



## International Telecommunication Union

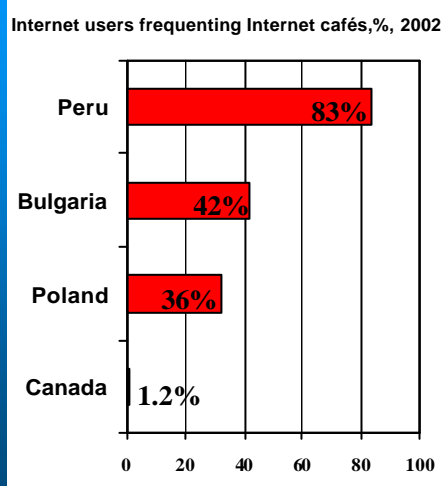
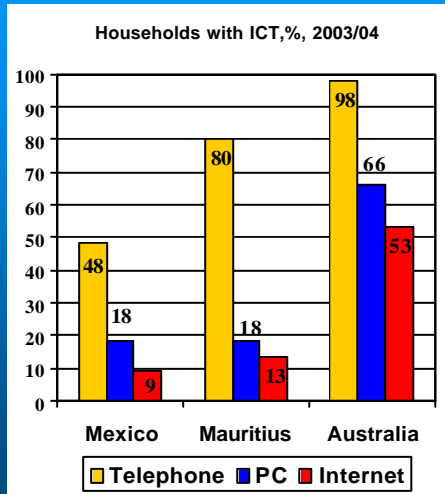
World Telecommunication/ICT Indicators Meeting  
Geneva, Switzerland  
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### Indicators on community access to ICTs

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## Why community access matters...



Source: ITU adapted from national surveys.

Note: For Canada, 1.2% refers to Canadian households reporting that a member uses the Internet from an Internet Café. Mexico's 2004 data are preliminary results. Mauritius' data refer to 2002.



## ITU mandate

- ITU Plenipotentiary Conference (Marrakesh, 2002)
  - Recognizes that traditional indicators (such as main telephone lines per 100 inhabitants) are not sufficient to measure ICT penetration
  - Instructs the ITU to define and adopt new indicators for the purpose of measuring the impact of community connectivity
- WSIS Plan of Action
  - Calls for the evaluation and follow-up through comparable statistical indicators, "including community connectivity indicators"



## Global Indicators Workshop on Community Access to ICTs

**Global indicators workshop on community access to ICTs**  
Mexico City  
16-19 November 2004

Between the 16th and 19th of November 2004 the ITU, together with the Mexican Ministry of Transport and Communications, organized the **Global indicators workshop on community access to ICTs**. Over 110 participants - including 32 women - from almost 60 different countries participated.

**Workshop results**

1. Identifying a core set of indicators for measuring access to community ICT facilities
2. Help understand how much countries know about community access to ICTs
3. Agree on a definition for public internet access facilities



## Defining community access centres

A public Internet access centre (**PIAC**) is a location, at which Internet access is made available to the **public**, on a full-time or part-time basis. This may include digital community centres, Internet cafés, libraries, education centres and other similar establishments. All such centres should have at least one public computer for Internet access.

A digital community centre (**DCC**) is a PIAC that offers equitable, universal and affordable access. Minimum requirements for a PIAC to be considered as a DCC:

- At least one printer & support and maintenance
- A minimum connection speed to the Internet service provider (ISP) of 64 Kbps per centre, with an acceptable amount of bandwidth available to users
- Minimum opening hours per week: 20 hours

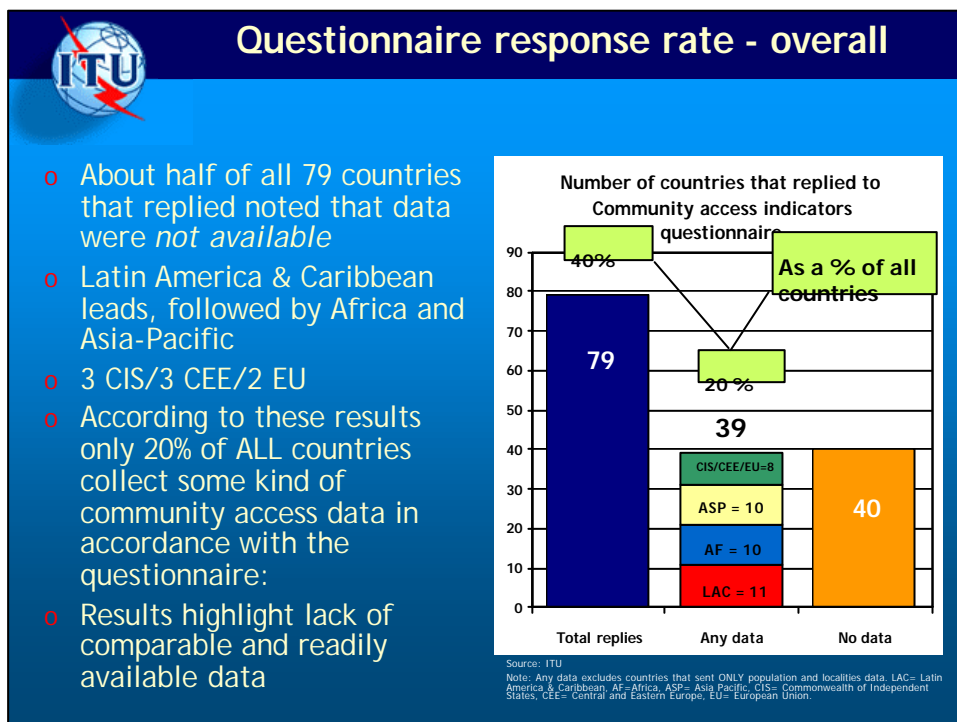
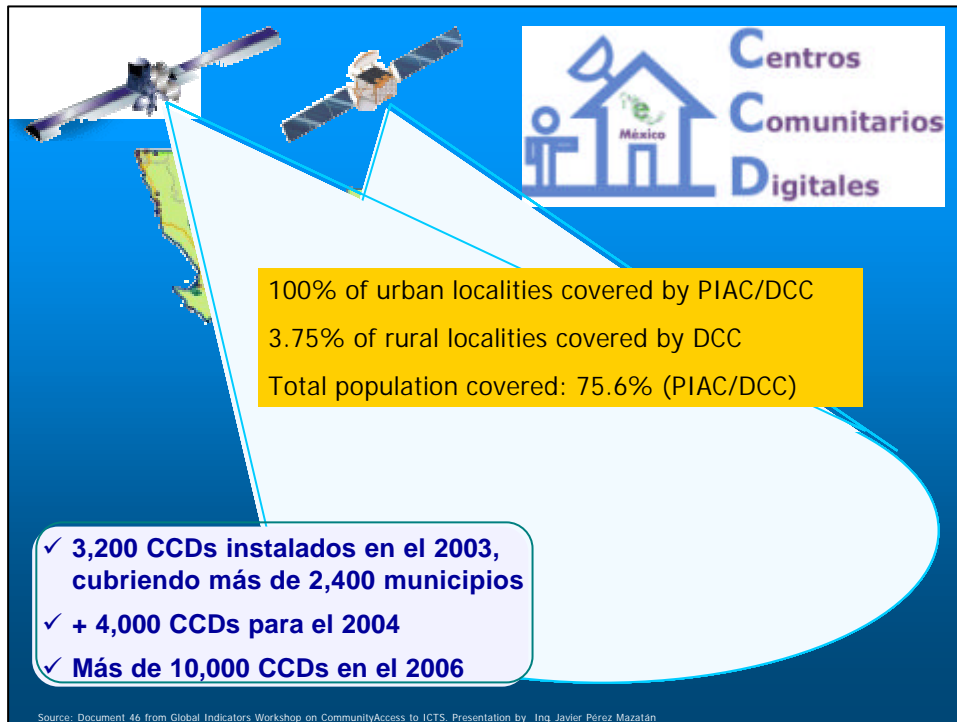
**Other PIACs,**  
including  
**cybercafés.**  
**Education**

**centres** may be  
classified as a DCC  
or as a PIAC,  
depending on the  
conditions these  
centres satisfy



## Community Access Questionnaire

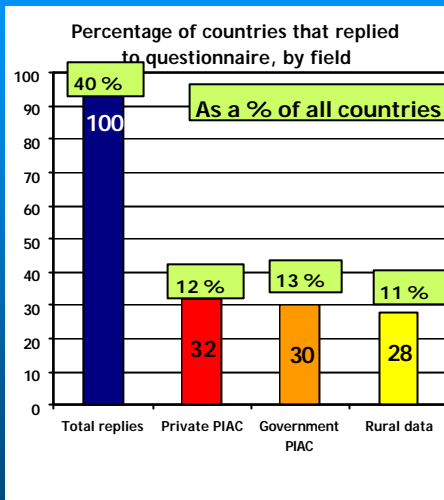
- The number of localities with public Internet access centres (PIACs) by number of inhabitants (rural/urban)
- Percentage of population with access to PIACs by type of PIAC (governmental/private)
- Potential/target population using PIACs:
  - Anyone of age 6 or more minus the number of non-community Internet users





## Questionnaire response rates - by field

- Most countries replied to only very few "fields"
- Available data suggest that rural penetration rates are very low: they often lie between 0-4%
- Data incoherencies suggest that it is important to limit the number of questions/fields and to include clear definitions



## Core list of indicators

Indicator	Remarks
1 Number of villages with PIACs	The term "villages" refers to a nation's villages, towns and cities.
2 Percentage of the population with access to a PIAC	Measures the number of inhabitants enjoying PIAC coverage as a proportion of the country's total population. When a village has at least one PIAC then the entire population in the community is considered to be served by that PIAC.
3 Potential DCC user population	A potential DCC user is anyone of age 6 years or more.
4 Target population for DCC services	Refers to the potential population (see above) minus the number of non-community Internet users (non-community Internet users are those citizens that have Internet access from a point different from a PIAC, for example at home).
5 Total number of DCCs	
6 Total number of other PIACs	
7 Total number of computers in DCCs	
8 Average number of PCs per DCC	
9 Number of users per type of PIAC (DCCs, other PIACs)	
10 Actual DCC usage percentage	To calculate this, the actual number of DCC users is divided by the target population for DCC services. A user is defined as a person who accesses the internet at least once a month.
11 Average DCC usage rate	To calculate this, countries should divide the total DCC usage time by the total available DCC time.

Source: 2004 Global Indicators Workshop on Community Access to ITU Resolution



## Extended list of indicators

- Targeted DCCs (by urban/rural areas)
- Progress in DCC targets
- DCCs by cost type (free/subsidized/at cost price)
- Users distribution by socio-demographic category (gender/age/profession/educational level/ethnicity)
- Main purpose of Internet use (education/communication/information/commerce/business/administration/recreation)
- Bandwidth per connected computer in DCC



## The way ahead...

- Identifying the core indicators is good...
  - ...but where do we go from here?
- ➡ Data collection
- ➡ Identify national progress
- ➡ International benchmarking
- ➡ Policy input
- ➡ WSIS Plan of Action



## Future work

### ITU

- Include indicators on World Telecommunication Indicators Questionnaire
- Increase visibility/awareness of community access indicators & promote their collection
- Partnership on ICT for Development
  - A-10: Percentage of localities with PIACs by number of inhabitants (rural/urban)
  - HH-9: Location of individual use of the Internet from all locations in the last 12 months (home/work/**place of education/Internet Access Centre/Other**)

### National governments

- Start collecting core indicators!
- Top-level policy support
- Identify formal and informal coordination processes between NSOs, regulators, ministries ...



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## Thank you

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