

**Global Indicators Workshop on Community Access to ICTs
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**ICT community access indicators agreed upon at the Regional Workshop 2003
(<http://www.itu.int/ITU-D/ict/mexico03/index.html>)**

Introduction

Community connectivity policy has currently been implemented worldwide through universal access mechanisms involving community centres where the general public can use Internet and digital communication services. It is thus important to identify indicators capable of describing universal access and universal service in order to measure them and set targets in the context of ICT and national policy development.

Universal service

The following minimum indicators should be available for universal service.
Households with:

Indicator	Number	%
Electricity		
Radio		
Television		
Telephone: – only fixed – only mobile – fixed and mobile		
Computer		
Internet access		
[Pay TV]		

These data should generally be obtained from National Statistics Offices, which carry out periodical censuses and various surveys, in order to provide such figures and keep them up to date. If such data are not gathered, it is recommended that National Statistics Offices should include them in their censuses or surveys.

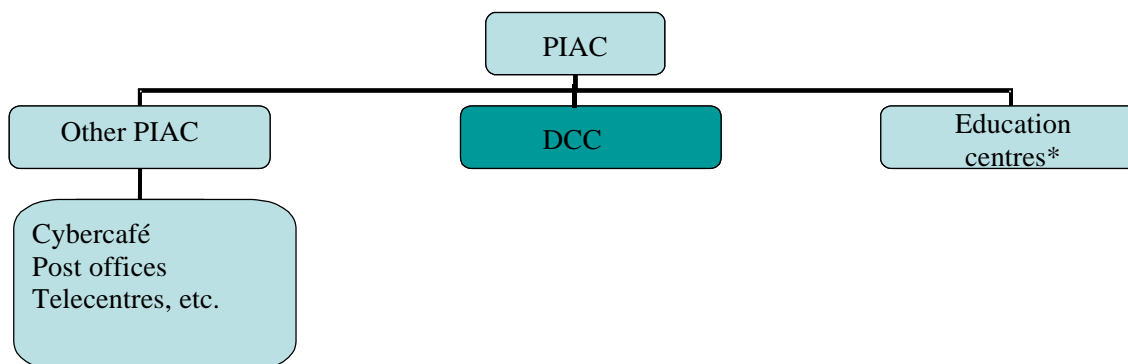
Universal access

Universal access relates to the number of people in a country covered by information and communication technologies, to which end the necessary infrastructure is required for the provision of the various services which constitute these new technologies. Universal access may be guaranteed in various ways, one being through public Internet access centres.

Public Internet access centre**Definition**

A public Internet access centre (PIAC) is a site, location, centre of instruction 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, whenever they offer Internet access to the general public. All such centres should have at least one public computer for Internet access. It is very useful to classify centres by type, as illustrated by way of example in Figure 1. A further breakdown into private and governmental establishments is also necessary.

Figure 1



* When open to the general public, outside teaching hours.

Digital community centre

Definition

A digital community centre (DCC) is a place where the public can access Internet services from terminal facilities placed at their disposal. A DCC should offer equitable, universal and affordable access.

Minimum requirements for a PIAC to be considered as a DCC:

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

INDICATORS

Number of localities with PIACs

This is the number of localities with PIACs. This indicator should be given by number or range of inhabitants. Also, governmental and private PIACs should be identified, with both absolute and relative values. Figure 2 shows a typical example (case of Mexico), although each country may classify data according to its own specific characteristics and statistics.

Percentage of the population with access to a PIAC

Figure 2

			PIAC coverage								
	Locality by range of inhabitants	Number of localities	Population	Governmental		Private		Total		Percentage	
				Localities	Population	Localities	Population	Localities	Population	Localities	Population
				2 465	4 389 517			2 593	70 138 808	1.3%	68.5%
Urban	> 500 000	30	27 081 194	30	181 360	30	27 081 194	30	27 081 194	100.0%	100.0%
	50 000-499 999	148	27 732 016	140	499 238	148	27 732 016	148	27 732 016	100.0%	100.0%
	10 000-49 999	572	12 591 472	452	974 793	572	12 591 472	572	12 591 472	100.0%	100.0%
	2 500-9 999	2 291	11 287 222	999	1 451 538	na	na	999	1 451 538	43.6%	12.9%
Rural	1 000-2 499	5 295	7 657 632	509	787 011	na	na	509	787 011	9.6%	10.3%
	500-999	8 698	5 852 496	196	294 383	na	na	196	294 383	2.3%	5.0%
	100-499	33 778	7 696 776	86	127 985	na	na	86	127 985	0.3%	1.7%
	1-99	148 557	2 478 837	53	73 209	na	na	53	73 209	0.0%	3.0%

Note: It is assumed that Internet access is available in all urban localities covered by private PIACs. Telmex provides Internet access service in all urban localities (3 043).

This indicator measures the number of inhabitants who enjoy PIAC coverage as a proportion of the total population of the country. It is considered that when a locality has at least one PIAC then the entire population in the community will be covered by that PIAC.

Users

Whereas the number of households with access to ICTs and ICT coverage reveal the number of potential users of the technologies, we have to count the actual number of users. This should be broken down according to the number of users utilizing the PIACs. The only reliable way of obtaining this information is through surveys carried out by National Statistics Offices or specialized companies.

Number of Internet users through PIACs

This is the number of people who use the Internet from PIACs, taking into account the technical records used in the different surveys. The data should at least show the age of the users and the frequency with which they use the service, for better international comparison.

The following data are suggested as an example:

Public Internet centre users:

Number of Internet users: 1 585 000

Percentage accessing Internet from public centres: 38%

Number of users accessing Internet from public centres: 602 300

Usage indicators

- 1) Potential population = A potential DCC user is anyone of age 6 years or more.
- 2) Target population for DCC services = Potential population minus Number of non-community Internet users.
- 3) Actual usage = Actual users/Target population for DCC services (an actual user being one who accesses Internet at least once a month).
- 4) Average DCC usage rate = Total DCC usage time/Total available DCC time.
- 5) DCC density in rural areas = (Number of DCCs in rural areas/Target population in rural areas) x 1 000 inhabitants.
- 6) DCC density in urban areas = (Number of DCCs in urban areas/Target population in urban areas) x 1 000 inhabitants.

Infrastructure indicators

Total number of DCCs.

Total number of computers in DCCs.