SmartSA Vendor Summit

Access to Services
What is Accessible SMARTSA?

The American Foundation for the Blind (AFB) supports fully inclusive, accessible Smart City initiatives, where people who are blind or visually impaired can learn, work, and live independently.

Lee Huffman, AccessWorld and Technology Information Editor, American Foundation for the Blind

“Technology empowers persons with disabilities to achieve more in the places where they live and work. As cities evolve and integrate new technologies, we can help them define what it means to be smart-and accessible-to make sure no one is left behind.”

Jenny Lay-Flurrie, Chief Accessibility Officer, Microsoft

Smart cities are human-centered cities. Sensors, networks, data analytics and visualizations, and so on are cutting-edge, 21st century tools. But those tools must serve us, not the other way around. Smart cities technology enables citizens and civil servants alike to achieve the goal of making a city that truly serves the needs and reflects the values of the entire community.

Aaron Bangor, AT&T Lead Accessible Technology Architect

If we look at smart cities through the lens of accessibility, we have the tremendous opportunity to address a digital divide that today prevents the full benefits of the digital revolution from reaching all citizens, including those with disabilities and age-related impairments.

James Thurston, VP, Global Strategy & Development, Gilct

In our work at the Shepherd Center we constantly push the limits of technology to help our patients return to their community, school, work and recreation. Their goals. A well-developed Smart City will greatly enhance not only what is possible but also improve existing capabilities for each individual. It will improve people’s lives.

John Anschoutz, Manager-Assistive Technology Center, Shepherd Center
Why Accessibility?

- 14.1% of the City of San Antonio has a disability. *does not include those in group facilities*
- This is 200,000-250,000 residents with disabilities!
- 38.8% of Texans over 65 also report a disability
- This is 84,000 residents over 65 with disabilities
- Majority of San Antonio residents with disabilities are under 65
why accessibility?

people with disabilities are economic drivers

in the US, people with disabilities have:

- an annual disposable income of $500 BILLION
- an annual discretionary income of $21 BILLION
- people over 50 account for 50% of all consumer expenditures

yet, people with disabilities face economic disparity

- in San Antonio, only 25% of people with disabilities are employed (vs. 68% for all residents)
- people with disabilities are 3x more likely to have difficulty paying bills
- people with disabilities are 2x more likely to be unbanked (not have banking accounts at all)
Why Accessibility?

Importance of digital technologies is increasing

- 50 billion devices will be connected to the internet by 2020
- Over the next 10 years, 60% of people living in Smart Cities will be accessing eServices

People with disabilities are largely excluded from growing reliance on technology

- 23% of Americans with disabilities never go online (vs. 8% of general population)
- 60% of experts say Smart Cities are failing people with disabilities
Why Accessibility?

Offers cost savings

- Accessibility enables content to be delivered across multiple devices and decreases the need to create multiple versions
- Decreases the cost as accessibility is included from the start—NO EXPENSIVE RETROFITTING!

Improves maintenance processes and efficiency

- Accessible websites are easier to translate into multiple languages, easier to internationalize, and easier to render on mobile devices
- Accessible webpages increase download speeds and reduce need for additional bandwidth
Access and Inclusion Benefits Everyone!
Mobility
Physical
Visual
Hearing
Intellectual & Developmental
Medical
Mental Health
Neurological
Communication
Learning

Disability
Title II of the ADA states “No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the City of San Antonio, or be subjected to discrimination by the City.”

- applies to all programs and services receiving City funding
- applies to vendors contracted with the City to provide City programs and services

- If the program receives federal funding the Rehabilitation Act of 1973, Section 504 may also apply.
Americans with Disabilities Act

- Equal opportunity
  - Integration
- No discriminatory eligibility criteria
  - No surcharges
- Program access and accommodation
  - Effective communication
  - Physical access
  - Case by case assessment
Ask Yourself

Are you enabling (rather than disabling) a person’s ability to independently use your service?

A Smart City Is an Accessible City
A new breed of accessibility apps can make life easier for people with disabilities. They can also make it harder.

AMI HARRASE  NOV 5, 2018

Andrew Harris takes on a technical section of the Owen Spalding Route on the Grand Teton. Photo: Courtesy of Julie Ellison@jedylhart

Starbucks Coffee
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We’re proud to introduce our first U.S. Signing Store. Now open in Washington, D.C. #StarbucksSigns
More Than Compliance

UNIVERSAL DESIGN

Making design accessible to everyone in society

7 PRINCIPLES OF UNIVERSAL DESIGN:

- Equitable
- Flexibility
- Simple & intuitive
- Perception information
- Tolerance for error
- Low physical effort
- Size & space
Google's Self Driving Car Takes Blind Man To Taco Bell (VIDEO)

By Dave Ianniello

In Self-Driving Cars, a Potential Lifeline for the Disabled

By Paul Stenslaw
Did you know? ASL is the third most used language in SA behind English & Spanish
More Than Compliance
Points of Customer Contact
More Than Compliance

Useful Information
More Than Compliance

- Inclusion and accessibility are an investment in our citizens and in San Antonio
- Inclusion of all citizens, regardless of ability, is a valued part of San Antonio culture
- Inclusion is about innovation and creating something new
- Input of persons with disabilities in setting priorities, developing solutions and evaluating solutions is an essential success factor
- The sky is the limit on how SmartSA projects can enhance living for persons with disabilities
City of San Antonio
Disability Access Office

Deborah Scharven
Accessibility Compliance Manager

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