Supporting Accessibility in the Digital Fra

CTM Office of Design & Delivery City of Austin

Community Technology & Telecommunications Commission / February 13th, 2019

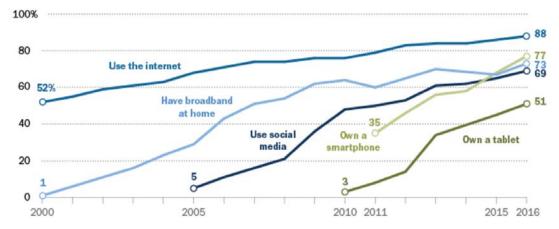


/ Our last presentation

Resident expectations for digital services have totally changed.



% of U.S. adults who ...



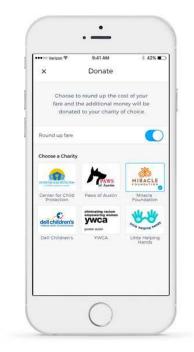
Source: Surveys conducted 2000-2016. Internet use figures based on pooled analysis of all surveys conducted during each calendar year.

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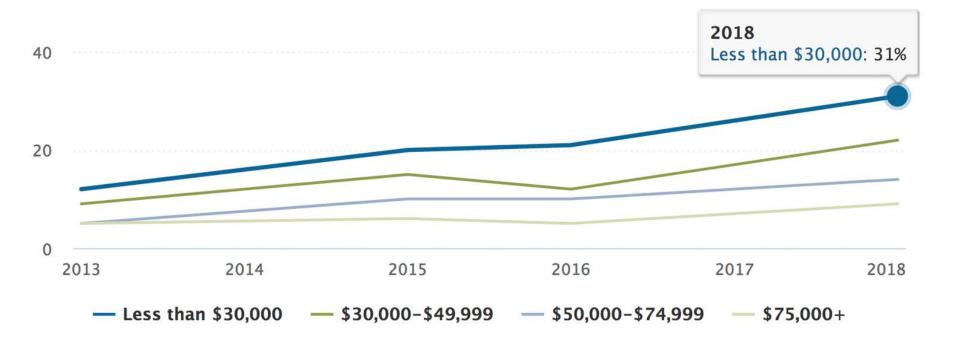
Resident expectations for digital services have totally changed.



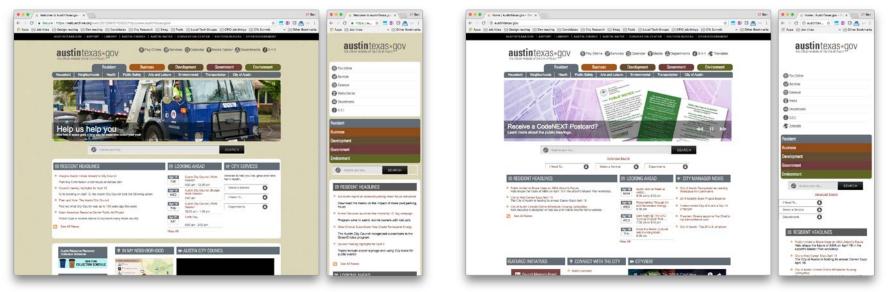




% of U.S. adults who do <u>not</u> have broadband at home but use smartphones



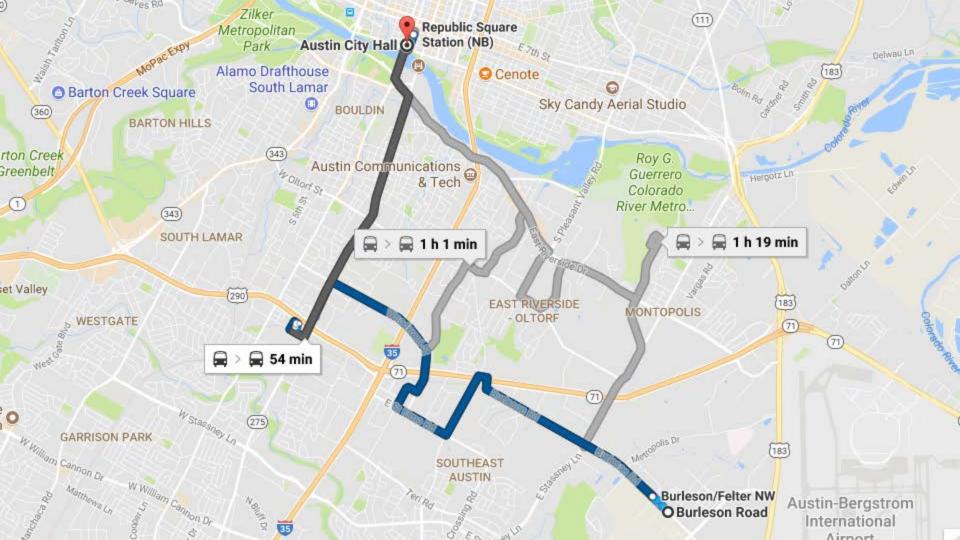
The way that we design and deliver services in government hasn't kept up.



austintexas.gov in April 2012

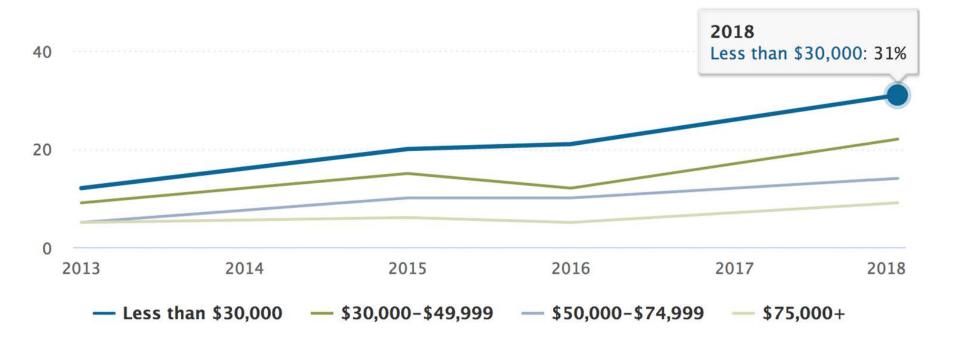
austintexas.gov in April 2018

The way that we design and deliver services in government hasn't kept up.



Failing to support digital services disproportionately harms lower-income populations.

% of U.S. adults who do <u>not</u> have broadband at home but use smartphones



Supporting accessibility in the digital era

2

How do we define "accessibility"?









High-level barriers to access and inclusion





Barrier #1
Awareness

Are residents aware that the service exists?

Barrier #2

ess

Are residents able to access the service?



Are residents able to use the service?



Barriers to Awareness

Barriers to Awareness

Certificate of Occupancy

\$224

n/a

AUSTIN PUBLIC HEALTH ENVIPORMENTAL HEALTH BERVICES DIVISION PO NOX HEAD Autor 28114 Prome (\$12) \$194000 Dirak gate backs of autoritian gate Web Adams, 1510000 Middle Backson gotted M FOOD AND BEVERAGE BOOTH INFORMATIO **Tennoo** Waters Location 1100 Putterton UV, ME come of Putterton UV & Cameror PD, Dukting 1 East Driverse Post a Maley Address N, NE corner of Rubwhort UN & Converse FC, Building 1 East Entrense Dio Mol Accepted here Temporary Food Event Application (Pp. 1) ** Submit at least 10 calendar days before the event date. No Home-Prepared Foods Allowed Critical Or Variance Request / NACCP! Application Please print and use additional sheets if necessary Hazard Analysis & Critical Control Points Responsibilities & A ing are requirements for organizers and ind Name of booth: Business Information Moto: ancompante applications and not be processed and will be relation? Responsibilities Business Name: Type: | shoet Enterprise () Polylop/Water Fasture/Fourteen unty. A Temporary Food Service is servi The temporary ev Temporary Food Event FAOs Type of food/beverages to be served: Physical Addre Emportary Food I with an organized event or celebration. Amplication Submiss "Now do I know if I need a permit? have been adopted by the City of Austin an Applications may b Contact Informatio Print full legel names as they would appear on a Countriment issued Photo IDS 2 Name of booth: Accelerate sub Please click here to review our guidance document on when a permit is needed. Carbon Farmer, Lan Marco, Familyanan Applicants sub-"I only have alcohol, do I need a permit of any requirement may result in immedi Travia County Type of food/beverages to be served: Email Address Read automatics and not be distributed. Streeted and error Submit complet Yes. The Texas food Establishment rules define any heverage, including simplei, as food. Canned here Applications su Name of booth: opened by the customer would not require a temporary food permit. ge events, it may be necessary for the Even be subject to all prior to the event in order to properly plan fo laue & Delivery Subse of been i ob ted/or On of Justic (Contracted Marialization) Type of food/beverages to be served: Permits are non-tr Foot Disarphie HACOP (may include Variance) \$250.00 (Per Pavies - 11 Heutimation grain) . Not Applicable A completed permit application and current, valid povernment identification card plone with any \$250.00 (Per Review - 1* result relation gradia) Net Applicable Permits must be p Foot Verlance Request Sets HACOPS ete Permit Application and submit requir · Permits are av applicable fees. Click here for the application. 4 Name of booth: Possign/PriJFF Salarce Request \$290.00 (Per Review - 11 resciminant grade) Art Applicable Indvikais/Ora * And Statistic in Date Case, Landson, Martin, Ballangarial, Lanual Valley, Petersia, Municipal Villa * Am I exempt from the permit fee? Re-Issues ute copies of "Temporary Food Service I Type of food/beverages to be served: Submit a Pool/Spa/FWVFF Variance Request or a Food HACOP Plan and/or Food Variance Request · Permits may be re Austin City Council may waive fees for an event occurring within city limits if the event organizer holds. aing with any supporting documentation to the department. The department must review and approve all parts before the processionalizer under review cart be used or implemented. Failure to provide reviews supporting documentation may make in additional tensive leas. Peissue requests ants who will be serving or preparing food. valid Social Services Contract with City of Austin. The department may waive fees for an event occurring Rain Out delays within Travis County if the event organizer can provide proof of their Sotici(3) status. ment Special Events Apploant initiate **H**a Food Recovery Hierarchy Where do I get a nermit? D) Special Events Terms & Definitions You may obtain a permit application online here or at 1520 Rutherford Lane Monday through Friday AUSTIN/TRAVIS COUNTY HEALTH AND HUMAN SERVICES DEPARTMENT Baustintexas poy. Food Booth: Tempocary Event: from 7-55am - 3100mm ENVIRONMENTAL HEALTH SERVICES DIVISION Feed Hungry People "What's the cost of a permit PO Box 142529 Our Name" is the cornerstone of the Austin Fire 1 Des Event with Sing hal's Office is committed to protecting lives, promoting Emporary food permit fees apply for each food booth. The total number of food booths at the event Austin, Texas 78714 Source Reduction Il parties involved to provide a level of service that will City of Austi and the length of the event determine the price per food booth. Please refer to this link to review the Phone: (512) 978-0300 EHSD.Service@austintexas.gov fea last breakdawn Travis County Cash, check, money orders, Mcs ustin event Express & Discover Cord "is there a limit to length of time for my event? nts, assessing the fire safety needs and dictates the ottage Foods Guidance Document A temporary food event may b sed venues. Working as a team member of Public Austin/Travis County Health & Human Services Department organization can apply for a mu Food Service, Retail Food, Fo SE. rit (P.A.C.E.), with representatives from City and State **Environmental Health Services Division** Plant or Warehouse When will my permit be rea Temporary Food Event Program (512) 978-0300 on (CFPO) is defined as an individual operating out of their home ons, AFD plays an intricate role in evaluating fire safety he Bottom Line on Food Waste http://www.austicites.au.gov/depa **Risk Cotecories** Size od products. They are not a food establishment and are not permitted or utional Fire Code regulations. Regulated items include. Completed applications should NO HOME-COOKED FOODS ALLOWED - LOS ALIMENTOS PREPARADOS EN CASA NO SE PERMITEI 1 (low risk) A (15) owing: fire lanes and public safety access, tents and Permits may be processed so ealth and Human Services Department. The permit exemption does not 2 (medium nisk) 8 (26 FOCO MUST BE FROM AN APPROVED SOURCE contact you when permits are lures, fireworks, pyrotechnics, open flames, theatrical EY 6 11-2 Prepared on site, purchased from permitted kitchen or procery store 3 (high risk) epartment to act to prevent an immediate or serious threat to human life occupant loads, exiting, egress, use of decorative APPROVED HANDWASHING STATION "How do I properly set up my Lew Risk/Small - 1C Low Risk/Medium - 18 Towski Click here to review how to p Approved water dispenser with "spipot spout" (not push-buttori) Lew Risk/Large - 1A providing continuous flow ist have completed an accredited food handlers training program. **Emergency Prevention Division** Provide watertight bucket or container to catch waste water Medium Risk/Small - 2C \$532 Food Pr Apparent wastewate Anergyed spour Austin Fire Department by instituting a Medium Risk/Medium - 28 \$608 Workh \$684 Medium Risk/Large - 2A or Safety foods (TCS) are not allowed for sale from a CFPO. A TCS 505 Barton Springs Rd. and temperature control for safety to limit pathogen growth or toxin Hah Risk/Small - 3C \$601 by \$782 Austin, Texas 78704 High Rick/Medium - 38 S food must be held under proper temperature controls, to prevent the High Risk/Longe - 3A \$896 700 pounds of Food Permit Late Fee \$100 human illness. AFDSPECIALEVENTS@AUSTINTEXAS.GOV Certified Farmers Market Annual Permit APPROVED DISHWASHING STATION (3 basins or sink compartments required - used from left to right) Close A \$177 d for sale from a CFPO include: baked goods that are non-TCS, breads, First basin/airk compartment (laft-most) for washing - must have dishwashing scap. Class B \$333 Becond/imiddle basin or sink compartment for rinsing - must use clean water fins, cakes, pastries, cookies, candy, coated and uncoated nuts, Third basinitative compartment (right-most) for senitizing: e.g., a mixture of water 8.50 ppm in ppm maximum Chlorine blocks. Class C \$622 entage of your OCTOBER 1, 2015 , canned jams or jellies, fruit pies, dehydrated fruit or vegetables Nobile Vender PROPER FOOD TEMPERATURES he same time. Mobile Vendor Application Fee \$105 and popcorn snacks, cereal, including granola, dry mixes, vinegar, Lista de chequeo para Unidades de Venta de Comida Ambulante Unree Ray Chicken - 165¹ F or creater Unrestricted Permit/Unit \$290 Raw Hamburger Meat - 155* F or or dry tea, dried herbs and dried herb mixtures. Restricted Permit/Unit \$212 Mobile greater Rev Pork & WHOLE Bee! - 145° F Mientras esta lista no puede cubrir todos los escenarios posibles o cada tipo de Mobile Vendor Re-Engraction \$130 Mobile 1 ides, and Nobile Vendor AFD Fire Inspection \$125 or greate Unidades de Venta de Comida Ambulante, y no incluye todos lor requerimientos de Mobile Vendor AFD Fire Re-Inspection \$ 75 Not-holding: 135⁴ F or greater allowed for sale from a CFPO include: fresh or dried meat or meat went into · Electric or or ill seguridad contra incendios, el Departamento de Bomberos de Austin provee la or landfilled fruits, vegetables, vegetable butters, salsas etc., kolaches with meat, No sterno Temporary Food Establishment siguiente guia como herramienta para asegurar que los vendedores ambulantes y sus 1 booth, 1 colondar day \$35/booth 1.5 cale fish or shellfish products, canned pickled products such as corn relish and sauerkraut, raw seed 1-5 colendor deve \$145/beatl vehiculos cumplan con los reguisitos mínimos. Antes de la inspeccion de su unidad, por \$102/heath 6-14 colendar days sprouts, bakery goods which require any type of refrigeration such as cream, custard or meringue pies 6-14 culeador down \$155 meth Funedited Permit nla favor asegúrese que cumpla con estas condiciones. Expedited Permit and cakes or pastries with cream cheese icings or fillings, milk and dairy products including hard, soft ith growing. unts for 22% of and cottage cheeses and yogurt, fresh fruits dipped or coated in chocolate or similar confections, fresh Vendine Machines n/a Vending Machine Application Fee \$120 vegetables, and juices made from fresh fruits or vegetables, ice or ice products, barbeque sauces and Permit Fee (sec muchine) Food Enterprise Inspection Fees and Variance Request Fee ketchups, foccaccia-style breads with vegetables or cheeses, chocolate covered graham crackers, Rice

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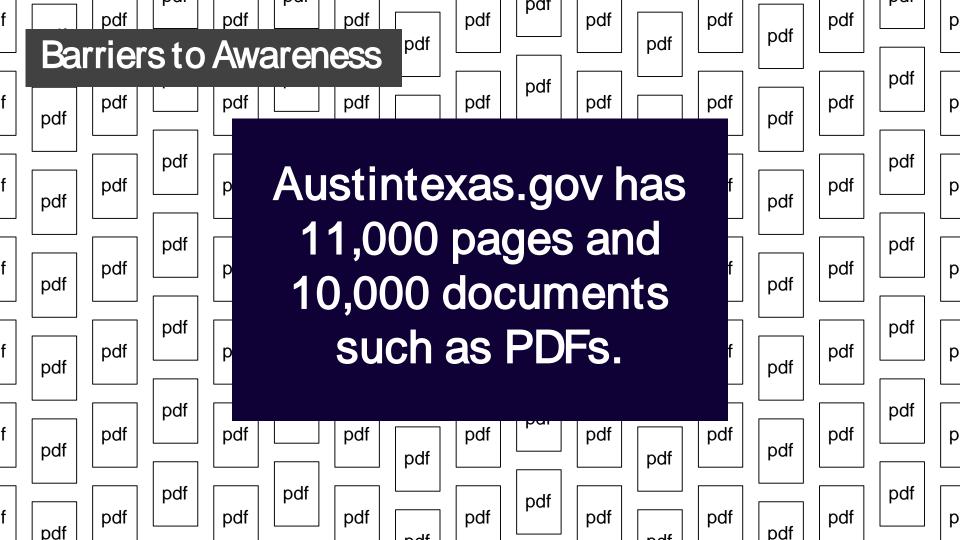
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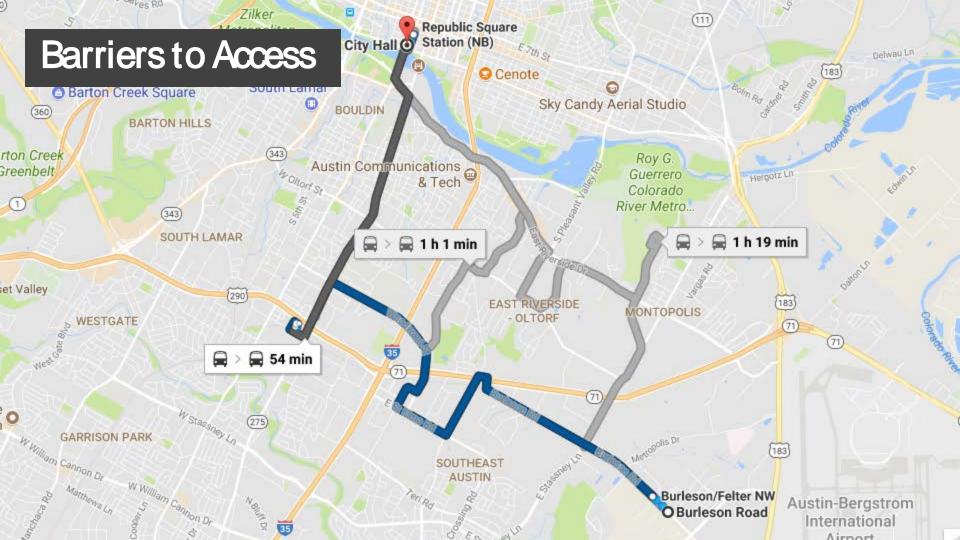
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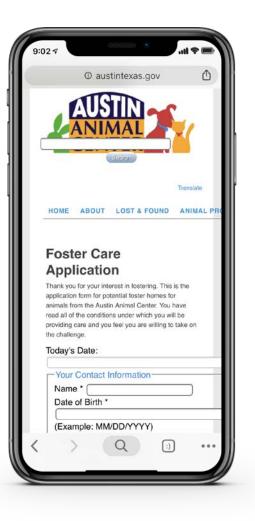
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Anne

texas.gov/online-form/foster-care-application

+ ~

1

Phone or Fax Number must be in format XXX-XXX-XXXX. (Example: 123-456-7890)

Phone or Fax Number must be in format XXX-XXX-XXXX. (Example: 123-456-7890) 8



HOME ABOUT LOST & FOUND ANIMAL PROTECTION SERVICES/RESOURCES SUPPORT FAQ



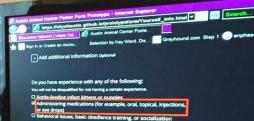
Foster Care Application

Thank you for your interest in fostering. This is the application form for potential for homes for animals from the Austin Animal Center. You have read all of the condit under which you will be providing care and you feel you are willing to take on the challenge.

Today's Date:

http://www.austintexas.gov/department/aac

- - Your Contact Information



+ Add additional information optional

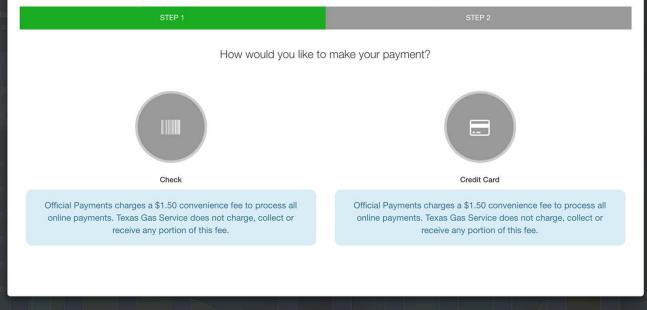
is there already an Austin Animal Center animal you are interested in le, if you saw one on a Facabook post. This does not



Make a payment

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You may pay your Texas Gas Service bill online with an electronic check or your credit or debit card.



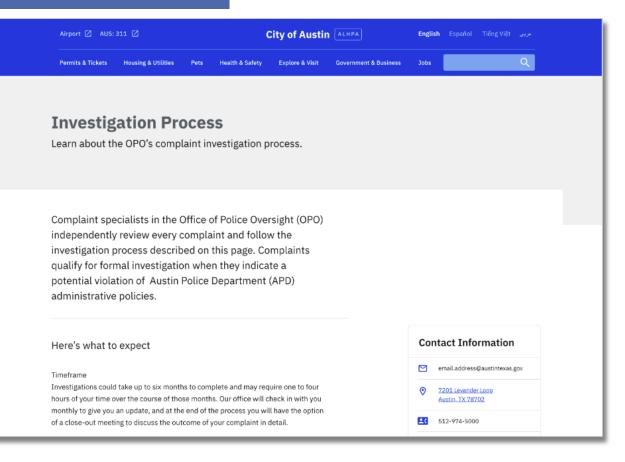
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City of Austin Utilities Online Customer Care		My Profile Help Contact Us Log Out
My List of Accounts Pay My Bills Payment Methods		Welcome: Benjamin Guhin Account #: Change
Payment Methods	D*	Contact Us
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Bank account type	1234 Oak Anytown, USA <u>20</u>	· · · · ·
Checking Savings	PAY TO THE ORDER OF \$ DOLLARS	
Routing number	FOR	Customer Care (512) 494-9400
Retype routing number	1234 56 7891: 0001 234 56 789# 1001	TDD: (512) 477-3663
Account number	Check Routing Number Account Number Check Number 1 2 3 4 5 6 78 9 000 1 2 3 4 5 6 78 9 100 1	Outside Austin call toll-free:
Retype account number		(888) 340-6465
Submit Cancel		Monday - Friday 7:00 a.m. to 9:00 p.m. CST Saturday 9:00 a.m. to 1:00 p.m. CST Contact Us

Barriers to Indusion

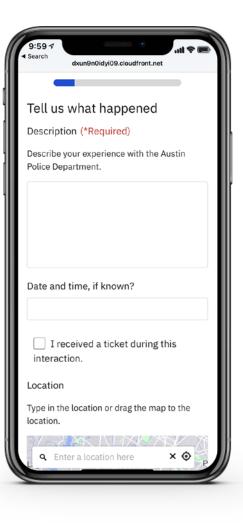
Recent developments

3

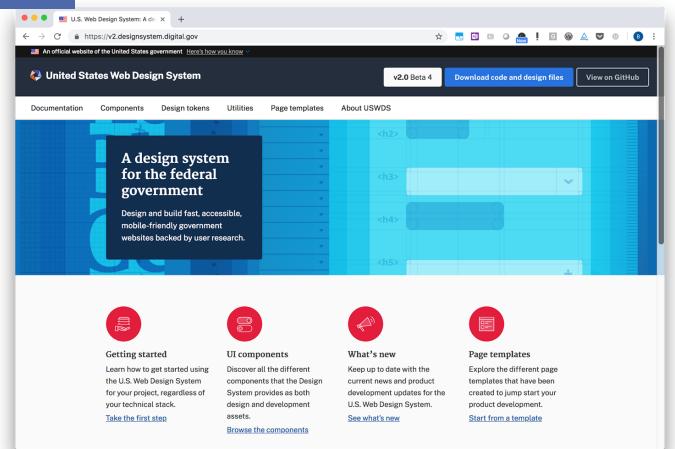
Supporting Awareness



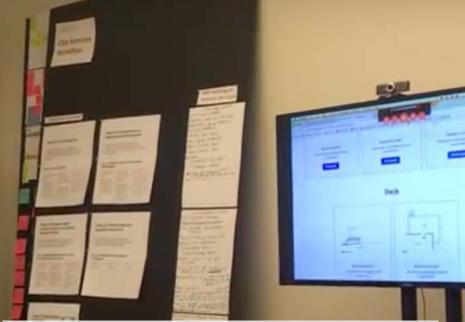
Supporting Access



Supporting Access







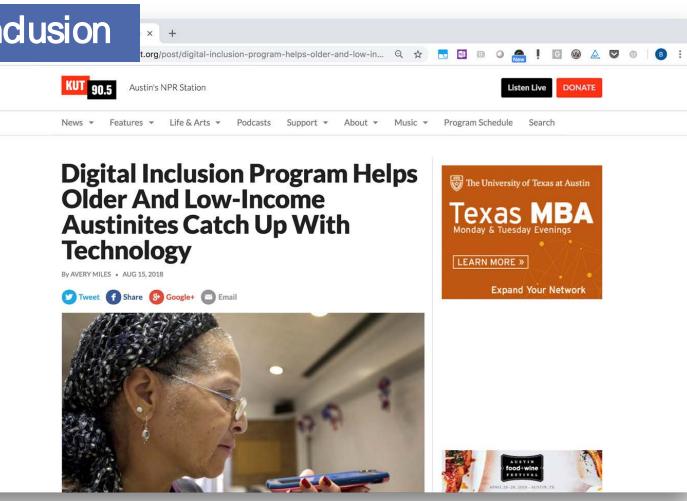
(Reading with screenreader) "I couldn't see any of the form information. It is just unlabeled edit boxes and radio buttons."

David, ADA Program Manager

Supporting Access

Supporting Indusion

Supporting Indusion



Supporting Indusion



ALFIA.AUSTIN.GOV

AUSTIN, TX

مرحبا بك في

Alpha.austin.gov هو موقع إلكتروني جديد والعمل قيد التنفيذ. للحصول على كامل موقع مدينة أوستن، قم بزيارة <u>austintexas.gov</u>]. تعرف على المزيد حول الموقع الإلكتروني الجديد عبر <u>projects.austintexas.io</u>].

الاطلاع على خدمات مدينة أوستن

"There was nothing, now there is something."

Anne, Resident

Supporting Inclusion

indi ant

What needs to change

4

Build a coalition to support this work.







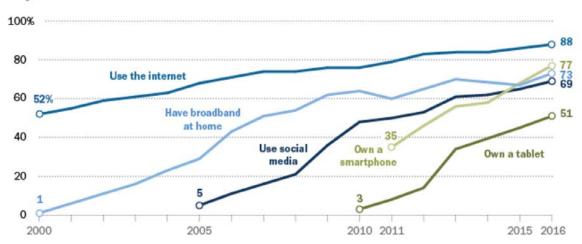
The University of Texas at Austin





Plan for the fact that everything will change.

The evolution of technology adoption and usage

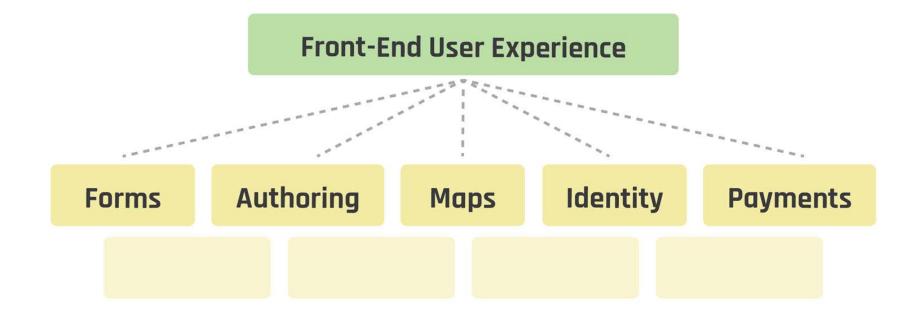


% of U.S. adults who ...

Source: Surveys conducted 2000–2016. Internet use figures based on pooled analysis of all surveys conducted during each calendar year.

PEW RESEARCH CENTER

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detailed description of out experience with the Auster Police

Date and une, if known

mmiddlyny 10 Location, A known