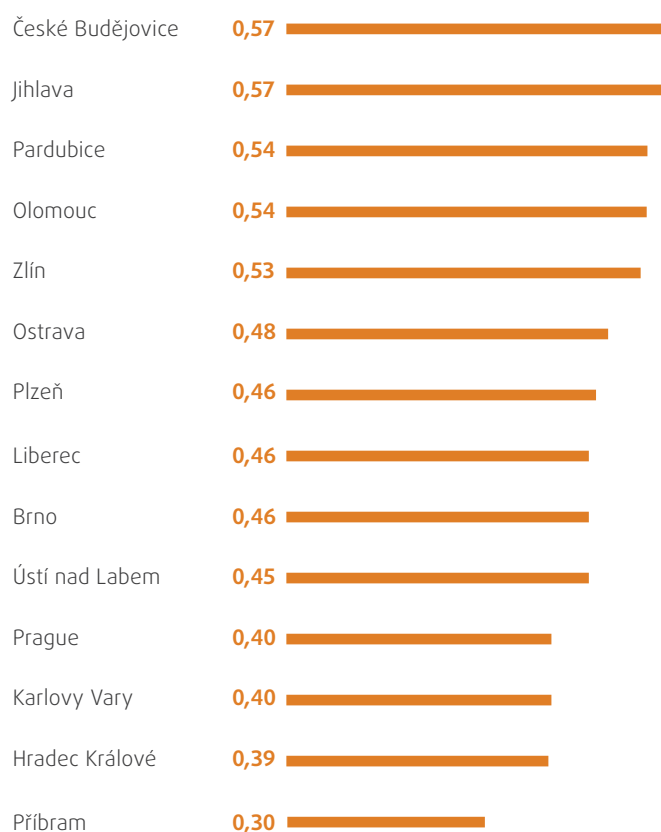
District Court in Olomouc

Chart 53 Possibility of ensuring delivery of a judgment, written statements of the parties and a record of the hearing in Braille if a blind party to the proceedings requests the court to do so (N=14)



Several of the courthouses surveyed exceeded the score of 0.50. However, none of them stands out in terms of accessibility for people with visual impairments. The court in Příbram achieved the lowest score. The courts in Hradec Králové, Prague and Karlovy Vary also have lower scores.

Chart 54 Accessibility score of courts for people with visual impairments by city (N=14)



A tester in Hradec Králové described the issues she encountered already at the entrance to the courthouse.

“The issues started at the entrance to the building. There is a wide unmarked staircase in front of the entrance leading to three entrance doors side by side. I wasn’t sure which one to use, I chose the middle one. I opened the door, and there were more stairs, unmarked, and three doors side by side. I chose the middle one again, but it wouldn’t open even though I pulled hard on the handle. (...) I tried the door on my left and it opened. (...) But by then, the security guard already stopped me and asked what I was doing. I said I needed to get to the courtrooms, and when he asked why, I told him I was writing my bachelor’s thesis on accessibility of public buildings. Then there was a problem with my dog, the guard said the dog wasn’t allowed. I referred to the Ombudsman’s recommendation that guide dogs can go everywhere, I had a leaflet with me. Then they finally left me and my dog alone, searched me and directed me to the courtrooms. The toilet is located in the corridor with the courtrooms, but it is not barrier-free at all. Is it possible that there is a barrier-free toilet somewhere, but I couldn’t find it.”

Tester in Hradec Králové

The different experiences of testers in Zlín and Brno illustrate how important trained and empathetic staff is for the accessibility of buildings.

“The building is new and spacious. There are no assistive features for the blind in front of the building, no navigation, no acoustic signals. Toilet is marked, accessible. There are no audio signals in the lift. The building is not well marked for the blind and the navigation is poor. A person without an assistant would stand no chance, no one was willing to assist me. They said I should ask a charity for an assistant...”

Tester in Zlín

“The judicial guard is very helpful and will accompany blind people wherever they need to.”

Tester in Brno

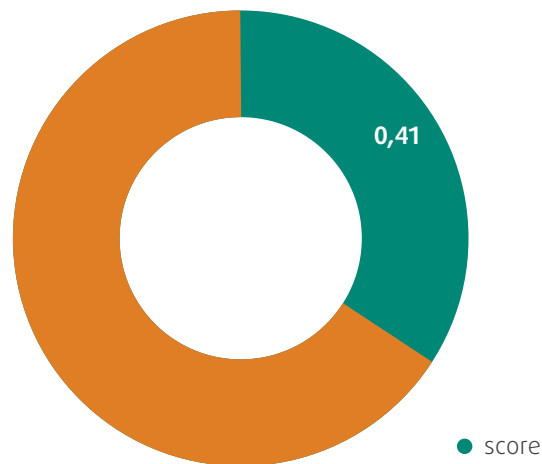
3.7 LABOUR OFFICE

As part of the accessibility testing of the labour offices, we asked the testers to go to the office or counter where the application for allowance for a special aid is made. As in the other cases, the testers did not file the application itself.

Only six testers (in České Budějovice, Plzeň, Liberec, Hradec Králové, Jihlava and Olomouc) were able to complete the task independently.

The overall accessibility score of labour offices for people with visual impairments is 0.41.

Chart 55 Accessibility score of labour offices for people with visual impairments (N=14)



It is difficult to highlight the strengths and weaknesses of labour offices in terms of their accessibility for people with visual impairments as these vary from case to case.

Almost all websites of the labour offices visited (except for the one in Zlín) are readable with a screen reader. On the other hand, neither of them has a floor plan of the building. The description of the route from the nearest public transport stop is only available on the website of the Karlovy Vary Labour Office. The option of ordering assistance around the building is only available in half of the cases.

Testers noticed an audio beacon with information about the institution at the entrances to four buildings (Karlovy Vary, Ústí nad Labem, Hradec Králové, Pardubice). Only the Olomouc Labour Office had a tactile floor plan, which was not in any other type of institution either.

No labour office had a guiding pattern in its corridors. In Karlovy Vary, the guiding pattern leads at least to the reception desk. The staff there is very helpful to people who cannot rely on their eyesight to find their way. The branch is one of eight where the staff was able to verbally describe the direction. At ten labour offices, it is possible to request assistance around the building without booking it in advance.

Eleven of the 14 buildings tested have a ticket system. However, few make it easier for visitors with visual impairment to find their way around – only two enable logging into the system remotely, e.g. via a mobile phone or tablet (in České Budějovice and Hradec Králové) and only two testers were able to register into the queue without the use of their eyesight and without any help.

“The biggest issue is the ticket system and the subsequent announcement call, fortunately, I had good experience with people (employees of the Labour Office as well as citizens), who are willing to advise and help.”

Tester in Plzeň

The ticket systems in Pardubice and Jihlava at least give audio information about the order in the queue.

“The ticket system is equipped with a strong audio signal and the numbers above the doors are red and clearly visible. Right at the entrance, there is an info board with instructions. The letters are big and bold.”

Tester in Jihlava

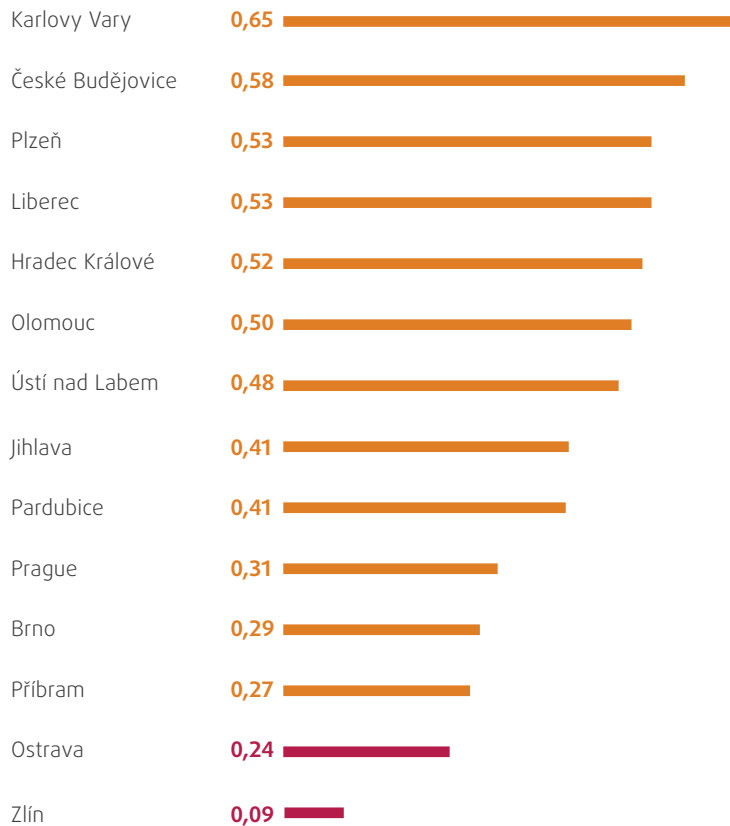
A public lift is available in 12 labour offices. Seven lifts have physical buttons for calling the lift and also for its operation inside the lift. Lifts in six buildings announce the floor and direction of travel.

The scores of the individual labour offices vary. The labour offices in České Budějovice and Karlovy Vary, where testers encountered knowledgeable staff at the reception, achieved high scores of 0.58 and 0.65, respectively. The buildings were also sufficiently lit and contrasted.

“It was the most well-arranged and the best furnished office I have visited. The doors are marked in contrast, the staff is friendly.”

Tester in Karlovy Vary

Chart 56 Accessibility score of labour offices for people with visual impairments by city (N=14)



On the contrary, the Zlín Labour Office received a very low score, as it had features to facilitate the movement of people with visual impairments only in the lift.

“Badly marked glass door. The receptionist was unable to help me.”

Tester in Zlín

Several testers mention the forthcoming approach of the staff to accompany them where they need to go. On the one hand, this distorts the results of the survey, on the other hand, it compensates for the lack of accessibility of labour offices for people with visual impairments.

“After a phone call, the office worker is willing to help and pick up blind people at the entrance and escort them wherever they need to go.”

Tester in Brno

“Once again, a building where I could not escape receiving assistance. I appreciate the forthcoming approach of the Office staff. People with disabilities do not have to make an appointment to get benefits, but the ticket system is there, on the floor below. It has a voice output, which I very much appreciate. I appreciate the illumination of the building, the contrast is weaker, but at least there is some; at some places, the chairs were in the way to the door. The lady in the office was nice and helpful. The only thing I missed was a high contrast toilet; it would also have been nice to have the door signs in large print or in Braille.”

Tester in Pardubice

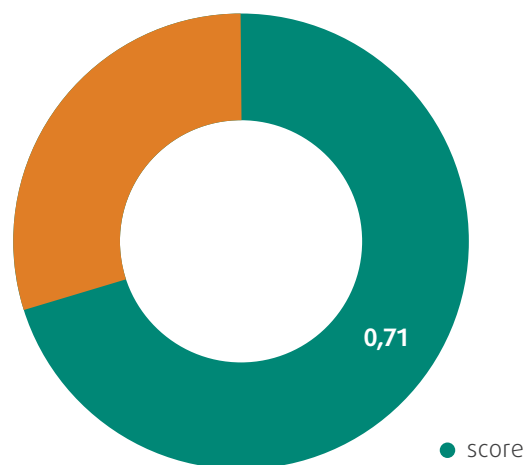
3.8 PUBLIC TRANSPORT

Testers with visual impairment rated seven features in the public transport, which is more than testers with hearing or physical impairment who only rated two features. The public transport obtained a score of 0.71.

Testers observed and rated:

- » whether the timetables on the public transport company's website are readable with a screen reader;
- » how are the places to enter the first door of the vehicle marked;
- » how are the departure boards marked and whether they are equipped with an audio beacon;
- » the actual announcement of stops on the vehicle.

Chart 57 Accessibility score of public transport for people with visual impairments (N=14)



The announcement of the current and next stop is nowadays a matter of course (except for some vehicles in Pardubice). People with visual impairments also usually have no problem with the readability of public transport websites with a screen reader (except for Zlín and České Budějovice).

Other features are not nearly as widespread. The place where to enter the first door of a vehicle is not always marked with a tactile tile at the signpost. It fulfils its function in five of the 14 cities. The audio beacon announcing the direction and number of the line is available only at some stops (2 of 14), at others, it is not available at all (5 of 14). Illuminated departure boards are more often found at bus stops in the city centre.

Although audio beacons announcing the direction and number of the given line are installed on some lines in Liberec, most of the beacons is out of order.

"Audio beacons are installed at Terminál Fügnerova, but they are out of order, the same can be said practically for all the buses. My colleagues said they have previously managed to use some beacons on the buses – today, I did not manage that, not even on the trams."

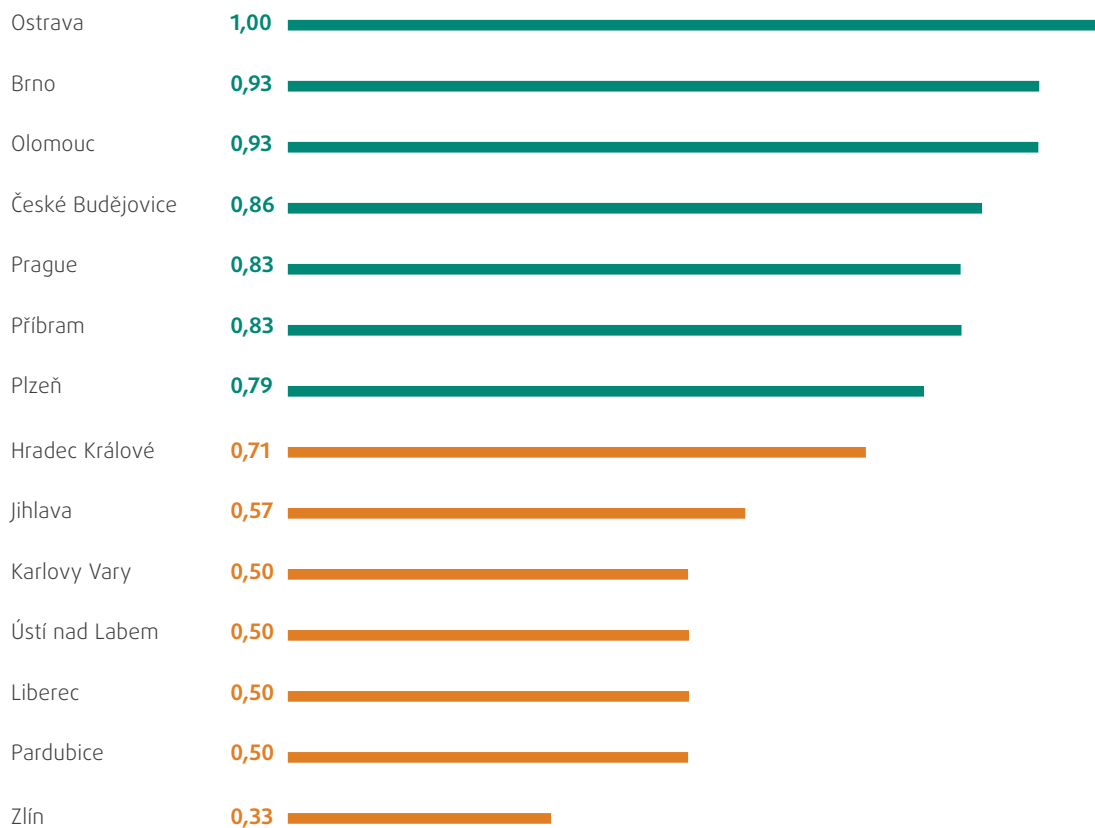
Tester in Liberec

In Ostrava, Brno and Olomouc, all of the features are present in public transport, although not necessarily at all stops or lines. Almost all cities achieved at least half of the maximum number of points. The exception is Zlín, where the readiness of public transport for passengers with visual impairment is very low – the only feature is the announcement of stops in public transport.

“Bad approach, everything in small letters.”

Tester in Zlín

Chart 58 Accessibility score of public transport for people with visual impairments by city (N=14)



Although public transport is relatively accessible to people with visual impairments, testers see room for improvement even in cities that received high scores.

“Not all vehicles, especially when it comes to trolleybuses and buses, stop with the door right at the guiding pattern.”

Tester in Ostrava

“I am satisfied with public transport in Hradec Králové. I use audio beacons a lot, if they work. All buses and trolleybuses have line announcements via the audio beacon transmitter, which is great. The public transport company has two versions of the illuminated sign with the number and the end stop – a highly visible bright orange on a black background and a not very distinctive green on a black background. I’d appreciate if they replaced the green boards with the orange ones. It is generally better if the background of the board is dark and the font is distinctively light, visible even on a sunny day when a person is standing in the sun. Public transport drivers are trained to work with people with visual impairments. They are kind and willing to help if needed.”

Tester in Hradec Králové

Compliance of survey findings with the legislation

In this section, we will focus on the assessment of the compliance of survey findings on the level of accessibility of buildings visited by the public with the decree on barrier-free use (Decree No. 398/2009 Coll.) and the UN Convention.

In order to be able to unambiguously determine whether our conclusions are consistent with the legislation or not, we would need to know other facts that we did not address in our survey.

Therefore, we based our assessment on the **hypothesis** that all tested institutions are located in buildings whose design documents were prepared after the effective date of the decree on barrier-free use, i.e. after 18 November 2009, or, alternatively, that these buildings were renovated after that date. We further assumed that:

- » serious structural and technical conditions do not exclude the application of the decree on barrier-free use to these buildings;⁵¹
- » the buildings are not objects of cultural heritage;⁵²
- » no exception pursuant to Section 169 of the Building Act (Act No. 183/2006 Coll.) was applied in respect of these buildings.

We are aware that this would be an **ideal state of affairs**. It is likely that it does not apply to all buildings of the tested institutions.

51 See Section 2 (2) of the decree on barrier-free use.

52 In such a case, the provisions of the decree on barrier-free use would apply with respect to the interests of the State Heritage Care (see Section 2 (3)).

1. Compliance of survey findings with the decree on barrier-free use

The individual requirements on barrier-free use of buildings were regulated by annexes to the decree on barrier-free use. These have been specifically defined according to the needs of people with reduced mobility, people with reduced orientation due to visual impairment and people with reduced orientation due to hearing impairment.

The survey part breaks down our findings according to the type of disability – hearing and visual impairment or physical disability. Therefore, we will perform the legal assessment analogously.

1.1 PEOPLE WITH HEARING IMPAIRMENTS

The decree on barrier-free use stipulated only a few assistive features that ensure that people with hearing impairments can independently use the building and the services provided therein.

Overview of the requirements of the decree on barrier-free use	Survey findings
Electronic door guard with audio signalling also has to be equipped with optical signalling. ⁵³	Six of the tested institutions have a bell at the entrance to the building. However, only two of the bells are equipped with a light signalling device to let a person with a hearing impairment know that the door is opening.
Cash registers and counters should be equipped with a hearing loop. ⁵⁴	7 of the 58 receptions were equipped with a hearing loop.
The counter should be positioned so that people with hearing impairments can easily lip-read. ⁵⁵	Approximately half (32 out of 71) of the tested institutions with a reception meet this requirement.
Information and signalling elements must be perceivable and understandable to all users. ⁵⁶	Approximately a fifth of the institutions with a ticket system does not communicate the order in a visual form (11 of 53).

1.2 PEOPLE WITH PHYSICAL DISABILITIES

The decree on barrier-free use provided a detailed list of features ensuring that people with physical disabilities can move independently around the building and use the services offered therein.

In the vast majority of cases (57 of 69), the path from the designated parking space for vehicles marked with a disability parking card to the entrance of the tested building was fully or partially wheelchair accessible. The result was worse in terms of passability of the road from the nearest public transport stop. The testers found it fully or partially passable in 57 of 84 cases, i.e. only in about two thirds. The parameters of good accessibility of pavements and other paths are addressed in Annex 2 to the decree on barrier-free use.

53 See Annex 3, paragraph 1.3 of the decree on barrier-free use.

54 See Section 6 (4) of the decree on barrier-free use.

55 Annex 1, paragraph 1.3. of the decree on barrier-free use.

56 See Section 9 (1) of the decree on barrier-free use.

Overview of some requirements of the decree on barrier-free use	Survey findings
<p>Access to the building in areas intended for the public must be without stairs and levelling steps. The entrances must be at pedestrian road level. If this solution is prevented by serious reasons consisting in infrastructure or structural conditions, the height difference may be compensated by a barrier-free ramp or, in justified cases when changes were made to completed buildings, by a platform lift.⁵⁷ Where a special barrier-free entrance is used in the case of changes to completed buildings, information including a symbol indicating its location and the access route must be displayed in a suitable place.⁵⁸</p>	<p>In almost a quarter of the tested institutions (20 of 84), the main entrance was not accessible to a person moving independently in a wheelchair. However, in all of these cases, there was other barrier-free entrance to the building or the possibility of getting into the building with the help of another person. Of the 23 barrier-free entrances to the building other than the main entrance, only 11 were fully or at least partially marked with signs and direction indicators. In the remaining 12 cases, a person in a wheelchair had to ask where the barrier-free entrance to the building was located.</p>
<p>The minimum manipulation space for turning the wheelchair in various directions within an angle greater than 180° is a circle with a 1,500 mm diameter and the minimum space for turning the wheelchair by 90° to 180° is a rectangle of 1,200 mm × 1,500 mm.⁵⁹</p>	<p>The vast majority (82 of 84) of the tested institutions has a sufficient corridor width for comfortable passage in a wheelchair.</p>
<p>Counters must be adapted for wheelchair users.⁶⁰</p>	<p>The majority of institutions tested (52 out of 58) have a reception desk at a suitable or partially suitable height for wheelchair users.</p>
<p>The height differences of the walkable areas must not exceed 20 mm.⁶¹</p>	<p>In 19 of 53 tested offices, the testers encountered thresholds that could be hard to manage for wheelchair users. Since we are not aware of their specific heights, we cannot state whether they are in violation of the decree on barrier-free use.</p>
<p>The lift must be accessible to people with reduced mobility in a number of aspects.⁶²</p>	<p>Only three of the 62 tested buildings had a lift that was not adapted for wheelchair users (the call button or buttons in the elevator were not accessible from a wheelchair or the lift was not easy to enter).</p>
<p>Ticket systems must be accessible to wheelchair users.⁶³</p>	<p>In all tested buildings with a ticket system, the tester in a wheelchair was able to operate the system without any assistance.</p>
<p>The decree on barrier-free use does not require that every civic amenity building is equipped with toilets. If the toilets are there, they must meet a number of criteria.⁶⁴</p>	<p>There were public toilets in 66 buildings tested. In 62 cases, there were also toilets marked as barrier-free. However, only 57 of them could be used comfortably by wheelchair users (the remaining five either did not have a wide enough door, an accessible toilet bowl or sink, or the toilet did not have sufficient space for moving in a wheelchair).</p>

57 See Section 5 (1) of the decree on barrier-free use. The details are further stipulated in Annex 3, paragraphs 1.1 and 3.1.

58 See Section 9 (2) of the decree on barrier-free use.

59 Annex 1, paragraph 1.1.4. of the decree on barrier-free use.

60 Annex 1, paragraph 1.1.6. of the decree on barrier-free use.

61 Annex 1, paragraph 1.1.1. of the decree on barrier-free use.

62 Annex 1, paragraph 3.1.1. to 3.1.3. of the decree on barrier-free use.

63 Annex 1, paragraph 1.1.7. of the decree on barrier-free use.

64 See Section 7 (1) of the decree on barrier-free use.

1.3 PEOPLE WITH VISUAL IMPAIRMENTS

For visitors to public buildings with severe visual impairments, it is essential that they can rely on a different sense than sight. Therefore, all important information should be available also by hearing or touch.

Overview of some requirements of the decree on barrier-free use	Survey findings
Access to buildings must be delineated by natural or artificial guiding pattern. In the case of hospitals and other buildings, also by audio. ⁶⁵	We did not check the outside guiding pattern. Testers checked whether audio beacons were placed at the entrances to all buildings. Only about a fifth (16 of 84) of the institutions tested had them installed. A functional audio beacon was placed above the entrance door in only two hospitals; as regards the courts and the Social Security Administration branches, none of them had an audio beacon above the entrance.
The stair tread of the first and last step of each flight of stairs or levelling stairs must be easily recognisable and contrastive to its surroundings. ⁶⁶	Almost half of the institutions tested equipped with staircases comply with this requirement (35 of 77).
Glass door with glazing extending lower than 800 mm above the floor must be at a height of 800 to 1,000 mm and also at a height of 1,400 to 1,600 mm marked in contrast to the background; in particular, the door must have a distinctive band at least 50 mm wide or a band of signs at least 50 mm in diameter not more than 150 mm apart, clearly visible against the background. ⁶⁷	Twenty-six entrances lacked a sufficient contrast element to alert visitors with visual impairments to the presence of glass door.
Toilet doors must have a tactile orientation sign and the appropriate description (e.g. toilet or cloakroom) in Braille placed on the outer side 200 mm above the handle. ⁶⁸	Only 4 institutions out of 64 had a toilet door sign in Braille.
The lift must be equipped with the following equipment or assistive features: ⁶⁹ the buttons in the lift and at boarding points must protrude by at least 1 mm above the surface of the surrounding area; embossed signs must not be engraved and the appropriate Braille character with standard type parameters must be to the right of the buttons; where the control system indicates the direction of the future travel before entering the lift, information must also be provided for people with visual impairments, in particular by an audio announcement; floors must be audio announced.	Less than half of the lifts (23 of 60) had the mandatory equipment adapted for people with visual impairments (physical button to call the lift and physical buttons inside the lift, descriptions on the buttons in Braille and audio information about the floor and direction of travel).
Check-in and registration systems must enable independent use by people with visual impairments, otherwise they cannot be used. ⁷⁰	Only about a tenth of the buildings tested (5 of 48) enable people to register for the ticket system without visual inspection. Less than a quarter of the ticket systems (11 of 48) provide audio information on the order in the queue. Only one of the 48 ticket systems was equipped with both these assistive features.

65 See Section 5 (2) of the decree on barrier-free use.

66 Annex 1, paragraph 2.2.1. of the decree on barrier-free use.

67 Annex 3, paragraph 1.2.2. of the decree on barrier-free use.

68 Annex 3, paragraph 5.2. of the decree on barrier-free use.

69 Annex 1, paragraphs 3.2.1. to 3.2.3. of the decree on barrier-free use.

70 Annex 3, paragraph 6.2. of the decree on barrier-free use.

2. Compliance of survey findings with the UN Convention

Article 9 of the UN Convention defines accessibility as a state of affairs where a person with any disability can visit a building independently (i.e. without the need for assistance) and make full use of the services offered in the building, including guided or interpreting services, without the assistance of another person.

None of the buildings tested are in full compliance with Article 9 of the UN Convention.

We are aware that it is not easy to achieve this ideal state of affairs, considering various circumstances (this can often be prevented, for example, by the fact that the building is a historic building). However, all institutions should always strive to ensure maximum accessibility, for example, by providing people with disabilities with the necessary assistance around the building, the possibility of using interpretation into the Czech Sign Language or having information in the necessary format.

Unfortunately, our survey showed that most institutions do not offer these services. Institutions rely on the fact that people with disabilities will be accompanied by someone who can provide all the necessary assistance. Alternatively, they argue that they abandoned certain services because they were not used. This may be caused by the fact that most institutions are inaccessible to people with disabilities, so they leave nothing to chance and prefer not to go there alone. This is also due to the lack of information on the institution's website in a readable format to enable preparing for the visit.

3. Conclusion

Unless the construction authority has granted an exemption to some of the institutions, it seems that most of the tested buildings do not comply with the decree on barrier-free use (do not meet the parameters and elements of accessibility targeted by the survey). They also do not meet accessibility standards according to the UN Convention.

The buildings are the most accessible for wheelchair users. However, this does not mean that they are fully compliant with the decree on barrier-free use.

Overall conclusion

The survey showed that none of the institutions tested fully meets the accessibility requirements for people with visual or hearing impairments or physical disabilities. It also pointed out that the level of accessibility and the number of barriers differ depending on the type of disability.

In view of the fact that the Czech Republic is bound by the UN Convention, which clearly defines the requirement of an accessible environment, it is necessary to change the regulations for barrier-free use of buildings, including technical standards, to incorporate the requirement of universal design as much as possible.

It is also necessary for all institutions that do not meet the requirement for barrier-free use to develop a plan for the gradual removal of barriers. To this end, they can benefit from the expertise of non-profit organisations that carry out accessibility audits and propose possible solutions.

Institutions should involve people with disabilities in the necessary adjustments, so that they can work together to find the most appropriate solution (through discussion and sharing of experiences and opinions). In this way, it is possible to avoid a situation where the proposed solution is not sufficient.

We will use this survey and subsequent consultations with people with disabilities and their advocacy organisations to issue recommendations to address systemic shortcomings in the barrier-free use of buildings. At the same time, we will contact the institutions visited as part of this survey with recommendations regarding the necessary changes. Many of the problems described can be addressed immediately.

Annexes

1. Annex – Tables with results of accessibility testing of public buildings for people with hearing impairments

1.1 POST OFFICES

Post offices – Accessibility for people with hearing impairments	
Block	Wording of the question
Before arrival	basic information about the office available on its website as a video in the Czech Sign Language
	information available on the website whether the post office offers simultaneous transcription
	information available on the website about whether the post office offers interpreting in the Czech Sign Language
	the option to order a transcript in advance using a form on the post office's website
	the option to order interpreting in advance using a form on the post office's website
	helpline on the office's website enabling transcription
	helpline on the office's website enabling interpretation in the Czech Sign Language
Entrance to the building	visitors must ring a bell at the front door to enter the building
	the bell is equipped with a light signal so that a person with hearing impairment knows they can enter
	pictogram of the option of interpreting in the Czech Sign Language in the lobby
	pictogram of the option of transcription in the lobby
	pictogram of the hearing loop in the lobby
	QR code with information in the Czech Sign Language in the lobby
Movement of visitors in the building	floor plan of the building in the lobby
	written information help the tester reach their goal without asking for further information
Handling the application	the possibility of communication using a post office tablet, which enables the tester to connect with an online transcriber who provides a simultaneous transcript of the meeting at the expense of the office
	the possibility of communication using a tablet, which enables the tester to connect online with an interpreter in the Czech Sign Language at the expense of the post office
	the office/counter is equipped with a hearing loop
	the tester managed to get a filing slip or information where to find one
Lift	Is it a multi-storey building?
	Is there a lift in the building?
	the display in the lift shows the individual floors through which the lift passes and where it stops
	call for help button
	calling for help also via SMS – label: "in case of malfunction, send an SMS to xxx xxx xxx" or similar

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	No	No	No	No	No	No	No	No	No	No	No	No	No	No	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	1	0	0	1	1	0	
	1	1	0	1	1	0	0	0	0	0	1	1	1	1	
	-	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	0	0	0	0	0	0	1	0	0	0	
	1	1	1	0	1	1	1	1	1	0.5	1	1	1	1	
	No	No	No	Yes	No	No	Other	Yes	No	No	Yes	No	No	No	
	-	-	-	Yes	-	-	No	No	-	-	Yes	-	-	-	
	-	-	-	1	-	-	-	-	-	-	0	-	-	-	
	-	-	-	1	-	-	-	-	-	-	1	-	-	-	
	-	-	-	0	-	-	-	-	-	-	0	-	-	-	

Post offices – Accessibility for people with hearing impairments

Block	Wording of the question
Ticket system	Is there a ticket system in the building?
	priority service available
	the individual items of the ticket system are translated into the Czech Sign Language on the website
	information about the order in the queue is provided in visual form
Results	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	1	1	0	-	0	0	0	0	0	0.5	1	1	0	0	
	0	0	0	-	0	0	0	0	0	0	0	0	0	0	
	1	1	1	-	1	1	1	0	0	1	1	1	1	1	
	19	20	20	20	20	20	20	20	20	20	23	20	20	20	20
	4	4	4	3	3	2	2	1	2	2	6	5	4	3	3
	0.21	0.20	0.20	0.15	0.15	0.10	0.10	0.05	0.10	0.10	0.26	0.25	0.20	0.15	0.16

1.2 MUNICIPALITY

Municipality – Accessibility for people with hearing impairment	
Block	Wording of the question
Before arrival	basic information about the office available on its website as a video in the Czech Sign Language
	information available on the website whether the municipality offers simultaneous transcription
	information available on the website about whether the municipality offers interpreting in the Czech Sign Language
	the option to order a transcript in advance using a form on the office's website
	option to book an interpreting in the Czech Sign Language in advance using a form on the office's website
	helpline on the office's website enabling transcription
	helpline on the office's website enabling interpretation in the Czech Sign Language
Entrance to the building	visitors must ring a bell at the front door to enter the building
	the bell is equipped with a light signal so that a person with hearing impairment knows they can enter
	pictogram of the option of interpreting in the Czech Sign Language in the lobby
	pictogram of the option of transcription in the lobby
	pictogram of the hearing loop in the lobby
	QR code with information in the Czech Sign Language in the lobby
	floor plan of the building in the lobby
	Is there a reception in the building?
Reception	a person with hearing impairment manages to make contact with staff who is able to communicate with people with hearing impairments
	the reception staff does not sit against the window – lipreading is possible
	hearing loop installed
	staff at the information desk has a paper map of the building with a floor plan on which they can show the way to specific doors, lifts, toilets
	staff has a special FAQ template for people with hearing impairments so that communication does not have to be in writing
	written emergency information is available in the lobby
Movement of visitors in the building	written information help the tester reach their goal without asking for further information
Lift	Is it a multi-storey building?
	Is there a lift in the building?
	the display in the lift shows the individual floors through which the lift passes and where it stops
	call for help button
	calling for help also via SMS – label: "in case of malfunction, send an SMS to xxx xxx xxx" or similar
Ticket system	Is there a ticket system in the building?
	priority service available
	the individual items of the ticket system are translated into the Czech Sign Language on the website
	information about the order in the queue is provided in visual form
Results	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	0	0	1	0	0	0	0	0	0	1	
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	1	0	0	1	0	0	0	0	0	0	0	
	1	0	0	1	0	0	0	0	0	0	0	0	0	1	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	No	No	No	No	No	Partially	No	No	No	No	No	No	No	No	
	-	-	-	-	-	0	-	-	-	-	-	-	-	-	
	0	0	1	0	0	0.5	0	0	1	0	0	0	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	1	1	1	0	1	0	1	1	1	1	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	
	1	0	1	1	1	1	1	1	1	1	-	0	0	1	
	0	0	0	0	1	0	0	1	1	1	-	0	1	0	
	0	0	1	0	0	0	0	0	0	0	-	0	0	0	
	1	0	1	1	0	1	1	0	0	0	-	1	1	0	
	0	0	1	0	0	1	0	0	0	0	-	0	0	0	
	1	0	1	1	1	1	0	0	0	0	-	1	0	1	
	1	1	1	1	1	1	1	0	0	0	1	1	1	1	
	Yes	Yes	No	Yes	Yes	No	Other	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Yes	Yes	-	No	Yes	-	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	
	1	1	-	-	1	-	1	1	1	-	1	1	0	1	
	1	1	-	-	1	-	1	1	1	-	1	1	1	1	
	0	0	-	-	0	-	0.5	0	0	-	0	1	0	0	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	1	1	0	1	0	0	1	0	0	0	1	1	0	0	
	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
	1	1	1	1	1	1	1	0	0	1	1	1	1	1	
	25	25	22	22	25	23	25	25	25	22	19	25	25	25	24
	11	5	13	8	8	7.5	10.5	4	6	3	6	10	6	10	8
	0.44	0.20	0.59	0.36	0.32	0.33	0.42	0.16	0.24	0.14	0.32	0.40	0.24	0.40	0.32

1.3 HOSPITALS

Hospitals – Accessibility for people with hearing impairments	
Block	Wording of the question
Before arrival	basic information about the hospital available on its website as a video in the Czech Sign Language
	information available on the website whether the hospital offers simultaneous transcription
	information available on the website whether the hospital offers interpreting in the Czech Sign Language
	the option to order a transcript in advance using a form on the hospital's website
	the option to order interpreting in advance using a form on the hospital's website
	helpline on the hospital's website enabling transcription
	helpline on the hospital's website enabling interpretation in the Czech Sign Language
Entrance to the building	visitors must ring a bell at the front door to enter the building
	the bell is equipped with a light signal so that a person with hearing impairment knows they can enter
	pictogram of the option of interpreting in the Czech Sign Language in the lobby
	pictogram of the option of transcription in the lobby
	pictogram of the hearing loop in the lobby
	QR code with information in the Czech Sign Language in the lobby
	floor plan of the building in the lobby
	Is there a reception in the building?
Information and communication	a person with hearing impairment manages to make contact with staff who is able to communicate with people with hearing impairments
	the reception staff does not sit against the window – lipreading is possible
	hearing loop installed
	staff at the information desk has a paper map of the building with a floor plan on which they can show the way to specific doors, lifts, toilets
	staff has a special FAQ template for people with hearing impairments so that communication does not have to be in writing
	written emergency information is available in the lobby
Movement of visitors in the building	written information help the tester reach their goal without asking for further information
Lift	Is it a multi-storey building?
	Is there a lift in the building?
	the display in the lift shows the individual floors through which the lift passes and where it stops
	call for help button
	pictogram of the hearing loop in the lift
	calling for help also via SMS – label: “in case of malfunction, send an SMS to xxx xxx xxx” or similar
Ticket system	Is there a ticket system in the building?
	priority service available
	the individual items of the ticket system are translated into the Czech Sign Language on the website
	information about the order in the queue is provided in visual form
Results	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	české Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	0	0	0	0	0	1	0	0	0	0	0	0	0	
	1	0	0	0	0	0	1	0	1	0	0	0	0	0	
	1	0	0	0	0	0	0	0	1	0	0	1	0	0	
	0	0	0	0	0	0	1	0	0	0	0	0	0	0	
	0	0	0	0	0	0	1	0	0	0	0	0	0	0	
	1	0	0	0	0	0	1	1	0	0	0	0	0	0	
	1	0	0	0	0	0	1	0	0	0	0	0	0	0	
	No	No	No	No	No	No	No	No	No	No	No	No	No	No	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	1	0.5	0	0	0	0	1	0	0	0	0	0	0	
	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	1	1	0	1	1	0	0	0	1	0	1	1	1	
	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	No	Yes	
	-	1	1	1	1	0	-	1	1	1	-	0	-	1	
	-	0	1	0	1	1	-	1	1	1	-	0	-	1	
	-	0	1	0	0	1	-	0	0	0	-	0	-	0	
	-	0	1	0	0	0	-	0	0	0	-	1	-	1	
	-	0	0	0	0	0	-	1	0	0	-	0	-	0	
	-	0	1	1	1	1	-	0	0	0	-	1	-	1	
	1	1	0	0	1	0	1	0	0	0	0.5	0.5	1	1	
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	
	Yes	Yes	-	Yes	Yes	Yes	Yes	No	No	Yes	Yes	-	-	Yes	
	1	1	-	1	1	1	1	-	-	0	1	-	-	1	
	1	1	-	1	1	1	1	-	-	1	1	-	-	1	
	0	0	-	0	0	1	1	-	-	0	0	-	-	1	
	0	0	-	0	0	0	1	-	-	0	1	-	-	0	
	Yes	Yes	Yes	Yes	No	No	No	No	No	No	Yes	No	No	No	
	1	1	0	-	-	-	-	-	-	-	0	-	-	-	
	0	0	0	0	-	-	-	-	-	-	0	-	-	-	
	1	1	0	1	-	-	-	-	-	-	1	-	-	-	
	20	26	22	25	23	23	17	19	19	23	20	19	13	23	21
	10	9	6.5	5	7	7	11	5	4	4	4.5	4.5	2	9	6
	0.50	0.35	0.30	0.20	0.30	0.30	0.65	0.26	0.21	0.17	0.23	0.24	0.15	0.39	0.30

1.4 SOCIAL SECURITY ADMINISTRATION

Social Security Administration – Accessibility for people with hearing impairments	
Block	Wording of the question
Before arrival	basic information about the Social Security Administration available on its website as a video in the Czech Sign Language
	information available on the website whether the Social Security Administration offers simultaneous transcription
	information available on the website whether the Social Security Administration offers interpreting in the Czech Sign Language
	the option to order a transcript in advance using a form on the office’s website
	option to book an interpreting in the Czech Sign Language in advance using a form on the office’s website
	helpline on the office’s website enabling transcription
Entrance to the building	helpline on the office’s website enabling interpretation in the Czech Sign Language
	visitors must ring a bell at the front door to enter the building
	the bell is equipped with a light signal so that a person with hearing impairment knows they can enter
	pictogram of the option of interpreting in the Czech Sign Language in the lobby
	pictogram of the option of transcription in the lobby
	pictogram of the hearing loop in the lobby
Information and communication	QR code with information in the Czech Sign Language in the lobby
	floor plan of the building in the lobby
	Is there a reception in the building?
	a person with hearing impairment manages to make contact with staff who is able to communicate with people with hearing impairments
	the reception staff does not sit against the window – lipreading is possible
	hearing loop installed
Movement of visitors in the building	staff at the information desk has a paper map of the building with a floor plan on which they can show the way to specific doors, lifts, toilets
	staff has a special FAQ template for people with hearing impairments so that communication does not have to be in writing
Lift	written emergency information is available in the lobby
	written information help the tester reach their goal without asking for further information
	Is it a multi-storey building?
	Is there a lift in the building?
	the display in the lift shows the individual floors through which the lift passes and where it stops
Ticket system	call for help button
	calling for help also via SMS – label: “in case of malfunction, send an SMS to xxx xxx xxx” or similar
	Is there a ticket system in the building?
	priority service available
Results	the individual items of the ticket system are translated into the Czech Sign Language on the website
	information about the order in the queue is provided in visual form
	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0.5	0.5	0	0	0	
	0	0	0	0	0	0	0	0	0	0.5	0.5	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	No	No	No	No	No	Yes	No	No	No	Yes	No	No	No	Yes	
	-	-	-	-	-	1	-	-	-	0	-	-	-	1	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	1	1	0	0	0	0	1	0	1	1	0	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes	Yes	
	1	0	0.5	1	1	0	1	-	-	0	0	-	1	0	
	1	1	1	0	1	0	1	-	-	1	1	-	0	0	
	0	0	1	0	0	1	0	-	-	0	0	-	0	0	
	0	0	1	0	0	0	0	-	-	-	-	-	0	0	
	0	0	0	0	0	1	0	-	-	-	0	-	0	0	
	1	0	1	1	1	1	0.5	-	-	0	0	-	1	0	
	1	1	1	0	1	1	1	0	0	1	0	1	1	1	
	No	Yes	No	Yes	Other	No	Yes	Yes	Yes	No	Other	Yes	Yes	Yes	
	-	Yes	-	Yes	Yes	-	Yes	No	Yes	-	No	No	Yes	Yes	
	-	1	-	1	-	-	1	-	1	-	-	-	1	1	
	-	1	-	1	-	-	1	-	0	-	-	-	1	1	
	-	0	-	0	-	-	0	-	0	-	-	-	0	0	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	
	0.5	1	1	0	0	0	0	0	0	-	-	1	-	-	
	0	0	0	0	0	0	0	0	0	0	-	0	-	-	
	1	1	1	1	1	1	1	0	0	1	-	1	-	-	
	22	25	22	25	22	23	25	16	19	20	18	16	22	23	21
	5.5	6	11.5	6	6	6	6.5	0	1	5	2	4	6	4	5
	0.25	0.24	0.52	0.24	0.27	0.26	0.26	0.00	0.05	0.25	0.11	0.25	0.27	0.17	0.23

1.5 COURT

Court – Accessibility for people with hearing impairments	
Block	Wording of the question
Before arrival	basic information about the court available on its website as a video in the Czech Sign Language
	information available on the website whether the court offers simultaneous transcription
	information available on the website whether the court offers interpreting in the Czech Sign Language
	the option to order a transcript in advance using a form on the court's website
	option to order interpreting in the Czech Sign Language in advance using a form on the court's website
	helpline on the court's website enabling transcription
	helpline on the court's website enabling interpretation in the Czech Sign Language
Entrance to the building	visitors must ring a bell at the front door to enter the building
	the bell is equipped with a light signal so that a person with hearing impairment knows they can enter
	pictogram of the option of interpreting in the Czech Sign Language in the lobby
	pictogram of the option of transcription in the lobby
	pictogram of the hearing loop in the lobby
	QR code with information in the Czech Sign Language in the lobby
	floor plan of the building in the lobby
	Is there a reception in the building?
Information and communication	a person with hearing impairment manages to make contact with staff who is able to communicate with people with hearing impairments
	the reception staff does not sit against the window – lipreading is possible
	hearing loop installed
	staff at the information desk has a paper map of the building with a floor plan on which they can show the way to specific doors, lifts, toilets
	staff has a special FAQ template for people with hearing impairments so that communication does not have to be in writing
	written emergency information is available in the lobby
Movement of visitors in the building	written information help the tester reach their goal without asking for further information
Lift	Is it a multi-storey building?
	Is there a lift in the building?
	the display in the lift shows the individual floors through which the lift passes and where it stops
	call for help button
	calling for help also via SMS – label: "in case of malfunction, send an SMS to xxx xxx xxx" or similar
Results	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	No	No	No	No	No	Yes	No	No	No	No	No	No	No	Partially	
	-	-	-	-	-	-	-	-	-	-	-	-	-	0	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	0	1	1	1	1	1	0	0	1	0	0	1	1	
	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	
	1	-	-	1	1	0	0	1	1	1	-	-	1	1	
	1	-	0	0	0	1	0	1	1	1	-	-	0	1	
	0	-	1	0	0	0	0	0	0	0	-	-	0	0	
	0	-	1	0	0	0	0	0	0.5	0	-	-	0	1	
	0	-	0	0	0	0	0	0	0	0	-	-	0	0	
	1	-	1	1	1	1	1	0	0	1	-	-	1	1	
	0	1	0	0	1	1	1	0	1	0	0.5	1	1	0.5	
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Yes	Yes	-	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	
	-	1	-	1	1	0	1	-	1	1	1	1	1	1	
	-	1	-	1	1	1	1	-	1	1	1	1	1	1	
	-	0	-	0	0	0	0	-	0	0	0	1	0	0	
	19	16	18	22	22	22	22	19	22	22	16	16	22	23	20
	4	3	6	5	6	5	5	2	5.5	6	2.5	4	6	7.5	5
	0.21	0.19	0.33	0.23	0.27	0.23	0.23	0.11	0.25	0.27	0.16	0.25	0.27	0.33	0.24

1.6 LABOUR OFFICE

Labour office – Accessibility for people with hearing impairments	
Block	Wording of the question
Before arrival	basic information about the office available on its website as a video in the Czech Sign Language
	information available on the website whether the labour office offers simultaneous transcription
	information available on the website whether the labour office offers interpreting in the Czech Sign Language
	the option to order a transcript in advance using a form on the office's website
	option to book an interpreting in the Czech Sign Language in advance using a form on the office's website
	helpline on the office's website enabling transcription
	helpline on the office's website enabling interpretation in the Czech Sign Language
Entrance to the building	visitors must ring a bell at the front door to enter the building
	the bell is equipped with a light signal so that a person with hearing impairment knows they can enter
	pictogram of the option of interpreting in the Czech Sign Language in the lobby
	pictogram of the option of transcription in the lobby
	pictogram of the hearing loop in the lobby
	QR code with information in the Czech Sign Language in the lobby
	floor plan of the building in the lobby
Information and communication	Is there a reception in the building?
	a person with hearing impairment manages to make contact with staff who is able to communicate with people with hearing impairments
	the reception staff does not sit against the window – lipreading is possible
	hearing loop installed
	staff at the information desk has a paper map of the building with a floor plan on which they can show the way to specific doors, lifts, toilets
	staff has a special FAQ template for people with hearing impairments so that communication does not have to be in writing
Movement of visitors in the building	written emergency information is available in the lobby
	written information help the tester reach their goal without asking for further information
Application	application forms for an allowance for a special aid are available outside the office where applications are submitted
Lift	Is it a multi-storey building?
	Is there a lift in the building?
	the display in the lift shows the individual floors through which the lift passes and where it stops
	call for help button
Ticket system	calling for help also via SMS – label: “in case of malfunction, send an SMS to xxx xxx xxx” or similar
	Is there a ticket system in the building?
	priority service available
	the individual items of the ticket system are translated into the Czech Sign Language on the website
	information about the order in the queue is provided in visual form
Results	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Pízeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	0	0	0	0	0	1	0	0	0	0	0	0	0	
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	0	0	0	0	0	0	0	0	0	1	0	0	0	
	1	0	0	0	0	0	0	0	0	0	1	0	0	0	
	1	0	0	0	0	0	1	1	1	0	1	0	0	0	
	1	1	0	0	0	0	0	1	1	0	1	0	0	0	
	No	No	No	No	No	Partially	No	No	No	No	No	No	No	No	
	-	-	-	-	-		-	-	-	-	-	-	-	-	
	0	0	0	0	0	1	0	1	0	0	0	0	0	0	
	0	0	0	0	0	1	0	0	0	0	0	0	0	0	
	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	0	1	1	1	0	0	1	0	0	1	0	1	0	
	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	1	-	0.5	1	1	0	1	1	1	0	0	0	1	0	
	0	-	0.5	0	1	1	0.5	1	1	1	0	0	0	0	
	0	-	0	0	0	0	0	0	0	0	0	0	0	1	
	0.5	-	1	0	0	0	0	0	0	0	0	0	0	0	
	0	-	0	0	0	0	0	0	0	0	0	0	0	1	
	1	-	1	1	1	1	0	0	0	0	0	1	1	1	
	1	1	0	0	1	1	0	0	0	1	1	0	1	1	
	1	0	1	0	1	1	1	0	0	-	1	0	1	1	
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Yes	No	-	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	
	1	-	-	1	1	1	1	1	1	-	1	-	1	1	
	1	-	-	1	1	1	1	1	1	-	1	-	1	1	
	0	-	-	0	0	0	0	0	0	-	0	-	0	0	
	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	
	-	1	1	0	0	0	0	0	-	0	1	-	-	0	
	-	0	0	0	0	0	0	0	-	1	0	-	-	0	
	-	1	1	1	0	1	0	0	-	1	0	-	-	1	
	23	17	23	26	26	27	26	26	23	22	26	20	23	26	20
	13.5	4	7	6	8	10	6.5	8	6	4	10	1	7	9	5
	0.59	0.24	0.30	0.23	0.31	0.37	0.25	0.31	0.26	0.18	0.38	0.05	0.30	0.35	0.24

2. Annex – Tables with results of accessibility testing of public buildings for people with disabilities

2.1 POST OFFICES

Post offices – Accessibility for people with disabilities	
Block	Wording of the question
Before arrival	information available on the institution’s website on accessibility for wheelchair users
	information available on parking spaces for PWD on the institution’s website
	option to book assistance around the building in advance
	reserved parking space for PWD
	the path from the reserved parking space for PWD is easily passable in a wheelchair
	the path from the nearest public transport stop is easily passable in a wheelchair
Entrance to the building	wheelchair user can pass through the main entrance without any assistance
	automatic entrance door
	main entrance passable with staff assistance
	a marked barrier-free entrance, if different from the main entrance
	floor plan of the building in the lobby
Movement of visitors in the building	the building plan is at a level where a wheelchair user can read it
	corridors wide enough for the wheelchair
	the path from the entrance to the destination office / part of the building is easily passable in a wheelchair
	there are fire doors in the corridors, which are difficult to handle
Handling the application	a bell is available for a wheelchair user to call for assistance to open the fire door
	the counter is at a height suitable for a wheelchair user
	filing slips are available at the counter
	filing slips are accessible from a wheelchair
Lift	tables for filling in the slips or for other writing are available
	tables for filling in the slips are accessible from a wheelchair
	Is it a multi-storey building?
	Is there a lift in the building?
	clearly marked routes to the lifts
	call button accessible from a wheelchair
	the lift is easy to enter in a wheelchair
	buttons accessible from a wheelchair
	mirror for easy exit from the lift
plenty of time for boarding, doors do not close immediately	
Platform lift	sufficient lighting in the lift
	Is there an inclined or vertical platform lift in the building?
	clearly marked routes to the platform lift
	the platform lift is ready for immediate use
	the platform lift can be operated independently from a wheelchair
the staff is familiar with the operation of the platform lift	

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	1	1	0	1	1	1	1	0.5	1	1	1	1	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	0	1	1	1	1	1	0	0	0	1	1	0	1	0	
	0	0	1	1	1	0	0	0.5	0	0	1	0	1	0	
	0	-	1	1	0.5	-	-	1	-	0	1	0	1	-	
	0	0.5	0.5	1	0.5	0	0	1	1	0	1	0	1	1	
	1	1	1	1	0.5	1	1	1	0.5	1	1	1	1	1	
	0.5	0	1	0	0	1	1	0	1	1	0	1	1	1	
	-	-	-	-	1	-	-	-	0.5	-	-	-	-	-	
	-	-	-	-	0.5	-	-	-	0	-	-	-	-	-	
	0	0	0.5	1	0	0	0	1	0	0	1	1	1	0	
	-	-	1	1	-	-	-	1	-	-	1	1	1	-	
	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	0.5	1	1	1	0.5	0.5	1	1	1	1	1	1	1	0	
	No	No	No	No	No	No	No	No	No	No	No	No	No	No	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	1	1	1	0	0	1	1	0	0.5	1	1	1	1	
	1	0	1	1	1	1	1	1	0	1	1	1	0.5	1	
	1	-	1	1	1	0.5	1	1	-	1	1	1	1	1	
	1	1	1	1	1	0.5	1	0.5	0	1	1	1	1	1	
	1	1	1	1	1	0	1	0.5	-	0	0	1	1	1	
	Yes	No	Other	Yes	Yes	Yes	No	Other	Yes	Other	Yes	Other	No	No	
	No	-	No	No	Yes	No	-	No	No	No	No	Yes	-	-	
	-	-	-	-	0	-	-	-	-	-	-	0	-	-	
	-	-	-	-	1	-	-	-	-	-	-	0	-	-	
	-	-	-	-	1	-	-	-	-	-	-	0	-	-	
	-	-	-	-	1	-	-	-	-	-	-	0	-	-	
	-	-	-	-	0	-	-	-	-	-	-	0	-	-	
	-	-	-	-	1	-	-	-	-	-	-	-	-	-	
	-	-	-	-	1	-	-	-	-	-	-	-	-	-	
	Yes	No	No	Yes	No	No	No	No	No	No	No	No	No	Yes	
	0	-	-	1	-	-	-	-	-	-	-	-	-	1	
	1	-	-	1	-	-	-	-	-	-	-	-	-	1	
	0.5	-	-	1	-	-	-	-	-	-	-	-	-	0	
	1	-	-	-	-	-	-	-	-	-	-	-	-	1	

Post offices – Accessibility for people with disabilities

Block	Wording of the question
Ticket system	<p>Is there a ticket system in the building?</p> <p>ticket system accessible from a wheelchair</p> <p>possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet</p> <p>push button control of the ticket system</p> <p>priority service available</p>
Toilet	<p>Is there a public toilet in the building?</p> <p>Is there a wheelchair accessible toilet in the building?</p> <p>clearly marked routes to the toilets</p> <p>door sign</p> <p>a person in a wheelchair can open/close the toilet door independently</p> <p>the toilet is unlocked</p> <p>the toilet can be opened with the Euro key</p> <p>sufficient width to enter in a wheelchair</p> <p>easily accessible toilet bowl</p> <p>enough manipulation space for a wheelchair user</p> <p>sink location</p> <p>anti-slip floor</p> <p>accessible waste bins</p>
Results	<p>Number of evaluated responses</p> <p>Number of points</p> <p>Score</p>

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	1	1	1	-	1	1	-	1	1	1	1	1	1	1	
	0	0	0	-	0	0	-	0	0	1	0	0	0	0	
	0	0	0	-	0	1	-	1	1	0	0	0	0	0	
	1	1	1	-	0	0	-	1	0.5	1	1	0	1	0	
	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	37	19	22	21	30	20	16	22	20	21	22	27	22	24	23
	15.5	10.5	17	17	17.5	9.5	10	15.5	8	12.5	16	13	17.5	15	14
	0.42	0.55	0.77	0.81	0.58	0.48	0.63	0.70	0.40	0.60	0.73	0.48	0.80	0.63	0.60

2.2 MUNICIPALITY

Municipality – Accessibility for people with disabilities

Block	Wording of the question
Before arrival	information available on the institution’s website on accessibility for wheelchair users
	information available on parking spaces for PWD on the institution’s website
	option to book assistance around the building in advance
	reserved parking space for PWD
	the path from the reserved parking space for PWD is easily passable in a wheelchair
Entrance to the building	the path from the nearest public transport stop is easily passable in a wheelchair
	wheelchair user can pass through the main entrance without any assistance
	automatic entrance door
	main entrance passable with staff assistance
	a marked barrier-free entrance, if different from the main entrance
Reception	floor plan of the building in the lobby
	the building plan is at a level where a wheelchair user can read it
	the official notice board can be read from a wheelchair
	Is there a reception in the building?
	the reception desk is at a height that a wheelchair user can be seen behind it
Movement of visitors in the building	the reception desk is at a height that a wheelchair user can reach the telephone/bell on the desk
	the reception staff is familiar with the locations of the lifts
	the reception staff is familiar with the locations of barrier-free toilets
	the possibility to call for an assistance on the spot
Handling the application	corridors wide enough for the wheelchair
	the path from the entrance to the destination office / part of the building is easily passable in a wheelchair
	there are fire doors in the corridors, which are difficult to handle
	a bell is available for a wheelchair user to call for assistance to open the fire door
Lift	Where are the identity card applications submitted?
	the office has a door wide enough for a wheelchair to pass through
	the office has no threshold
	the counter is at a height suitable for a wheelchair user
	Is it a multi-storey building?
	Is there a lift in the building?
	clearly marked routes to the lifts
	call button accessible from a wheelchair
the lift is easy to enter in a wheelchair	
buttons accessible from a wheelchair	
mirror for easy exit from the lift	
plenty of time for boarding, doors do not close immediately	
sufficient lighting in the lift	

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava
	0	0	0	0	0	1	0	1	0	0	0.5	0	0	0
	0	0	0	1	0	1	0	0	0	0	0	0	0	0
	1	1	0	1	0	1	0	0	0	0	0	0	0	1
	1	1	1	1	0	1	1	1	0	1	1	1	1	1
	1	0	1	0.5	0.5	1	0	1	-	0.5	0.5	1	0.5	1
	1	0	1	1	0	0	0	1	1	0	0.5	0	0.5	1
	0	0	0	1	1	1	1	0.5	0	0	1	1	0.5	1
	0	0	0	1	1	1	1	0	0	0	1	1	0	1
	0	1	1	-	-	-	-	0	1	-	-	-	1	-
	0.5	0	0	-	-	-	-	0.5	1	-	-	-	0	-
	0	0	0	1	0	1	1	-	0	1	1	1	0	0
	-	-	1	1	-	1	1	1	-	1	1	1	-	-
	1	0	1	1	1	0	1	1	1	1	1	1	1	0.5
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	0.5	1	0.5	0	1	1	1	1	1	1	1	1	1	1
	0	-	1	0	1	1	0	-	1	-	1	1	1	1
	1	-	1	1	1	1	1	1	1	1	1	1	1	1
	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	1	1	0	1	1	0.5	1	1	0	1	1	0	1	1
	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	1	0	0	0.5	1	0	1	1	1	1	1	1	1	1
	Yes	No	No	No	No	No	No	No	No	-	No	Yes	No	No
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Office	Office	Office	Counter	Office	Office	Counter	Office	Office	Office	Counter	Counter	Counter	Counter
	1	1	1	-	1	1	-	1	1	1	-	-	-	-
	0.5	0	0	-	1	1	-	0	0	-	-	-	-	-
	-	-	-	1	-	-	1	-	-	-	1	1	1	1
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Other	Yes	Yes	Yes	Yes	Yes
	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	0	-	1	1	0	1	1	0.5	0	1	1	0.5	1	0
	1	-	1	1	1	1	1	1	1	1	1	1	1	1
	0	-	1	1	1	1	1	1	1	1	0.5	0.5	1	1
	1	-	1	1	1	1	1	1	1	1	1	1	1	1
	0	-	1	0	1	1	1	0	0	1	0	0.5	1	0
	0	-	1	1	1	1	1	1	1	1	1	1	1	1
	1	-	1	1	1	1	1	1	1	0	1	1	1	1

Municipality – Accessibility for people with disabilities

Block	Wording of the question
Platform lift	<p>Is there an inclined or vertical platform lift in the building?</p> <p>clearly marked routes to the platform lift</p> <p>the platform lift is ready for immediate use</p> <p>the platform lift can be operated independently from a wheelchair</p> <p>the staff is familiar with the operation of the platform lift</p>
Ticket system	<p>Is there a ticket system in the building?</p> <p>ticket system accessible from a wheelchair</p> <p>possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet</p> <p>push button control of the ticket system</p> <p>priority service available</p>
Toilet	<p>Is there a public toilet in the building?</p> <p>Is there a wheelchair accessible toilet in the building?</p> <p>clearly marked routes to the toilets</p> <p>door sign</p> <p>a person in a wheelchair can open/close the toilet door independently</p> <p>the toilet is unlocked</p> <p>the toilet can be opened with the Euro key</p> <p>sufficient width to enter in a wheelchair</p> <p>easily accessible toilet bowl</p> <p>enough manipulation space for a wheelchair user</p> <p>sink location</p> <p>anti-slip floor</p> <p>accessible waste bins</p>
Results	<p>Number of evaluated responses</p> <p>Number of points</p> <p>Score</p>

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	Yes	No	Yes	Yes	No	No	No	No	No	Yes	No	No	No	No	
	0	-	1	1	-	-	-	-	-	0	-	-	-	-	
	0	-	0	1	-	-	-	-	-	0	-	-	-	-	
	0	-	0	1	-	-	-	-	-	0	-	-	-	-	
	1	-	1	-	-	-	-	-	-	0	-	-	-	-	
	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	
	-	-	1	1	1	1	1	1	1	-	1	1	1	1	
	-	-	0	1	0.5	0	0	1	0	-	0	0	0	1	
	-	-	0	1	0	1	0	0	0	-	0	0	0	0	
	-	-	1	1	0	0	1	1	0	-	1	0	1	0	
	1	1	1	1	1	1	1	1	1	1	1	1	1	0	
	1	1	1	1	1	0	1	1	1	1	1	1	1	-	
	0	0	0	1	1	-	0	0	0	0	1	0	0	-	
	1	1	0	1	1	-	1	1	1	1	1	0	1	-	
	1	1	1	1	1	-	1	1	1	1	1	1	1	-	
	0	1	1	0.5	0	-	0	1	0	1	0	1	0	-	
	1	-	-	1	1	-	0	-	0	-	0	-	1	-	
	1	1	1	1	1	-	1	1	1	1	1	1	1	-	
	1	1	1	1	1	-	1	1	1	1	1	0.5	1	-	
	1	1	1	1	1	-	1	1	1	1	1	1	1	-	
	1	1	1	0.5	1	-	1	1	1	1	1	1	1	-	
	0	0	0	0	1	-	0	0.5	0	0	1	1	0	-	
	1	0	1	0	1	-	1	1	0	1	0	1	1	-	
	46	31	49	46	43	33	43	43	44	41	43	43	44	30	41
	26.5	17	31.5	38	32	26.5	31	33	25	27.5	33	30	31.5	21.5	29
	0.58	0.55	0.64	0.83	0.74	0.80	0.72	0.77	0.57	0.67	0.77	0.70	0.72	0.72	0.70

2.3 HOSPITALS

Hospitals – Accessibility for people with disabilities	
Block	Wording of the question
Before arrival	information available on the institution’s website on accessibility for wheelchair users
	information available on parking spaces for PWD on the institution’s website
	option to book assistance around the building in advance
	reserved parking space for PWD
	the path from the reserved parking space for PWD is easily passable in a wheelchair
	the path from the nearest public transport stop is easily passable in a wheelchair
Entrance to the building	wheelchair user can pass through the main entrance without any assistance
	automatic entrance door
	main entrance passable with staff assistance
	a marked barrier-free entrance, if different from the main entrance
	floor plan of the building in the lobby
Reception	the building plan is at a level where a wheelchair user can read it
	Is there a reception in the building?
	the reception desk is at a height that a wheelchair user can be seen behind it
	the reception desk is at a height that a wheelchair user can reach the telephone/bell on the desk
	the reception staff is familiar with the locations of the lifts
Movement of visitors in the building	the reception staff is familiar with the locations of barrier-free toilets
	the possibility to call for an assistance on the spot
	corridors wide enough for the wheelchair
	the path from the entrance to the destination office / part of the building is easily passable in a wheelchair
Handling the application	there are fire doors in the corridors, which are difficult to handle
	a bell is available for a wheelchair user to call for assistance to open the fire door
	signs on the door of the orthopaedic clinic can be read from a wheelchair
Lift	the orthopaedic clinic has a door wide enough for a wheelchair to pass through
	the orthopaedic clinic has no threshold
	Is it a multi-storey building?
	Is there a lift in the building?
	clearly marked routes to the lifts
	call button accessible from a wheelchair
	the lift is easy to enter in a wheelchair
	buttons accessible from a wheelchair
mirror for easy exit from the lift	
Platform lift	plenty of time for boarding, doors do not close immediately
	sufficient lighting in the lift
	Is there an inclined or vertical platform lift in the building?
	clearly marked routes to the platform lift
	the platform lift is ready for immediate use
	the platform lift can be operated independently from a wheelchair
	the staff is familiar with the operation of the platform lift

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	0	1	1	0	1	1	0.5	0	0	1	1	0	1	
	0	0	1	1	0	0	1	0	0	0	1	1	1	1	
	0	1	0	1	0.5	0	1	0	0	1	0.5	0	1	1	
	1	1	1	1	1	1	1	1	1	-	1	0.5	1	1	
	1	0.5	1	1	1	-	0.5	1	1	-	1	0	1	1	
	1	1	0.5	1	0.5	0	0	0.5	0	1	1	0	1	1	
	1	1	1	1	1	0.5	0	1	1	1	1	1	1	1	
	1	1	1	1	1	0.5	1	1	1	1	1	0	1	1	
	-	-	-	-	-	0.5	1	-	-	-	-	-	-	-	
	-	-	-	-	-	0	0	-	-	-	-	-	-	-	
	0.5	1	0.5	1	1	1	1	1	1	0	1	1	1	1	
	0.5	1	1	1	1	1	1	1	1	-	1	1	1	1	
	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	
	0	1	-	0.5	1	1	-	1	1	1	0.5	1	-	1	
	0	1	-	0.5	1	0	-	1	1	0	1	1	-	-	
	1	1	-	1	1	1	-	1	1	0.5	1	1	-	1	
	1	1	-	1	1	1	-	1	1	1	1	1	-	1	
	0	1	-	1	1	0	-	1	0	0	1	1	-	1	
	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	1	1	1	1	1	0	1	1	1	1	1	1	1	1	
	No	No	No	No	No	No	No	-	No	-	Partially	No	No	No	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0.5	1	1	1	1	1	1	1	1	1	1	1	1	1	
	1	1	1	1	1	1	1	1	1	1	1	0.5	0.5	1	
	1	1	1	1	1	1	1	1	0	1	1	0	1	1	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Other	Yes	Yes	Yes	Yes	Yes	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	1	0	0.5	1	1	1	1	0	1	0	1	1	1	1	
	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	1	1	0.5	1	1	0.5	1	1	1	1	1	1	1	1	
	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	0.5	0	0	1	0	0	0.5	1	0	0	1	0.5	1	0	
	1	1	-	1	1	0.5	1	1	1	0	1	1	1	1	
	1	1	1	1	1	1	1	1	1	1	1	0	1	1	
	No	No	No	No	No	No	No	No	No	No	No	No	No	No	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Hospitals – Accessibility for people with disabilities

Block	Wording of the question
Ticket system	Is there a ticket system in the building?
	ticket system accessible from a wheelchair
	possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet
	push button control of the ticket system
	priority service available
Toilet	Is there a public toilet in the building?
	Is there a wheelchair accessible toilet in the building?
	clearly marked routes to the toilets
	door sign
	a person in a wheelchair can open/close the toilet door independently
	the toilet is unlocked
	the toilet can be opened with the Euro key
	sufficient width to enter in a wheelchair
	easily accessible toilet bowl
	enough manipulation space for a wheelchair user
	sink location
anti-slip floor	
accessible waste bins	
Results	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	Yes	No	No	No	No	Yes	No	No	No	Yes	Yes	Yes	No	No	
	1	-	-	-	-	0.5	-	-	-	1	1	1	-	-	
	0	-	-	-	-	0	-	-	-	0	0	0	-	-	
	0	-	-	-	-	0	-	-	-	0	1	0	-	-	
	0	-	-	-	-	0	-	-	-	0	1	0	-	-	
	1	1	1	1	1	1	1	1	1	1	0	1	1	1	
	1	1	1	1	1	1	1	1	1	1	-	0	1	1	
	0	0	0.5	1	1	1	0	0	0.5	0	-	-	0.5	1	
	1	1	1	1	1	1	1	1	1	1	-	-	0.5	1	
	1	1	1	1	1	1	1	1	1	1	-	-	0.5	1	
	1	1	1	1	1	1	0	1	1	1	-	-	1	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	1	1	1	1	1	1	1	1	1	1	-	-	1	1	
	1	1	1	1	1	1	0	1	1	1	-	-	1	1	
	1	1	1	1	1	1	0	1	1	1	-	-	1	1	
	1	1	1	1	1	1	1	1	1	1	-	-	1	1	
	1	0	0	1	1	0	1	1	0	0	-	-	0	1	
	1	1	1	1	1	1	1	0.5	0	1	-	-	1	1	
	43	39	33	39	39	44	37	39	39	40	33	33	34	39	38
	31	32.5	27.5	38	35	29	28	33.5	29.5	26.5	29	21.5	30	37	31
	0.72	0.83	0.83	0.97	0.90	0.66	0.76	0.86	0.76	0.66	0.88	0.65	0.88	0.95	0.81

2.4 SOCIAL SECURITY ADMINISTRATION

Social security administration – Accessibility for people with disabilities

Block	Wording of the question
Before arrival	information available on the institution's website on accessibility for wheelchair users
	information available on parking spaces for PWD on the institution's website
	option to book assistance around the building in advance
	reserved parking space for PWD
	the path from the reserved parking space for PWD is easily passable in a wheelchair
	the path from the nearest public transport stop is easily passable in a wheelchair
Entrance to the building	wheelchair user can pass through the main entrance without any assistance
	automatic entrance door
	main entrance passable with staff assistance
	a marked barrier-free entrance, if different from the main entrance
	floor plan of the building in the lobby
Reception	the building plan is at a level where a wheelchair user can read it
	Is there a reception in the building?
	the reception desk is at a height that a wheelchair user can be seen behind it
	the reception desk is at a height that a wheelchair user can reach the telephone/bell on the desk
	the reception staff is familiar with the locations of the lifts
Movement of visitors in the building	the reception staff is familiar with the locations of barrier-free toilets
	the possibility to call for an assistance on the spot
	corridors wide enough for the wheelchair
	the path from the entrance to the destination office / part of the building is easily passable in a wheelchair
Handling the application	there are fire doors in the corridors, which are difficult to handle
	a bell is available for a wheelchair user to call for assistance to open the fire door
	Does the applicant submit his/her application in an office or at a counter?
	the office has a door wide enough for a wheelchair to pass through
Lift	the office has no threshold
	the counter is at a height suitable for a wheelchair user
	Is it a multi-storey building?
	Is there a lift in the building?
	clearly marked routes to the lifts
	call button accessible from a wheelchair
	the lift is easy to enter in a wheelchair
	buttons accessible from a wheelchair
mirror for easy exit from the lift	
plenty of time for boarding, doors do not close immediately	
sufficient lighting in the lift	

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	1	0	0	0.5	0	0.5	0	0	1	0	0	0	0	0	
	0	0	0	0.5	0.5	0.5	1	0	1	0	0	1	0	0	
	0	1	0	1	1	1	0	0	0	1	0	0	1	0	
	0	0	1	1	0.5	1	1	1	1	1	1	1	1	1	
	-	0	1	1	0	0.5	0	1	1	1	1	1	1	1	
	1	0	1	1	0	0	0	1	1	0	1	0	1	1	
	1	1	1	0	1	1	1	0.5	1	1	1	1	1	1	
	0	0	1	0	1	1	1	1	1	0	1	1	1	1	
	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	0	0	0.5	1	0	1	0	1	0	0	1	1	1	0	
	-	-	1	1	-	1	-	1	-	-	1	1	1	-	
	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes	
	0	1	1	0.5	1	1	-	1	1	1	1	-	1	0	
	0.5	1	1	0.5	1	0	-	1	1	0	1	-	0	0	
	1	-	1	1	1	1	-	-	1	1	1	-	1	1	
	1	1	1	1	1	1	-	-	1	1	1	-	1	1	
	0	0	0.5	1	1	1	-	-	0	1	1	-	1	0	
	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	0.5	0	1	1	1	1	1	1	1	1	1	1	1	1	
	Yes	Yes	No	No	No	No	No	No	No	-	No	Yes	No	No	
	0	0	-	-	-	-	-	-	-	-	-	0	-	-	
	Counter	Office	Office	Office	Office	Office	Office	Counter	Office	Counter	Office	Counter	Office	Counter	
	-	0	1	1	1	1	1	-	1	-	1	-	1	-	
	-	1	1	1	1	1	1	-	0	-	1	-	1	-	
	0.5	-	-	-	-	-	-	1	-	1	-	1	-	1	
	Other	No	Other	Yes	Yes	Yes	Yes	Yes	Other	Yes	Yes	Yes	Yes	Yes	
	Yes	-	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
	-	-	-	1	1	1	0	1	1	0	1	-	1	0	
	-	-	-	1	1	1	1	1	1	1	1	-	1	1	
	-	-	-	1	1	1	1	1	1	1	1	-	1	1	
	-	-	-	1	1	1	1	1	1	1	1	-	1	1	
	-	-	-	1	1	1	1	1	0	1	0	-	1	0	
	-	-	-	1	1	1	1	1	1	1	1	-	1	1	
	-	-	-	1	1	1	1	1	1	1	1	-	1	1	

Social security administration – Accessibility for people with disabilities

Block	Wording of the question
Platform lift	Is there an inclined or vertical platform lift in the building?
	clearly marked routes to the platform lift
	the platform lift is ready for immediate use
	the platform lift can be operated independently from a wheelchair
Ticket system	the staff is familiar with the operation of the platform lift
	Is there a ticket system in the building?
	ticket system accessible from a wheelchair
	possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet
Toilet	push button control of the ticket system
	priority service available
	Is there a public toilet in the building?
	Is there a wheelchair accessible toilet in the building?
	clearly marked routes to the toilets
	door sign
	a person in a wheelchair can open/close the toilet door independently
	the toilet is unlocked
	the toilet can be opened with the Euro key
	sufficient width to enter in a wheelchair
	easily accessible toilet bowl
Results	enough manipulation space for a wheelchair user
	sink location
	anti-slip floor
Results	accessible waste bins
	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	
	-	-	-	0	-	-	-	-	-	-	-	-	-	-	
	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	
	1	-	1	-	1	1	1	1	1	1	-	1	1	1	
	0	-	0	-	0.5	0	0	0	0	0	-	0	0	0	
	1	-	0	-	0	1	0	1	0	0	-	0	0	1	
	1	-	1	-	0	0	0	0	0	0	-	0	0	0	
	1	1	1	1	1	1	1	1	1	1		1	1	1	
	1	1	1	1	1	1	1	1	1	1	-	1	1	1	
	0	0	1	1	1	1	0	0	0	0	-	0	0	1	
	0.5	1	1	1	1	1	1	0	1	1	-	1	1	1	
	1	1	1	1	1	1	1	1	1	1	-	1	1	1	
	0	1	0	1	0	0	0	1	1	0	-	1	0	0	
	0	-	0	-	0	1	0	-	-		-	-	1	1	
	0.5	1	1	1	1	1	1	1	1	1	-	1	1	1	
	0.5	1	1	1	1	1	1	1	1	0.5	-	1	1	1	
	0.5	1	1	1	1	1	1	1	1	0.5	-	1	1	1	
	1	1	1	1	1	1	1	1	1	1	-	1	1	1	
	0	0	0	1	1	0	0	0	0	0	-	0	0	1	
	1	0	1	1	0	0	1	1	0	0	-	1	0	0	
	34	30	36	43	42	43	37	39	41	41	27	30	43	41	38
	17.5	16	27	38	31.5	34.5	24	29.5	30	25	22	21	33	28	27
	0.51	0.53	0.75	0.88	0.75	0.80	0.65	0.76	0.73	0.61	0.81	0.70	0.77	0.68	0.72

2.5 COURT

Court – Accessibility for people with disabilities	
Block	Wording of the question
Before arrival	information available on the institution's website on accessibility for wheelchair users
	information available on parking spaces for PWD on the institution's website
	option to book assistance around the building in advance
	reserved parking space for PWD
	the path from the reserved parking space for PWD is easily passable in a wheelchair
	the path from the nearest public transport stop is easily passable in a wheelchair
Entrance to the building	wheelchair user can pass through the main entrance without any assistance
	automatic entrance door
	main entrance passable with staff assistance
	a marked barrier-free entrance, if different from the main entrance
	floor plan of the building in the lobby
the building plan is at a level where a wheelchair user can read it	
Reception	Is there a reception in the building?
	the reception desk is at a height that a wheelchair user can be seen behind it
	the reception desk is at a height that a wheelchair user can reach the telephone/bell on the desk
	the reception staff is familiar with the locations of the lifts
	the reception staff is familiar with the locations of barrier-free toilets
	the possibility to call for an assistance on the spot
Movement of visitors in the building	possibility to pass through the security check in a wheelchair
	corridors wide enough for the wheelchair
	the path from the entrance to the destination office / part of the building is easily passable in a wheelchair
	there are fire doors in the corridors, which are difficult to handle
Courtroom	a bell is available for a wheelchair user to call for assistance to open the fire door
	the courtroom has a door wide enough for a wheelchair to pass through
Courtroom	the courtroom has no threshold
Lift	Is it a multi-storey building?
	Is there a lift in the building?
	clearly marked routes to the lifts
	call button accessible from a wheelchair
	the lift is easy to enter in a wheelchair
	buttons accessible from a wheelchair
	mirror for easy exit from the lift
	plenty of time for boarding, doors do not close immediately
sufficient lighting in the lift	
Platform lift	Is there an inclined or vertical platform lift in the building?
	clearly marked routes to the platform lift
	the platform lift is ready for immediate use
	the platform lift can be operated independently from a wheelchair
	the staff is familiar with the operation of the platform lift

	Prague	Příbram	České Budejovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava
	0	1	1	0	0	-	0	0	0	0	1	0	1	1
	0	0	0	0	0	0	0	0	0	0	0	0	0.5	1
	1	1	0	1	1	0	0	0	0	1	0	0	1	1
	0	0	0.5	1	0.5	0.5	1	1	1	1	1	1	1	1
	-	-	0.5	0.5	0	0	0.5	-	1	1	1	1	1	1
	1	1	1	0.5	1	0.5	0.5	0.5	1	0	1	1	1	1
	0	1	0	0	0	1	1	0	0	0	1	0	1	1
	0	0	0	0	0	1	1	0	0	0	0	0	0	1
	1	-	0	1	1	-	-	0	1	1	-	0	-	-
	1	-	0	1	0.5	-	-	0	-	1	-	0.5	-	-
	0	0	0.5	1	0	1	1	-	0	1	1	0	0	0
	-	-	0.5	1	-	1	1	-	-	1	1	-	-	-
	No	No	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes
	-	-	1	0.5	-	1	-	-	1	1	1	-	1	1
	-	-	1	0.5	-	0	-	-	1	0	1	-	1	-
	-	-	1	1	-	1	-	-	1	1	1	-	1	1
	-	-	1	1	-	1	-	-	1	1	1	-	1	1
	-	-	1	1	-	0	-	-	0	1	0	-	1	1
	-	-	1	1	-	1	-	-	1	0.5	1	-	1	1
	1	1	1	1	1	1	1	-	1	1	1	1	1	1
	0	1	1	1	1	1	1	-	1	0.5	1	0	1	-
	No	No	No	No	No	Yes	No	-	No	Yes	No	No	No	-
	0	-	-	-	-	-	-	-	-	-	-	-	-	-
	1	1	1	1	0.5	1	1	-	1	1	1	0	1	-
	0	1	0	1	0	1	0	-	0	1	1	0	0	-
	Yes	Yes	Other	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	0	0	0	1	0	0	0	-	1	1	1	1	1	-
	1	1	1	1	1	1	1	-	1	1	1	1	1	-
	1	1	1	1	1	0	1	-	1	1	1	1	1	-
	1	1	1	1	1	1	1	-	1	1	1	1	1	-
	1	0	1	1	1	0	1	-	0	1	1	1	0	-
	0	1	1	1	1	1	1	-	1	1	1	1	0.5	-
	1	1	1	1	1	1	1	-	1	1	1	1	1	-
	Yes	No	No	Yes	No	No	No	No	No	No	No	No	No	No
	0	-	-	1	-	-	-	-	-	-	-	-	-	-
	0	-	-	1	-	-	-	-	-	-	-	-	-	-
	0	-	-	1	-	-	-	-	-	-	-	-	-	-
	1	-	-	-	-	-	-	-	-	-	-	-	-	-

Court – Accessibility for people with disabilities

Block	Wording of the question
Toilet	Is there a public toilet in the building?
	Is there a wheelchair accessible toilet in the building?
	clearly marked routes to the toilets
	door sign
	a person in a wheelchair can open/close the toilet door independently
	the toilet is unlocked
	the toilet can be opened with the Euro key
	sufficient width to enter in a wheelchair
	easily accessible toilet bowl
	enough manipulation space for a wheelchair user
	sink location
	anti-slip floor
	accessible waste bins
Results	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	1	1	1	1	1	1	1	1	1	1	0	1	1	1	
	1	1	1	1	1	1	1	1	1	1	-	1	1	1	
	0	0	0	1	0	1	0	-	0	1	-	0	1	0	
	0	0	0	1	1	1	1	-	1	1	-	1	1	1	
	1	1	1	1	1	0	1	-	1	1	-	1	1	1	
	1	1	1	0.5	0	0	1	-	1	1	-	1	1	0	
	-	-	-	1	0	0	-	-	-	-	-	-	-	1	
	1	1	1	1	1	1	1	-	1	1	-	1	1	1	
	0	1	1	1	1	1	1	-	1	1	-	1	1	1	
	1	0	1	1	1	1	1	-	1	1	-	1	1	1	
	1	1	1	0.5	1	1	1	-	1	1	-	1	1	1	
	0	0	0	0	0	1	1	-	0	1	-	0	0	1	
	1	0	1	1	1	1	1	-	0	1	-	1	1	1	
	38	31	41	45	35	40	33	11	39	42	28	34	38	28	35
	20	20	28	37	21.5	27	26	3.5	27	34	23	21.5	32	25	25
	0.53	0.65	0.68	0.82	0.61	0.68	0.79	0.32	0.69	0.81	0.82	0.63	0.84	0.89	0.72

2.6 LABOUR OFFICE

Labour office – Accessibility for people with disabilities	
Block	Wording of the question
Before arrival	information available on the institution’s website on accessibility for wheelchair users
	information available on parking spaces for PWD on the institution’s website
	option to book assistance around the building in advance
	reserved parking space for PWD
	the path from the reserved parking space for PWD is easily passable in a wheelchair
	the path from the nearest public transport stop is easily passable in a wheelchair
Entrance to the building	wheelchair user can pass through the main entrance without any assistance
	automatic entrance door
	main entrance passable with staff assistance
	a marked barrier-free entrance, if different from the main entrance
	floor plan of the building in the lobby
	the building plan is at a level where a wheelchair user can read it
Reception	Is there a reception in the building?
	the reception desk is at a height that a wheelchair user can be seen behind it
	the reception desk is at a height that a wheelchair user can reach the telephone/bell on the desk
	the reception staff is familiar with the locations of the lifts
	the reception staff is familiar with the locations of barrier-free toilets
Movement of visitors in the building	the possibility to call for an assistance on the spot
	corridors wide enough for the wheelchair
	the path from the entrance to the destination office / part of the building is easily passable in a wheelchair
	there are fire doors in the corridors, which are difficult to handle
Handling the application	a bell is available for a wheelchair user to call for assistance to open the fire door
	Does the applicant submit his/her application in an office or at a counter?
	the office has a door wide enough for a wheelchair to pass through
	the office has no threshold
	application forms for an allowance for a special aid are available outside the office
	application forms are accessible from a wheelchair
	tables for filling in the forms
	tables for filling in the forms are accessible from a wheelchair
	signs on the office doors can be read from a wheelchair
the counter is at a height suitable for a wheelchair user	
Lift	Is it a multi-storey building?
	Is there a lift in the building?
	clearly marked routes to the lifts
	call button accessible from a wheelchair
	the lift is easy to enter in a wheelchair
	buttons accessible from a wheelchair
	mirror for easy exit from the lift
	plenty of time for boarding, doors do not close immediately
sufficient lighting in the lift	

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	0	0	0	0.5	1	0.5	0	0	0	0	0	0	1	1	
	0	0	0	0.5	0	1	0	0	0	0	0	0	0	1	
	0	0	0	1	0	1	0.5	0	0	1	0	0	0	0	
	0	0.5	1	1	1	0.5	0.5	1	1	1	1	0	0	1	
	-	1	1	1	1	0	1	1	1	1	1	-	-	1	
	1	1	0.5	0	1	0	1	1	1	0	1	0	0	1	
	1	0	1	1	1	1	0	1	1	0	1	0	0	1	
	0	0.5	1	1	1	1	1	0	1	0	1	0	0	1	
	-	0	-	-	-	-	0	-	-	1	-	-	1	-	
	-	0	-	-	-	-	0	-	-	0.5	-	0	0	-	
	0	0	0	1	1	1	1	1	0	0	1	0	0	0	
	-	-	1	1	1	1	1	1	-	-	1	-	-	-	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	
	1	1	1	0.5	1	1	0	1	1	1	-	0	1	1	
	-	1	1	0.5	1	0	0	1	1	1	-	0	1	1	
	1	1	1	1	1	1	1	1	1	-	-	-	1	1	
	1	1	1	1	1	1	1	1	1	1	-	1	1	1	
	0	0	1	1	1	1	0	0	0	-	-	0	0	0	
	1	1	1	1	1	1	1	1	0	1	1	0.5	1	1	
	1	1	1	1	1	1	1	1	1	1	1	0	1	1	
	Yes	Yes	No	No	No	No	No	No	No	-	No	No	Yes	No	
	-	0	-	-	-	-	-	-	-	-	-	-	0	-	
	Office	Office	Office	Office	Office	Office	Counter	Office	Office	Counter	Counter	Office	Office	Office	
	1	1	1	1	1	0	-	1	0.5	-	-	1	1	1	
	0	0	1	1	1	0	-	1	0	-	-	0	1	1	
	0	0	0	1	1	0	-	1	0	-	-	1	0	0	
	-	-	-	1	1	0	-	1	-	-	-	1	-	-	
	-	-	-	1	1	0	-	1	-	-	-	1	-	-	
	-	-	-	1	1	-	-	1	-	-	-	1	-	-	
	-	-	-	1	1	-	-	1	-	-	-	1	-	-	
	-	-	-	-	-	-	1	-	-	1	1	-	-	-	
	Yes	Yes	Other	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	
	0	0	-	1	0.5	1	1	0	0	-	1	-	0.5	0	
	1	1	-	1	1	1	1	1	1	-	1	-	1	1	
	1	1	-	1	1	0.5	1	1	1	-	1	-	1	1	
	1	1	-	1	1	1	1	1	1	-	1	-	1	1	
	0	0	-	1	1	1	1	-	0	-	1	-	1	0	
	0	0	-	1	1	0	1	1	1	-	1	-	1	1	
	1	0	-	1	1	1	1	1	1	-	1	-	1	1	

Labour office – Accessibility for people with disabilities

Block	Wording of the question
Platform lift	<p>Is there an inclined or vertical platform lift in the building?</p> <p>clearly marked routes to the platform lift</p> <p>the platform lift is ready for immediate use</p> <p>the platform lift can be operated independently from a wheelchair</p> <p>the staff is familiar with the operation of the platform lift</p>
Ticket system	<p>Is there a ticket system in the building?</p> <p>ticket system accessible from a wheelchair</p> <p>possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet</p> <p>push button control of the ticket system</p> <p>priority service available</p>
Toilet	<p>Is there a public toilet in the building?</p> <p>Is there a wheelchair accessible toilet in the building?</p> <p>clearly marked routes to the toilets</p> <p>door sign</p> <p>a person in a wheelchair can open/close the toilet door independently</p> <p>the toilet is unlocked</p> <p>the toilet can be opened with the Euro key</p> <p>sufficient width to enter in a wheelchair</p> <p>easily accessible toilet bowl</p> <p>enough manipulation space for a wheelchair user</p> <p>sink location</p> <p>anti-slip floor</p> <p>accessible waste bins</p>
Results	<p>Number of evaluated responses</p> <p>Number of points</p> <p>Score</p>

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	No	No	No	No	No	No	Yes	Yes	Yes	Yes	No	No	No	No	
	-	-	-	-	-	-	0	0	1	1	-	-	-	-	
	-	-	-	-	-	-	0	0	1	1	-	-	-	-	
	-	-	-	-	-	-	0	0	0	0.5	-	-	-	-	
	-	-	-	-	-	-	1	1	1	1	-	-	-	-	
	Yes	No	Yes	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	
	1	-	-	-	1	-	1	1	-	1	1	1	1	1	
	0	-	-	-	0.5	-	0	1	-	0	0	0	0	1	
	0	-	-	-	0	-	0	1	-	0	0	1	0	0	
	1	-	-	-	1	-	0	1	-	0	1	0	0	0	
	1	1	1	1	1	1	1	1	1	1	0	1	1	1	
	1	1	1	1	1	0	1	1	1	0	-	1	1	1	
	0	0	1	1	1	-	0	0	0	-	-	0	1	1	
	1	0	1	1	1	-	1	1	1	-	-	1	1	1	
	1	1	1	1	1	-	1	1	1	-	-	1	1	0	
	0	0	0	0.5	0	-	0	1	0	-	-	0	0	1	
	0	1	0	1	1	-	0	-	0	-	-	1	0	-	
	1	1	1	1	1	-	1	1	1	-	-	1	1	1	
	1	1	0	1	1	-	1	1	1	-	-	1	1	1	
	1	1	1	1	1	-	1	1	1	-	-	1	1	1	
	1	1	1	1	1	-	1	1	1	-	-	1	1	1	
	0	0	0	1	1	-	1	1	0	-	-	1	0	1	
	1	0	1	1	1	-	1	1	0	-	-	1	1	1	
	41	42	33	44	48	31	48	50	43	27	25	39	45	42	40
	23	21	23.5	40.5	43	19.5	30	40	26.5	16	19	20.5	27.5	33	27
	0.56	0.50	0.71	0.92	0.90	0.63	0.63	0.80	0.62	0.59	0.76	0.53	0.61	0.79	0.69

3. Annex – Tables with results of accessibility testing of public buildings for people with visual impairments

3.1 POST OFFICES

Post offices – Accessibility for people with visual impairments	
Block	Wording of the question
Before arrival	the website is readable with a screen reader
	the website of the post office contains a description of the route from the nearest public transport stop
	the booking form is accessible with a screen reader; the client can book an appointment on his/her own
	the website contains a floor plan of the building
	possibility of ordering assistance around the building
Entrance to the building	staff on the helpline is able to provide information important for the mobility of a person with severe visual impairment
	functional audio beacon above the entrance with information about the institution
	tactile floor plan
	the entrance door is not fully transparent
Movement of visitors in the building	the beginning of the stairs is marked with a distinctive tape
	artificial guiding pattern leading from the entrance door to the counter
	the signs on the doors are written in large contrast letters
	the signs on the doors have a description in Braille
	sufficient lighting, contrast
Lift	any glass surfaces are clearly visible
	the tester independently reached the required counter at the post office
	Is it a multi-storey building?
	Is there a lift in the building?
	physical button to call the lift
	physical button inside the lift
	descriptions on the buttons in Braille
call for help – a label in Braille: “in case of malfunction, call xxx xxx xxx”	
Ticket system	audio information about the floor and direction of travel
	Is there a ticket system in the building?
	possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet
	priority service available
Toilet	the possibility to register in the queue independently without visual inspection
	audio information about the order in the queue
	Is there a public toilet in the building?
	sufficiently large and clear pictogram for the toilet on the door
Results	label in Braille on the door above the handle
	contrast elements
	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Pízeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	1	1	1	0.5	1	0.5	0.5	1	1	1	1	1	0	1	
	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
	1	1	0	0	0	0	1	1	0	0	1	1	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	1	1	0	0	0	1	0	0	0	0	0	0	0	
	1	1	0.5	-	-	0	1	0	0	1	-	-	-	-	
	1	1	0	1	1	0	0	0	1	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	1	0	0	1	1	1	1	1	1	0	1	
	0	0	1	1	0	-	1	-	1	0	0	0	0	0	
	1	1	0	1	1	0	0	1	0	0	0	0	0	0	
	0	0	1	0	0	0	0.5	0	0	1	1	1	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	0	1	1	0	1	0.5	1	0	1	1	1	0	0	
	0	0	1	1	0	0	0.5	0	-	1	1	1	0	1	
	1	1	1	1	0	1	1	1	1	1	0	0	0	1	
	Yes	Yes	No	Yes	Other	No	Other	Other	Yes	Yes	Yes	No	No	No	
	No	No	-	Yes	No	-	No	Yes	Yes	Yes	No	-	-	-	
	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	-	-	-	1	-	-	-	-	-	-	-	-	-	-	
	-	-	-	0	-	-	-	-	-	-	-	-	-	-	
	-	-	-	0	-	-	-	-	-	-	-	-	-	-	
	-	-	-	0	-	-	-	-	-	-	-	-	-	-	
	No	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	-	0	0	-	0	-	0	1	0	0	0	0	0	1	
	-	0	1	-	0	-	0	1	1	0	1	1	1	1	
	-	0	0	-	0	-	0	1	0	0	0	0	0	1	
	-	0	0	-	0	-	0	0	0.5	1	0	0	1	0	
	1	0	0	-	0	0	0	0	0	0	0	0	0	0	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1	-	-	-	-	-	-	-	-	-	-	-	-	-	
	20	21	21	21	20	16	21	20	20	21	20	20	21	20	20
	10	7	9.5	9.5	3	2.5	8	9	6.5	9	7	7	2	9	7
	0.50	0.33	0.45	0.45	0.15	0.16	0.38	0.45	0.33	0.43	0.35	0.35	0.10	0.45	0.35

3.2 MUNICIPALITY

Municipality – Accessibility for people with visual impairments	
Block	Wording of the question
Before arrival	the website is readable with a screen reader
	the website of the office contains a description of the route from the nearest public transport stop
	the booking form is accessible with a screen reader; the client can book an appointment on his/her own
	the website contains a floor plan of the building
	possibility of ordering assistance around the building
Entrance to the building	staff on the helpline is able to provide information important for the mobility of a person with severe visual impairment
	functional audio beacon above the entrance with information about the institution
	tactile floor plan
	the entrance door is not fully transparent
	the beginning of the stairs is marked with a distinctive tape
Reception	Is there a reception in the building?
	the interior guiding pattern will lead a person with the white cane to information desk
	staff actively approaches the person with visual impairment, does not wait until asked
	assistance around the building is possible without booking in advance
Movement of visitors in the building	reception staff provides instructions on the location of the department where the tester can apply for an identity card that are easy to follow without visual inspection
	artificial guiding pattern around the building
	the signs on the doors are written in large contrast letters
	the signs on the doors have a description in Braille
	sufficient lighting, contrast
Lift	any glass surfaces are clearly visible
	the tester independently reached the assigned department
	Is it a multi-storey building?
	Is there a lift in the building?
	physical button to call the lift
Ticket system	physical button inside the lift
	descriptions on the buttons in Braille
	call for help – a label in Braille: “in case of malfunction, call xxx xxx xxx”
	audio information about the floor and direction of travel
	Is there a ticket system in the building?
Toilet	possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet
	priority service available
	the possibility to register in the queue independently without visual inspection
	audio information about the order in the queue
Results	Is there a public toilet in the building?
	sufficiently large and clear pictogram for the toilet on the door
	label in Braille on the door above the handle
	contrast elements
	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	1	1	1	1	1	1	1	1	1	1	1	1	0	1	
	0	1	0	0	1	0	0	0	0	1	0	1	0	1	
	1	1	1	1	0	0	1	1	1	0	0	1	0	0.5	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	1	0	0	0	0	1	1	0	0	0	0	0	1	
	0	1	0	0	1	0	1	0	1	1	1	1	0	1	
	0	0	0	0	1	1	0	1	1	0	0	0	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	1	1	1	1	1	1	1	1	1	1	1	
	0	0	1	0	0	1	1	1	1	0	1	0	1	1	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	0	0	0	0	0	0	0	0	-	0	0	0	1	0	
	0	1	0	1	1	0	1	0	1	1	1	0	1	1	
	1	1	0	0	1	0	1	1	1	0	1	0	1	1	
	0	1	0	0	1	0	1	0	1	0	1	1	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
	0	0	0	0	1	1	0	0	0	0	1	0	1	1	
	1	0	0	0	0	0	0	0	0	0	0	0	1	0	
	0	0	1	1	0	0	0	0.5	0.5	1	1	0.5	0	0	
	0	0	1	1	1	1	0	1	1	0	1	1	0	1	
	0	0	0	1	0	1	0	1	-	1	1	1	0	1	
	Yes	Yes	Yes	Other	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	1	0	1	-	1	1	1	1	1	0	1	1	0	1	
	1	0	1	-	1	1	1	1	1	0	1	1	1	1	
	1	0	1	-	1	1	1	1	1	0	1	1	1	1	
	0	0	0	-	0	1	1	0	0	0	0	1	1	0	
	1	1	1	-	0	1	1	1	0	1	0	0.5	1	0	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	
	0	0	0	0	0	0	0	1	0	1	0	0	0	-	
	0	1	0	0	0	0	0	1	0	0	1	0	1	-	
	0	0	0	0	0	0	0	0	0	0	0	0	1	-	
	0	0	1	0	0	0	0	0	1	0	0	0	1	-	
	1	1	0	1	1	0	1	1	1	1	1	1	1	1	
	0	0	-	0	0	-	0	1	0	1	1	1	1	0	
	0	0	-	0	0	-	0	0	0	0	1	0	1	0	
	0	0	-	0	0	-	1	1	1	0	0	0	1	0	
	33	33	30	28	33	30	33	33	31	33	33	33	33	29	32
	10	11	11	8	14	12	16	18.5	16.5	11	18	15	19	17.5	14
	0.30	0.33	0.37	0.29	0.42	0.40	0.48	0.56	0.53	0.33	0.55	0.45	0.58	0.60	0.44

3.3 HOSPITALS

Hospitals – Accessibility for people with visual impairments	
Block	Wording of the question
Before arrival	the website is readable with a screen reader
	the website of the office contains a description of the route from the nearest public transport stop
	the booking form is accessible with a screen reader; the client can book an appointment on his/her own
	the website contains a floor plan of the building
	possibility of ordering assistance around the building
Entrance to the building	staff on the helpline is able to provide information important for the mobility of a person with severe visual impairment
	functional audio beacon above the entrance with information about the institution
	tactile floor plan
	the entrance door is not fully transparent
	the beginning of the stairs is marked with a distinctive tape
Reception	Is there a reception in the building?
	the interior guiding pattern will lead a person with the white cane to information desk
	staff actively approaches the person with visual impairment, does not wait until asked
	assistance around the building is possible without booking in advance
Movement of visitors in the building	reception staff provides instructions on the location of the eye clinic that are easy to follow without visual inspection
	artificial guiding pattern around the building
	the signs on the doors are written in large contrast letters
	the signs on the doors have a description in Braille
	sufficient lighting, contrast
Lift	any glass surfaces are clearly visible
	Did the tester independently reach the assigned department?
	Is it a multi-storey building?
	Is there a lift in the building?
	physical button to call the lift
	physical button inside the lift
Ticket system	descriptions on the buttons in Braille
	call for help – a label in Braille: “in case of malfunction, call xxx xxx xxx”
	audio information about the floor and direction of travel
	Is there a ticket system in the building?
	possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet
Toilet	priority service available
	the possibility to register in the queue independently without visual inspection
	audio information about the order in the queue
	Is there a public toilet in the building?
Results	sufficiently large and clear pictogram for the toilet on the door
	label in Braille on the door above the handle
	contrast elements
	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	1	1	1	1	1	1	0.5	1	1	1	1	0.5	0.5	1	
	0	0	0	0	1	1	0	0	0	0	1	1	0	0	
	1	1	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	1	1	1	0	0	1	0	1	0	1	
	0	1	0	0	0	0	0	0	0	0	0	1	0	1	
	0	1	0	1	0	0	1	1	1	1	0	1	0	1	
	1	0	0	0	0	1	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	1	0	0	1	1	1	1	1	1	1	1	
	0	0	1	1	1	0	1	1	0	0	1	1	0	0	
	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	No	Yes	No	Yes	Yes	
	0	0	-	-	0	-	0	0	0	-	0	-	0	0	
	0	0	-	-	0	-	1	1	0	-	0	-	0	0	
	0	1	-	-	1	-	1	1	1	-	1	-	0	1	
	0	0	-	-	0	-	1	1	0	-	0	-	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	1	0.5	1	1	1	1	1	0	1	
	0	0	0	0	0	0	0	0	0.5	0	0	0	0	0	
	0	0	1	1	0	0	0.5	1	0.5	1	1	1	0	0	
	0	0	0	1	0	0	1	1	1	1	1	1	0	1	
	0	0	0	0	0	0	1	1	1	1	0	0	0	1	
	Yes	Yes	Yes	Other	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	0	1	1	1	1	1	1	1	0	0	1	1	0	1	
	0	1	1	1	0	1	1	1	0	0	1	1	0	1	
	0	0	1	1	0	1	1	1	0	0	1	1	1	1	
	0	0	0	0	0	1	1	0	0	0	0	0	0	0	
	1	1	1	1	0	1	1	1	0	0	1	1	0	1	
	Yes	No	No	No	No	No	No	No	No	No	No	No	No	Yes	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	0	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1	1	1	1	1	0	1	1	0	1	1	1	1	1	
	0	0	0	1	1	-	0	1	-	1	1	1	0	1	
	0	0	0	0	0	-	0	0	-	0	0	0	0	0	
	1	0	0	1	-	-	1	0	-	0	0.5	0	0	0	
	33	29	25	25	28	22	29	29	26	25	29	25	29	33	28
	6	9	8	13	8	10	17.5	17	8	10	14.5	15.5	3.5	16	11
	0.18	0.31	0.32	0.52	0.29	0.45	0.60	0.59	0.31	0.40	0.50	0.62	0.12	0.48	0.40

3.4 SOCIAL SECURITY ADMINISTRATION

Social security administration – Accessibility for people with visual impairments	
Block	Wording of the question
Before arrival	the website is readable with a screen reader
	the website of the office contains a description of the route from the nearest public transport stop
	the booking form is accessible with a screen reader; the client can book an appointment on his/her own
	the website contains a floor plan of the building
	possibility of ordering assistance around the building
Entrance to the building	staff on the helpline is able to provide information important for the mobility of a person with severe visual impairment
	functional audio beacon above the entrance with information about the institution
	tactile floor plan
	the entrance door is not fully transparent
Reception	the beginning of the stairs is marked with a distinctive tape
	Is there a reception in the building?
	the interior guiding pattern will lead a person with the white cane to information desk
	staff actively approaches the person with visual impairment, does not wait until asked
Movement of visitors in the building	assistance around the building is possible without booking in advance
	reception staff provides instructions on the location of the department where the tester can apply for disability pension that are easy to follow without visual inspection
	artificial guiding pattern around the building
	the signs on the doors are written in large contrast letters
	the signs on the doors have a description in Braille
Lift	sufficient lighting, contrast
	any glass surfaces are clearly visible
	Did the tester independently reach the assigned department, i.e., where applications for disability pension are made?
	Is it a multi-storey building?
	Is there a lift in the building?
	physical button to call the lift
Ticket system	physical button inside the lift
	descriptions on the buttons in Braille
	call for help – a label in Braille: “in case of malfunction, call xxx xxx xxx”
	audio information about the floor and direction of travel
	Is there a ticket system in the building?
Toilet	possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet
	priority service available
	the possibility to register in the queue independently without visual inspection
	audio information about the order in the queue
Results	Is there a public toilet in the building?
	sufficiently large and clear pictogram for the toilet on the door
	label in Braille on the door above the handle
	contrast elements
	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	1	1	1	0	1	1	0.5	1	1	1	1	1	0.5	1	
	1	1	0	0	1	1	0	1	1	1	0.5	0	0.5	0.5	
	1	1	0	1	0	0	0	1	1	0	0.5	1	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	1	1	0	0	1	0	0	0	0	0	0	0	1	
	1	1	1	1	-	0	1	0	0	1	-	1	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	1	0	0	0	1	1	1	1	1	0	1	
	0	0	1	1	0	1	1	0	-	-	-	1	0	0	
	Yes	No	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	
	0	-	0	0	0	-	0	0	-	-	0	0	0	0	
	1	-	1	1	1	-	1	1	-	-	1	0	0	0	
	1	-	1	1	1	-	1	0	-	-	1	1	0	0.5	
	1	-	0	1	0	-	1	0	-	-	0	1	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	1	0	0	0	1	0	0	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	1	0	0	1	0.5	0	1	1	0.5	0	1	
	0	0	0	1	0	0	1	0	1	1	1	1	0	1	
	0	0	0	1	0	0	0	0	0	1	0	1	0	0	
	Yes	Yes	Yes	Yes	Yes	Yes	Other	Other	Other	Yes	No	Other	Yes	Yes	
	No	No	Yes	Yes	Yes	Yes	No	No	Yes	No	-	No	Yes	Yes	
	-	-	1	1	-	1	-	-	0	-	-	-	1	-	
	-	-	1	1	-	1	-	-	1	-	-	-	1	-	
	-	-	1	1	-	1	-	-	1	-	-	-	1	-	
	-	-	0	0	-	1	-	-	0	-	-	-	0	-	
	-	-	0	1	-	1	-	-	0	-	-	-	1	-	
	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	
	0	0	-	0	0	0	-	0	0	0	-	0	0	0	
	0	1	-	0	0	0	-	0	0	0	-	0	0	0	
	0	0	-	0	0	0	-	0	0	0	-	0	0	0	
	0	0	-	0	0	1	-	0.5	0	1	-	0	0	0	
	1	1	1	1	1	0	1	1	1	1	1	1	1	1	
	0	0	0	1	1	-	0	1	0	1	1	0	0	1	
	0	0	0	0	0	-	0	0	0	0	0	0	0	0	
	1	0	0	0	-	-	1	0	0	0	0	1	0	0	
	28	24	29	33	26	26	24	28	28	23	22	28	33	28	27
	10	7	11	16	6	11	9.5	8	8	11	9	11.5	6	11	10
	0.36	0.29	0.38	0.48	0.23	0.42	0.40	0.29	0.29	0.48	0.41	0.41	0.18	0.39	0.36

3.5 COURT

Court – Accessibility for people with visual impairments	
Block	Wording of the question
Before arrival	the website is readable with a screen reader
	the website of the court contains a description of the route from the nearest public transport stop
	the booking form is accessible with a screen reader; the client can book an appointment on his/her own
	the website contains a floor plan of the building
	possibility of ordering assistance around the building
Entrance to the building	staff on the helpline is able to provide information important for the mobility of a person with severe visual impairment
	functional audio beacon above the entrance with information about the institution
	tactile floor plan
	the entrance door is not fully transparent
	the beginning of the stairs is marked with a distinctive tape
Reception	Is there a reception in the building?
	the interior guiding pattern will lead a person with the white cane to information desk
	staff actively approaches the person with visual impairment, does not wait until asked
	assistance around the building is possible without booking in advance
	reception staff provides instructions on the location of the department where the courtroom for public hearings that are easy to follow without visual inspection
Movement of visitors in the building	the reception staff assists in the security check, e.g. describes the area to the tester, guides the tester to security frames.
	artificial guiding pattern around the building
	the signs on the doors are written in large contrast letters
	the signs on the doors have a description in Braille
	sufficient lighting, contrast
Lift	any glass surfaces are clearly visible
	Did the tester independently walk to the assigned department, i.e. the door of the courtroom where the public hearing was held?
	Is it a multi-storey building?
	Is there a lift in the building?
	physical button to call the lift
Toilet	physical button inside the lift
	descriptions on the buttons in Braille
	call for help – a label in Braille: “in case of malfunction, call xxx xxx xxx”
	audio information about the floor and direction of travel
	Is there a public toilet in the building?
Results	sufficiently large and clear pictogram for the toilet on the door
	label in Braille on the door above the handle
	contrast elements
	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	1	1	1	-	1	1	-	1	1	1	1	0.5	1	0.5	
	0	0	0	0	0	1	0	0	0	1	0	0	1	0	
	1	1	0	0	0	0	0	0	0	1	1	0	1	0.5	
	0	0	0	0	0	1	0	0	0	1	0	0	0	0	
	1	1	1	0	0	1	0	1	0	1	0	1	1	0	
	1	1	1	1	0	0	0	-	1	1	-	1	0	-	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	1	1	0	1	1	1	1	1	1	0	1	
	0	0	0	0	0	1	1	0	0	1	0	1	1	0	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	
	0	0	0	0	0	0	0	0	0	0	-	0	0	0	
	1	1	1	1	1	1	1	1	1	1	-	1	1	1	
	1	1	1	1	1	0	1	1	1	0	-	1	0	1	
	1	1	1	1	1	1	1	0	1	1	-	1	0	1	
	1	1	1	1	1	1	1	1	1	1	-	1	1	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	1	0	0	0	1	1	1	0	1	
	0	0	0	0	0	0	0	0	0.5	0	0	0	1	0	
	0	0	1	0	0	0	1	0	0.5	1	1	0	0	0	
	0	0	1	1	0	1	1	-	1	1	1	1	1	1	
	0	0	0	0	0	0	1	1	-	0	0	1	1	1	
	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Other	Yes	Yes	Yes	Yes	Yes	
	No	Yes	Yes	Yes	Yes	-	No	Yes	No	Yes	Yes	Yes	Yes	Yes	
	-	0	1	1	1	-	-	1	-	0	1	-	0	1	
	-	0	1	1	1	-	-	1	-	0	1	-	0	1	
	-	0	1	1	1	-	-	1	-	0	0	-	1	1	
	-	0	0	-	0	-	-	0	-	0	0	-	1	0	
	-	0	1	1	1	-	-	0	-	1	1	-	0	0	
	1	1	1	1	1	0	1	1	1	1	1	1	1	1	
	0	0	1	1	1	-	0	0	1	1	1	1	1	1	
	0	0	0	0	0	-	0	0	1	0	0	0	1	0	
	1	0	1	0	0	-	1	0	1	0	0	0	1	0	
	25	30	30	28	30	22	24	28	24	30	24	25	30	29	27
	10	9	17	13	12	10	11	11	13	17	11	13.5	16	14	13
	0.40	0.30	0.57	0.46	0.40	0.45	0.46	0.39	0.54	0.57	0.46	0.54	0.53	0.48	0.47

3.6 LABOUR OFFICE ÚŘAD PRÁCE

Labour office – Accessibility for people with visual impairments	
Block	Wording of the question
Before arrival	the website is readable with a screen reader
	the website of the office contains a description of the route from the nearest public transport stop
	the booking form is accessible with a screen reader; the client can book an appointment on his/her own
	the website contains a floor plan of the building
	possibility of ordering assistance around the building
Entrance to the building	staff on the helpline is able to provide information important for the mobility of a person with severe visual impairment
	functional audio beacon above the entrance with information about the institution
	tactile floor plan
	the entrance door is not fully transparent
	the beginning of the stairs is marked with a distinctive tape
Reception	Is there a reception in the building?
	the interior guiding pattern will lead a person with the white cane to information desk
	staff actively approaches the person with visual impairment, does not wait until asked
	assistance around the building is possible without booking in advance
	reception staff provides instructions on the location of the department where the tester can apply for allowance for a special aid that are easy to follow without visual inspection
Movement of visitors in the building	artificial guiding pattern around the building
	the signs on the doors are written in large contrast letters
	the signs on the doors have a description in Braille
	sufficient lighting, contrast
	any glass surfaces are clearly visible
Lift	Did the tester independently reach the assigned department, i.e. the department the applications for allowance for a special aid are made?
	Is it a multi-storey building?
	Is there a lift in the building?
	physical button to call the lift
	physical button inside the lift
Ticket system	descriptions on the buttons in Braille
	call for help – a label in Braille: “in case of malfunction, call xxx xxx xxx”
	audio information about the floor and direction of travel
	Is there a ticket system in the building?
	possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet
Toilet	priority service available
	the possibility to register in the queue independently without visual inspection
	audio information about the order in the queue
	Is there a public toilet in the building?
	sufficiently large and clear pictogram for the toilet on the door
Results	label in Braille on the door above the handle
	contrast elements
	Number of evaluated responses
	Number of points
	Score

	Prague	Příbram	České Budějovice	Plzeň	Karlovy Vary	Ústí nad Labem	Liberec	Hradec Králové	Pardubice	Jihlava	Brno	Olomouc	Zlín	Ostrava	
	1	1	1	1	1	1	0.5	1	1	1	1	1	0	1	
	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
	1	1	1	1	0	0	0	1	0	0	1	1	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	1	1	1	0	0	1	0	1	0	0	0	1	0	1	
	0	1	0	1	1	0	1	0	0	-	-	1	0	1	
	0	0	0	0	1	1	0	1	1	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
	0	0	1	1	1	1	1	1	1	1	1	1	0	0	
	0	0	1	1	-	1	1	0	0	-	1	0.5	0	0	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	
	0	0	0	0	1	0	0	0	0	-	-	0	0	0	
	0	1	1	1	1	1	1	1	1	-	-	1	0	0	
	1	1	1	1	1	0	1	1	1	-	-	1	0	1	
	0	0	1	1	1	1	1	1	0	-	-	1	0	1	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	0.5	1	1	1	0	0	1	1	0.5	0	0	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	1	1	1	0	1	0.5	1	1	1	1	0	0	
	0	0	1	1	1	0	1	0.5	1	1	1	1	0	1	
	0	0	1	1	0	0	1	1	-	1	0	1	0	0	
	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	
	1	0	1	1	-	1	1	1	1	-	0	0	0	0	
	1	0	1	1	-	1	1	1	1	-	0	0	0	0	
	0	0	0	1	-	1	1	1	1	-	0	0	1	0	
	0	0	0	0	-	1	1	0	0	-	0	0	0	0	
	1	1	0	1	-	1	1	0	0	-	0	0	1	0	
	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	
	-	0	0	0	1	-	0	1	0	0	0	-	0	0	
	-	1	1	0	1	-	0	1	0	0	0	-	0	0	
	-	0	1	0	0	-	0	1	0	0	0	-	0	0	
	-	0	0	0	-	-	0	0	1	1	0	-	0	0	
	1	1	1	1	1	1	1	1	1	1	1	0	1	1	
	0	0	1	1	1	0	0	0	1	1	0	-	0	0	
	0	0	0	0	0	0	0	0	0	0	0	-	0	0	
	1	0	1	0	1	0	1	0	0	0	0	-	0	0	
	29	33	33	33	26	29	33	33	32	22	28	26	33	33	30
	9	9	19	17.5	17	14	17.5	17	13	9	8	13	3	8	12
	0.31	0.27	0.58	0.53	0.65	0.48	0.53	0.52	0.41	0.41	0.29	0.50	0.09	0.24	0.41

4. Annex – Model questionnaire for municipalities

4.1 QUESTIONNAIRE FOR PEOPLE WITH HEARING IMPAIRMENTS

QUESTIONNAIRE/CHECKLIST FOR PEOPLE WITH HEARING IMPAIRMENTS

PLACE: Municipalities of regional capitals and the Authority of Prague 2 City Ward

TASK: The tester’s goal is to reach the department where the municipality accepts applications for identity card.

The tester does not submit the application itself.

BEFORE ARRIVAL

1) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. basic information about the authority on its website as a video in the Czech Sign Language					
B. information available on the website whether the municipality offers simultaneous transcription					
C. Information available on the website about whether the municipality offers interpreting in the Czech Sign Language					
D. the possibility to order a transcript in advance using a form on the authority’s website (to let them know in advance that the client needs a transcript)					
E. the possibility to order interpreting in the Czech Sign Language in advance using a form on the authority’s website (to let them know in advance that the client needs interpreting in the Czech Sign Language)					
F. helpline on the office’s website enabling transcription					
G. helpline on the office’s website enabling interpretation in the Czech Sign Language					

ENTRANCE TO THE BUILDING

2) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. visitors must ring a bell at the front door to enter the building					
<i>Only respondents who selected YES or PARTIALLY under item A. answer item B. The others continue with item C.</i>					
B. the bell is equipped with a light signal so that a person with hearing impairment knows they can enter					
C. pictogram for the possibility of interpreting in the Czech Sign Language in the lobby (in the lobby or elsewhere near the entrance to the building)					
D. pictogram of the option of transcription in the lobby (in the lobby or elsewhere near the entrance to the building)					
E. pictogram of the hearing loop in the lobby (in the lobby or elsewhere near the entrance to the building)					
F. QR code with information in the Czech Sign Language in the lobby (in the lobby or elsewhere near the entrance to the building)					
G. floor plan of the building in the lobby (in the lobby or elsewhere near the entrance to the building)					

RECEPTION

3) Is there a reception desk in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 3 answer question 4. Other respondents continue with question 5.

4) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. a person with hearing impairment manages to make contact with staff who is able to communicate with people with hearing impairments					
B. (if YES or PARTIALLY, please indicate in the comments how you managed to make contact)					
C. the reception staff does not sit against the window – lipreading is possible					
D. hearing loop installed					
E. staff at the information desk has a paper map of the building with a floor plan on which they can show the way to specific doors, lifts, toilets					
F. staff has a special FAQ template for people with hearing impairments so that communication does not have to be in writing ((several pictures or written phrases that the visitors inquire about most often))					
G. emergency information (e.g. fire alarm) is available in written form in the lobby (in the lobby or elsewhere near the building entrance)					

MOVEMENT OF VISITORS IN THE BUILDING

5) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. written information (plans, sign posts, information signposts etc.) help the tester reach their goal without asking for further information					

HANDLING THE MATTER

6) Removed

7) Is it a multi-storey building or a single-storey building?

- A. Multi-storey building
- B. Single-storey building
- C. Other – please specify: _____

Only respondents who selected answer A (Multi-storey building) or C (Other) in question 7 answer question 8. Other respondents continue with question 10.

8) Is there a lift in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 8 answer question 9. Other respondents continue with question 10.

LIFT

9) Please indicate whether the lift has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. the display in the lift shows the individual floors through which the lift passes and where it stops					
B. call for help button (marked with a bell)					
C. calling for help also via SMS – label: “in case of malfunction, send an SMS to xxx xxx xxx” or similar					

10) Is there a ticket system in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 10 answer question 11. Other respondents continue with question 12.

TICKET SYSTEM

11) Please indicate whether the ticket system has the following features or meets the stated criteria.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
priority service available					
the individual items of the ticket system are translated into the Czech Sign Language on the website (the tester can access the website, e.g. via QR code at the ticket system)					
information about the order in the queue is provided in visual form					

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

12) Do you have any other comments or observations regarding the accessibility of the institution for people with hearing impairments beyond the questions asked?

4.2 QUESTIONNAIRE FOR PEOPLE WITH DISABILITIES

QUESTIONNAIRE/CHECKLIST FOR PEOPLE WITH DISABILITIES

PLACE: Municipalities of regional capitals and the Authority of Prague 2 City Ward

TASK: The tester’s goal is to reach the department where the municipality accepts applications for identity card.

The tester does not submit the application itself.

BEFORE ARRIVAL

1) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. information available on the institution’s website on accessibility for wheelchair users					
B. Information available on parking spaces for PWD on the institution’s website					
C. option to book assistance around the building in advance (via the website or by telephone)					
D. reserved parking space for PWD					
Only respondents who selected YES or PARTIALLY under item D answer item E. Other respondents continue with item F.					
E. the path from the reserved parking space for PWD is easily passable in a wheelchair (there are no potholes, stairs, it is not very uneven etc.)					
F. the path from the nearest public transport stop is easily passable in a wheelchair (there are no potholes, stairs, it is not very uneven etc.)					

ENTRANCE TO THE BUILDING

2) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT RESPOND TO OPTIONS	COMMENTS
A. wheelchair user can pass through the main entrance without any assistance					
B. automatic entrance door					
Only respondents who selected NO or PARTIALLY under item A. answer item C. Other respondents continue with item E.					
C. main entrance passable with staff assistance					
Only respondents who selected NO or PARTIALLY under item A. answer item D. Other respondents continue with item E.					
D. a marked barrier-free entrance, if different from the main entrance (signs/sign posts help a person in a wheelchair reach the entrance without having to ask for further information)					
E. floor plan of the building in the lobby (in the lobby or elsewhere near the entrance to the building)					
Only respondents who selected YES or PARTIALLY under item E answer item F. Other respondents continue with item G.					
F. the building plan is at a level where a wheelchair user can read it					
G. the official notice board can be read from a wheelchair					

RECEPTION

3) Is there a reception desk in the building?

C. Yes

D. No

Only respondents who selected answer A (Yes) in question 3 answer question 4.
Other respondents continue with question 5.

4) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT RESPOND TO OPTIONS	COMMENTS
A. the reception desk is at a height that a wheelchair user can be seen behind it					
B. the reception desk is at a height that a wheelchair user can reach the telephone/bell on the desk					
C. the reception staff is familiar with the locations of the lifts					
D. the reception staff is familiar with the locations of barrier-free toilets					
E. option to call for assistance on site (without booking in advance)					

MOVEMENT OF VISITORS IN THE BUILDING

5) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT RESPOND TO OPTIONS	COMMENTS
A. corridors wide enough for the wheelchair					
B. the path from the entrance to the target office / part of the building is easily passable in a wheelchair (no stairs, thresholds, carpets, ramps with a slope that cannot be navigated without assistance, etc.)					
C. there are fire doors in the corridors, which are difficult to handle					
Only respondents who selected YES or PARTIALLY under item C. answer item D. Other respondents continue with question 6.					
D. a bell is available for a wheelchair user to call for assistance to open the fire door					

HANDLING THE MATTER

6) Where are the identity card applications submitted?

- A. In an office
- B. At a counter

Only respondents who selected answer A (In an office) in question 6 answer question 7.
Other respondents continue with question 8.

7) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. the office (where the identity card applications are made) has a door wide enough for a wheelchair to pass through					
B. the office (where the identity card applications are made) has no threshold					

Only respondents who selected answer B (At a counter) in question 6 answer question 8.
Other respondents continue with question 9.

8) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. the counter is at a height suitable for a wheelchair user (e.g. when filling in a form)					

9) Is it a multi-storey building or a single-storey building?

- A. Multi-storey building
- B. Single-storey building
- C. Other – please specify: _____

Only respondents who selected answer A (Multi-storey building) or C (Other) in question 8 answer question 10. Other respondents continue with question 12.

10) Is there a lift in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 10 answer question 11. Other respondents continue with question 12.

LIFT

11) Please indicate whether the lift has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. clearly marked routes to the lifts (using a map or clear direction indicators that are clearly visible from a wheelchair)					
B. call button accessible from the trolley (within reach)					
C. the lift is easy to enter in a wheelchair (no threshold, sufficient door width, no gap between the corridor and the lift, no seat in the way)					
D. buttons accessible from a wheelchair					
E. mirror for easy exit from the lift					
F. plenty of time for boarding, doors do not close immediately (at least 10 seconds)					
G. sufficient lighting in the lift (visible buttons and information on what to do in case of a malfunction)					

12) Is there an inclined or vertical platform lift in the building (for going up the stairs)?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 12 answer question 13. Other respondents continue with question 14.

INCLINED OR VERTICAL PLATFORM LIFT

13) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. clearly marked routes to the platform lift (using a map or clear direction indicators that are clearly visible from a wheelchair)					
B. the platform lift is ready for immediate use					
C. the platform lift can be operated independently from a wheelchair					
Only respondents who selected NO or PARTIALLY under item C. answer item D. Other respondents continue with question 14.					
D. the staff is familiar with the operation of the platform lift					

14) Is there a ticket system in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 14 answer question 15. Other respondents continue with question 16.

TICKET SYSTEM

15) Please indicate whether the ticket system has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. ticket system accessible from a wheelchair					
B. possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet					
C. push button control of the ticket system (no touch screen)					
D. priority service available					

16) Is there a public toilet in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 16 answer question 17. Other respondents continue with question 19.

17) Is there a wheelchair accessible toilet in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 17 answer question 18. Other respondents continue with question 19.

TOILET

18) Please indicate whether the toilet has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. clearly marked routes to the toilet (using a map or clear direction indicators that are clearly visible from a wheelchair)					
B. door sign (a pictogram indicating that the toilet is designed for a wheelchair user)					
C. a person in a wheelchair can open/close the toilet door independently					
D. the toilet is unlocked					
Only respondents who selected NO or PARTIALLY under item D answer item E. Other respondents continue with item F.					
E. the toilet can be opened with the Euro key					
F. sufficient width to enter in a wheelchair					
G. easily accessible toilet bowl (enough space for a wheelchair and possible assistance by another person)					
H. enough manipulation space for a wheelchair user					
I. sink location (wheelchair user can easily reach it and wash his/her hands)					
J. anti-slip floor					
K. accessible waste bins (no foot pedal)					

19) Do you have any other comments or observations regarding the accessibility of the institution for people with disabilities beyond the questions asked?

4.3 QUESTIONNAIRE FOR PEOPLE WITH VISUAL IMPAIRMENTS

QUESTIONNAIRE/CHECKLIST FOR PEOPLE WITH VISUAL IMPAIRMENTS

PLACE: Municipalities of regional capitals and the Authority of Prague 2 City Ward

TASK: The tester's goal is to reach the department where the municipality accepts applications for identity card.

The tester does not submit the application itself.

BEFORE ARRIVAL

1) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. the website is readable with a screen reader (voice output)					
B. the website of the office contains a description of the route from the nearest public transport stop					
C. the booking form (online booking) is accessible with a screen reader (voice output); the client can book an appointment on his/her own					
D. the website contains a floor plan of the building					
E. possibility of ordering assistance around the building					
F. the staff on the hotline is able to provide information important for the movement of a person with severe visual impairment (whether there is an audio beacon on the building, briefly describe the way from public transport)					

ENTRANCE TO THE BUILDING

2) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. functional audio beacon above the entrance with information about the institution					
B. tactile floor plan					
C. entrance doors are not fully transparent (and if they are transparent, they have warning elements at eye level to prevent a person with residual vision from bumping into the glass)					
D. the beginning of the stairs is marked with a distinctive tape (usually yellow)					

RECEPTION

3) Is there a reception desk in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 3 answer question 4. Other respondents continue with question 5.

4) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. the interior guiding pattern will lead a person with the white cane to information desk (the guiding pattern is detectable with the white cane, usually grooves in the floor)					
B. staff actively approaches the person with visual impairment, does not wait until asked					
C. assistance around the building is possible without booking in advance					
D. reception staff provides instructions on the location of the department where the tester can apply for an identity card that are easy to follow without visual inspection (e.g. the reception staff does not use expressions such as “it’s over there”, “turn left at the green door”)					

MOVEMENT OF VISITORS IN THE BUILDING

5) Indicate whether the institution has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. artificial guiding pattern around the building (detectable with a white cane, usually grooves in the floor)					
B. the signs on the doors are written in large contrast letters (sans serif font)					
C. the signs on the doors have a description in Braille					
D. sufficient lighting, contrast (a person with residual vision is able to see the difference between the colour of the door and the wall, the chairs in the corridor do not blend in with the floor, etc.)					
E. any glass surfaces are clearly visible (reflective elements so that a person with residual vision does not bump into the glass)					
F. Did the tester independently reach the assigned department? (identity cards applications)					

6) Is it a multi-storey building or a single-storey building?

- A. Multi-storey building
- B. Single-storey building
- C. Other – please specify: _____

Only respondents who selected answer A (Multi-storey building) or C (Other) in question 6 answer question 7. Other respondents continue with question 9.

7) Is there a lift in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 7 answer question 8. Other respondents continue with question 9.

LIFT

8) Please indicate whether the lift has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. physical button to call the lift					
B. physical button inside the lift					
C. descriptions on the buttons in Braille					
D. call for help – a label in Braille: "in case of malfunction, call xxx xxx xxx"					
E. audio information about the floor and direction of travel					

9) Is there a ticket system in the building (or in the identity cards department)?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 9 answer question 10. Other respondents continue with question 11.

TICKET SYSTEM

10) Please indicate whether the ticket system has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
possibility to log in to the ticket system remotely e.g. via a mobile phone/tablet					
priority service available					
the possibility to register in the queue independently without visual inspection (either via the aforementioned remote access in an app or, for example, using a physical button)					
audio information about the order in the queue					

TOILET

11) Is there a public toilet in the building?

- A. Yes
- B. No

Only respondents who selected answer A (Yes) in question 11 answer question 12. Other respondents continue with question 13.

12) Please indicate whether the toilet has the following features or meets the stated criteria.

If you choose the option "Partially" or the situation "Does not correspond to options", please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
					sufficiently large and clear pictogram for the toilet on the door
					label in Braille on the door above the handle
					contrast elements (toilet bowl, sink and switch do not blend in with the surrounding tiles)

13) Do you have any other comments or observations regarding the accessibility of the institution for people with visual impairments beyond the questions asked?

5. Annex – Questionnaires for public transport

5.1 QUESTIONNAIRE FOR PEOPLE WITH HEARING IMPAIRMENTS

QUESTIONNAIRE/CHECKLIST FOR PEOPLE WITH HEARING IMPAIRMENTS

Public transport – the tester will use public transport (buses, trolleybuses, trams, metro) for at least two journeys, i.e. when visiting two public buildings.

This questionnaire is filled in only once as a final questionnaire after the public transport journeys.

1) Please indicate whether the public transport has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. the names of the stops in the means of transport are shown in a visual form (e.g. illuminated board, monitor)					
B. the means of transport shows visual information on the location of the public building near the public transport stop (e.g. illuminated board indicating that there is a municipality or hospital near the stop)					

5.2 QUESTIONNAIRE FOR PEOPLE WITH DISABILITIES

QUESTIONNAIRE/CHECKLIST FOR PEOPLE WITH DISABILITIES

Public transport – the tester will use public transport (buses, trolleybuses, trams, metro) for at least two journeys, i.e. when visiting two public buildings.

This questionnaire is filled in only once as a final questionnaire after the public transport journeys.

1) Please indicate whether the public transport has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. low-floor vehicles					
Only respondents who selected YES or PARTIALLY under item A. answer item B.					
B. the boarding platform deploys automatically, or manually when the driver see a wheelchair user					

Only respondents who answered YES or PARTIALLY under item A. of question 1 answer question 2.

2) In total, approximately by how many minutes has the journey been extended due to waiting for low-floor vehicles?

Indicate by number, e.g. 35. If the journey has not been extended due to waiting for low-floor vehicles, answer 0.

5.3 QUESTIONNAIRE FOR PEOPLE WITH VISUAL IMPAIRMENTS

QUESTIONNAIRE/CHECKLIST FOR PEOPLE WITH VISUAL IMPAIRMENTS

Public transport – the tester will use public transport (buses, trolleybuses, trams, metro) for at least two journeys, i.e. when visiting two public buildings.

This questionnaire is filled in only once as a final questionnaire after the public transport journeys.

1) Please indicate whether the public transport has the following features or meets the stated criteria.

If you choose the option “Partially” or the situation “Does not correspond to options”, please elaborate in the comments.

	YES	NO	PARTIALLY	DOES NOT CORRESPOND TO OPTIONS	COMMENTS
A. the carrier’s timetables on the public transport company’s website are readable with a screen reader (voice output)					
B. tactile tile at signpost indicating where to enter the first door of the vehicle					
C. audio beacon announcing the direction and number of the given line					
D. illuminated departure board at the stop					
Only respondents who selected YES or PARTIALLY under item D answer item E. Other respondents continue with item F.					
E. illuminated departure board is equipped with an audio beacon					
F. current stop announcement					
G. following stops announcement					

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