

Supporting Accessibility in the Digital Era

CTM Office of Design & Delivery
City of Austin

Community Technology & Telecommunications Commission
/ February 13th, 2019



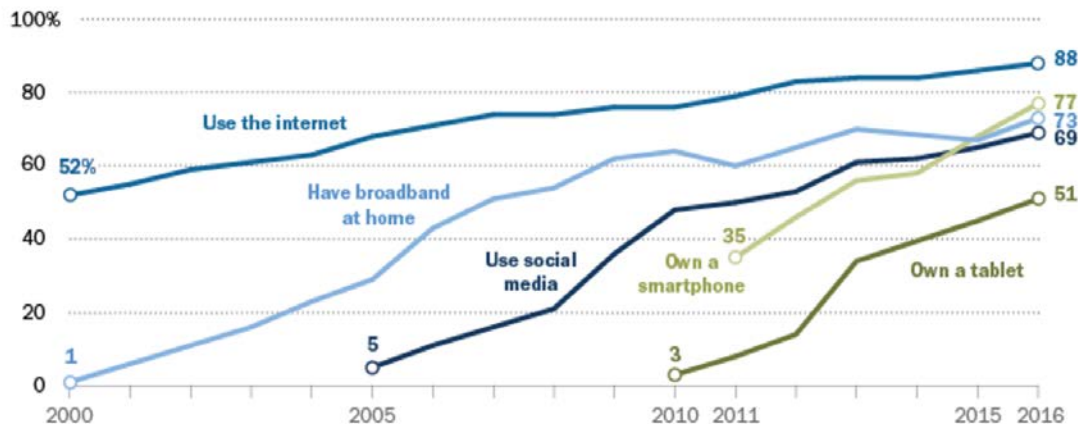
Background

／ Our last presentation

Resident expectations for digital services have totally changed.

The evolution of technology adoption and usage

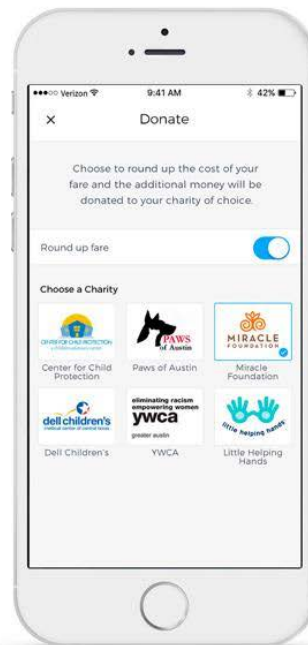
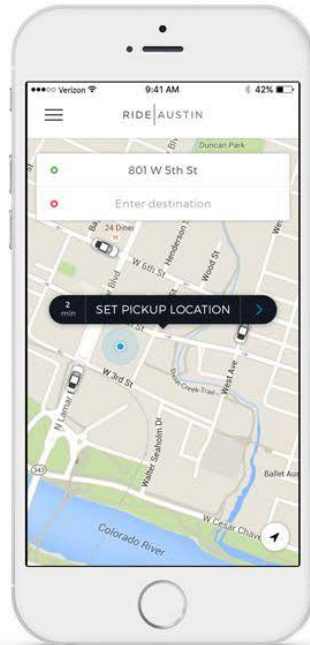
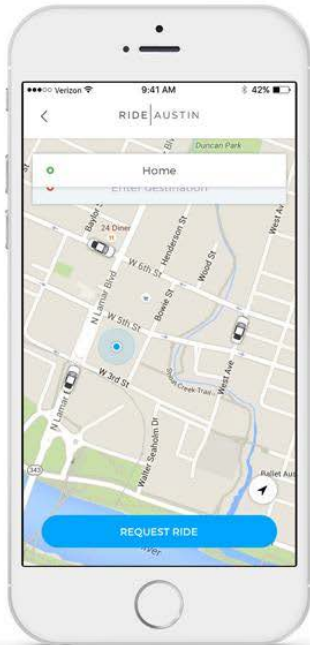
% of U.S. adults who ...



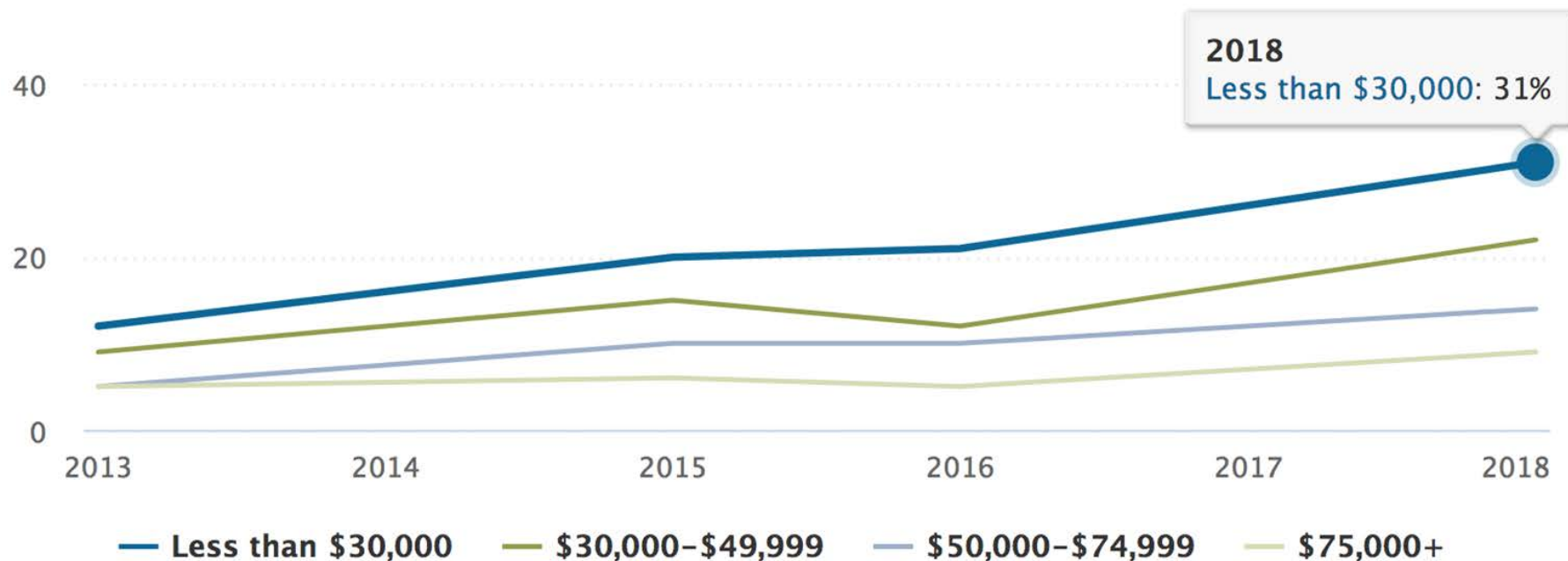
Source: Surveys conducted 2000–2016. Internet use figures based on pooled analysis of all surveys conducted during each calendar year.

PEW RESEARCH CENTER

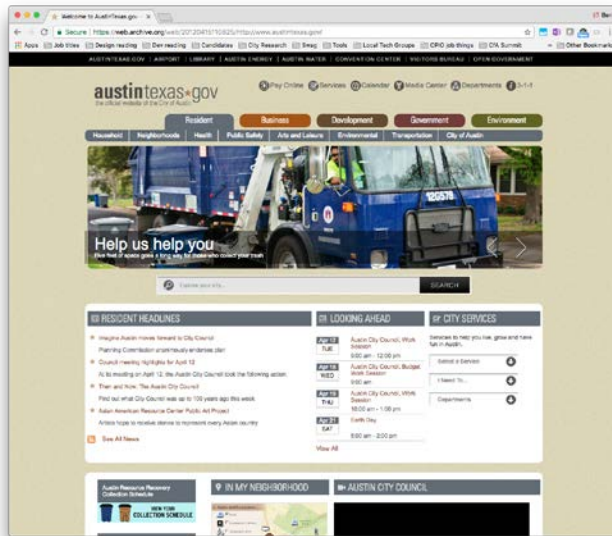
Resident expectations for digital services have totally changed.



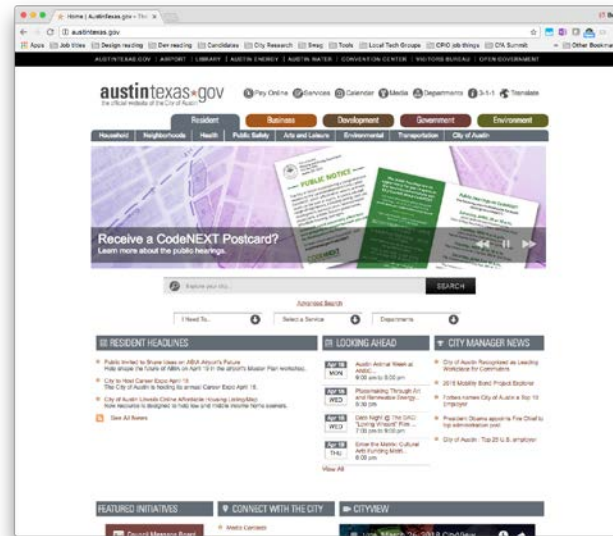
% of U.S. adults who do not have broadband at home but use smartphones



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

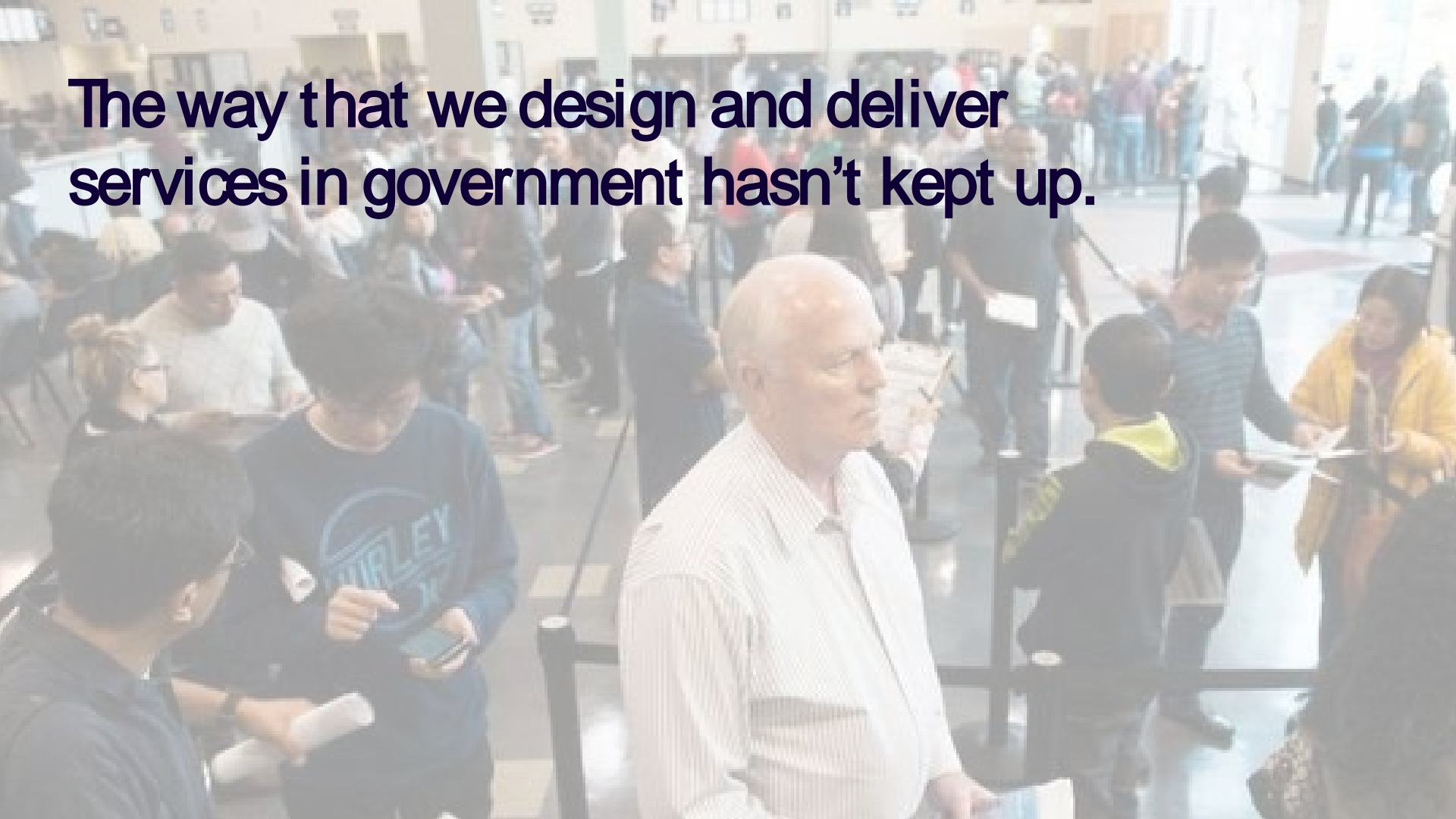


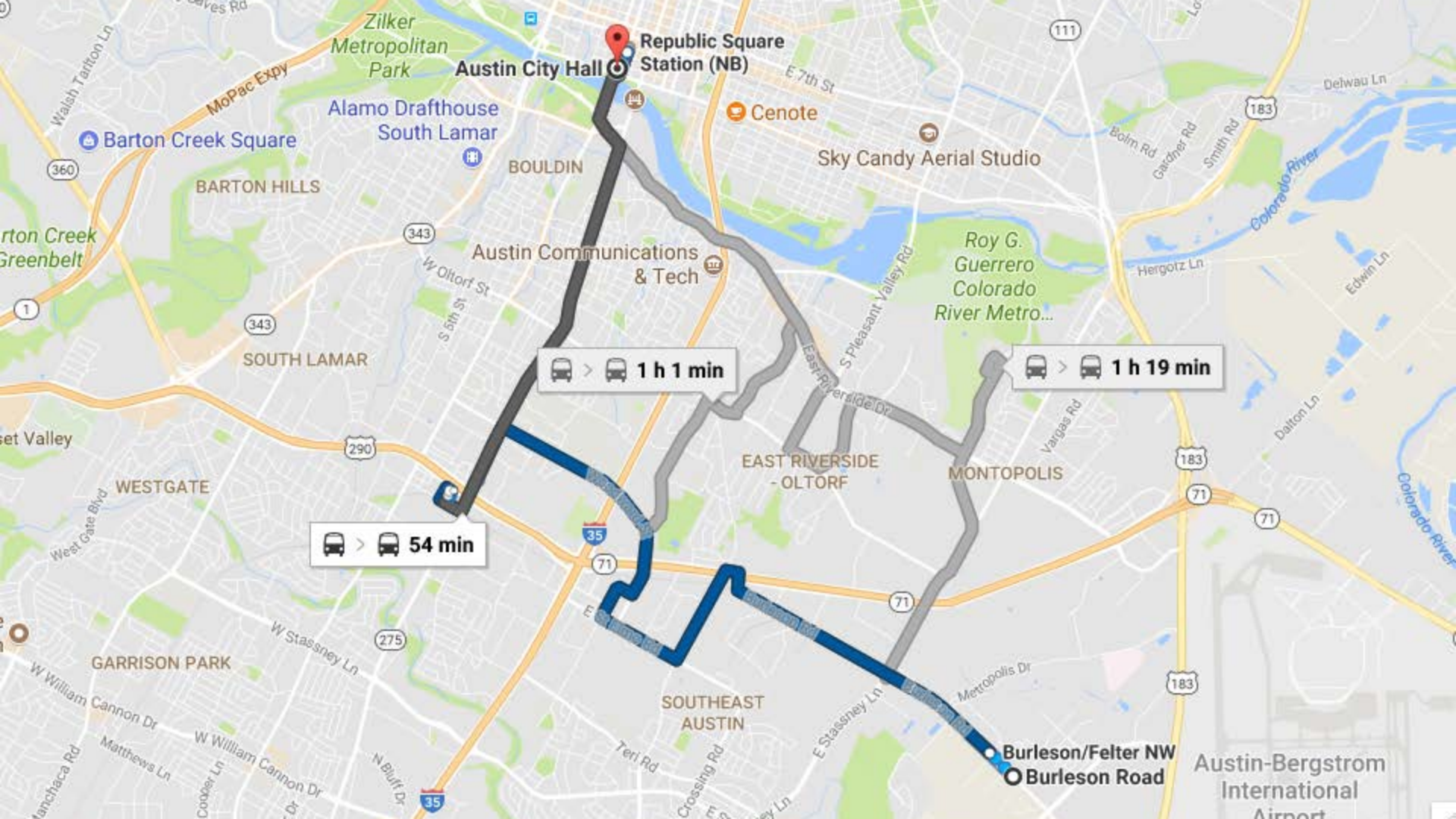
austintexas.gov
in April 2012



austintexas.gov
in April 2018

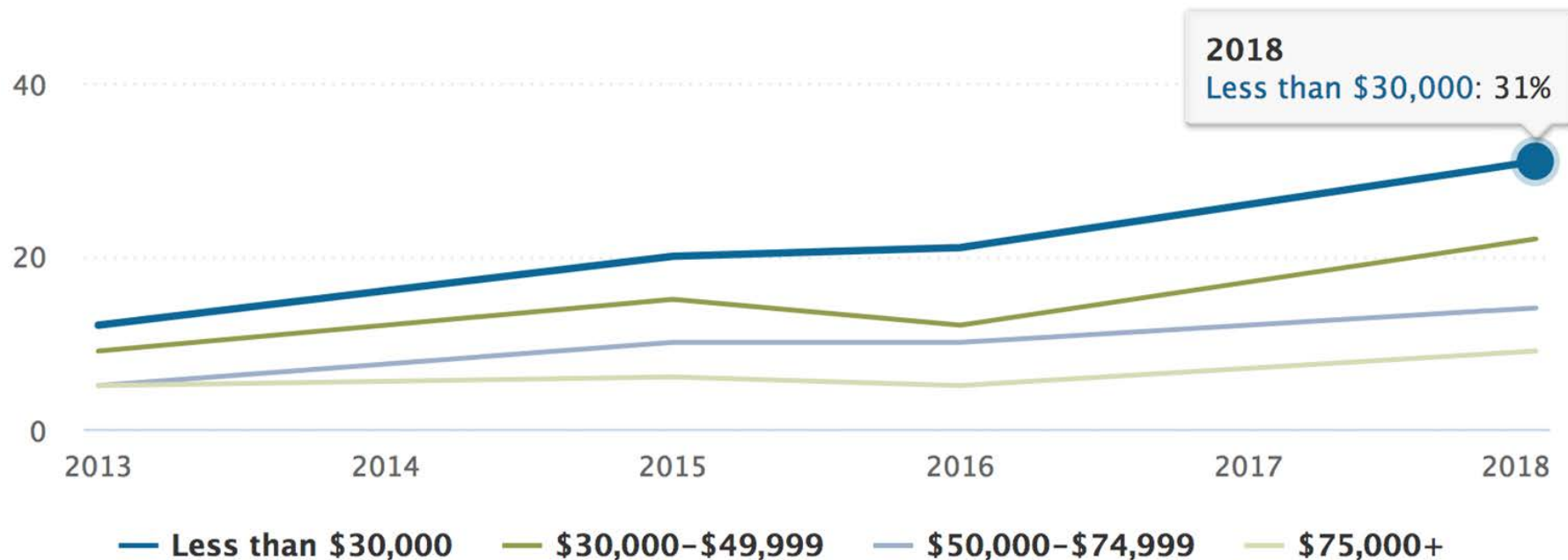
The way that we design and deliver services in government hasn't kept up.





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

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





2

Supporting accessibility in the digital era

How do we define
“accessibility”?

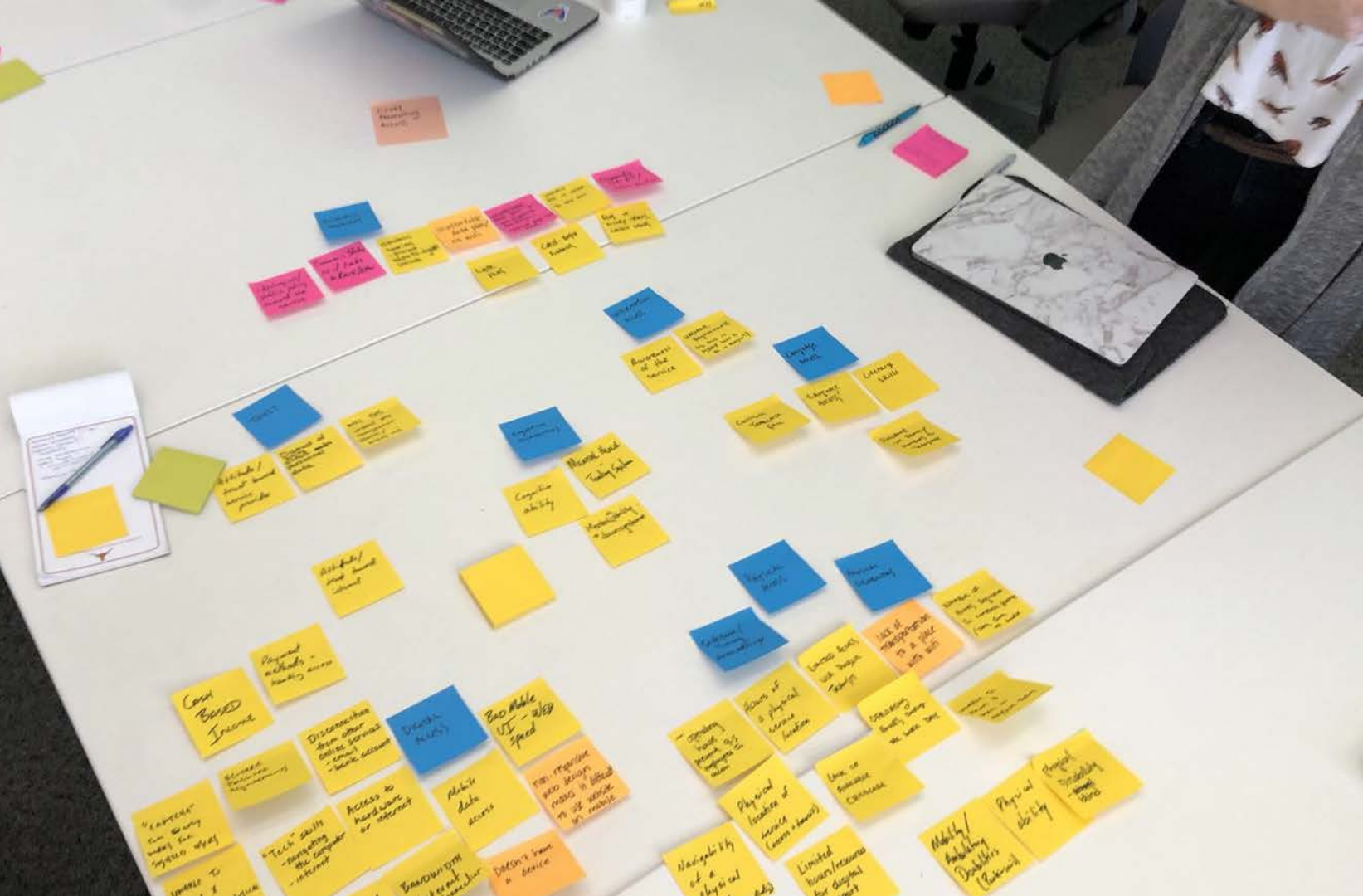
Compliance



Accessibility







High-level barriers to access and inclusion



Barrier #1

Awareness

Are residents aware that the service exists?



Barrier #2

Access

Are residents able to access the service?

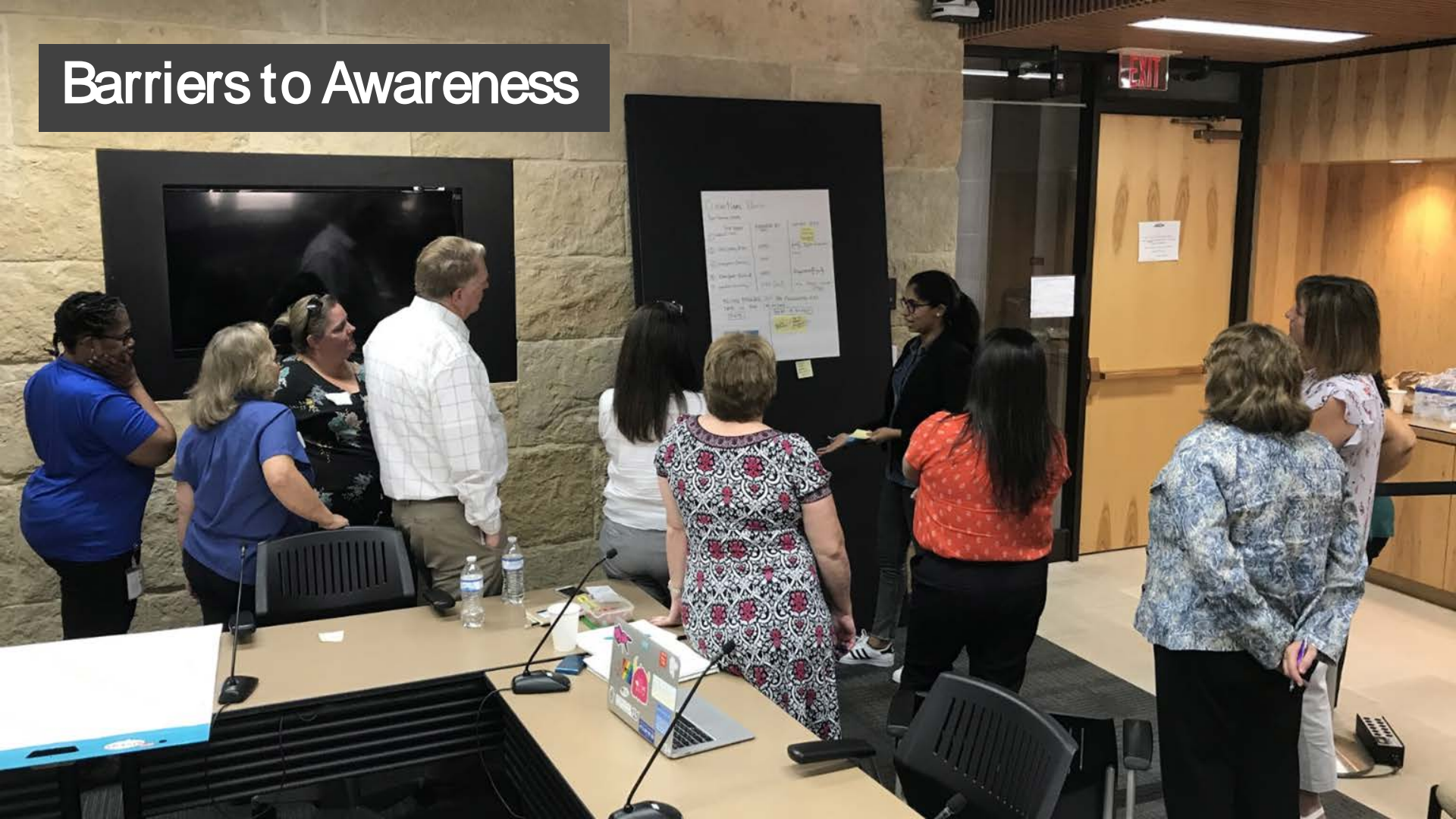


Barrier #3

Inclusion

Are residents able to use the service?

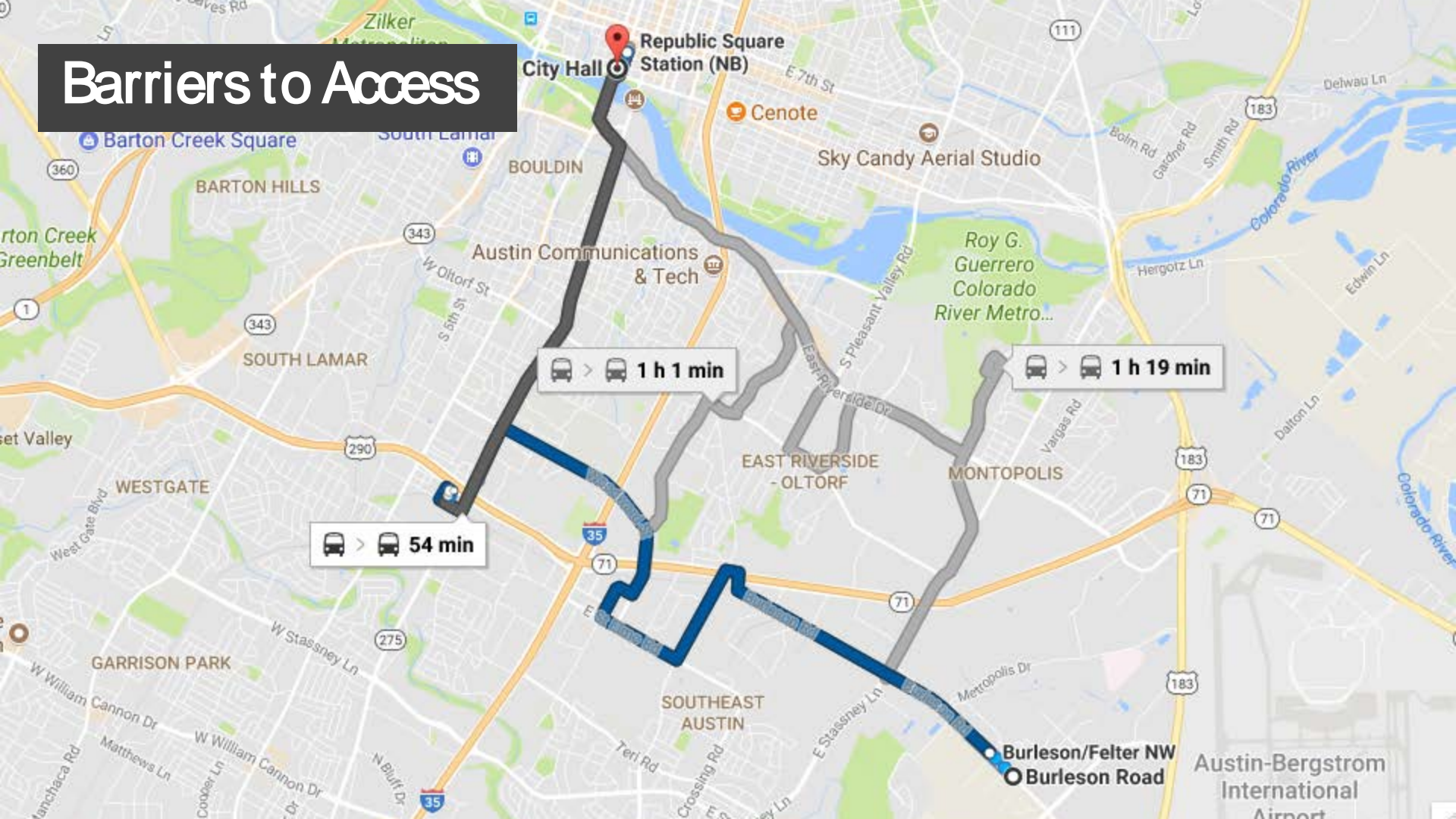
Barriers to Awareness



Barriers to Awareness

**Austintexas.gov has
11,000 pages and
10,000 documents
such as PDFs.**

Barriers to Access



Barriers to Access

9:02

austintexas.gov

AUSTIN ANIMAL

Search

Translate

HOME ABOUT LOST & FOUND ANIMAL PRO

Foster Care Application

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

Today's Date:

Your Contact Information

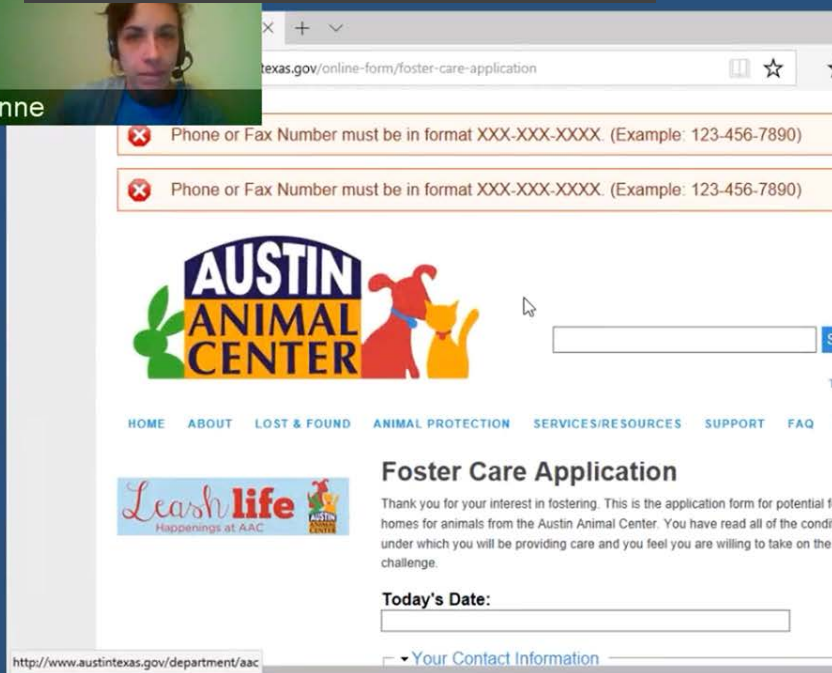
Name *

Date of Birth *

(Example: MM/DD/YYYY)

Barriers to Access

Anne



The screenshot shows a web browser window with the URL <http://www.austintexas.gov/online-form/foster-care-application>. The page features the Austin Animal Center logo and a navigation menu with links: HOME, ABOUT, LOST & FOUND, ANIMAL PROTECTION, SERVICES/RESOURCES, SUPPORT, and FAQ. The main heading is "Foster Care Application". Below it, a paragraph states: "Thank you for your interest in fostering. This is the application form for potential foster homes for animals from the Austin Animal Center. You have read all of the conditions under which you will be providing care and you feel you are willing to take on the challenge." A form field for "Today's Date:" is present. At the bottom, there is a checkbox labeled "Your Contact Information". Two red error messages are displayed at the top of the form area, both stating: "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)

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AUSTIN ANIMAL CENTER

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

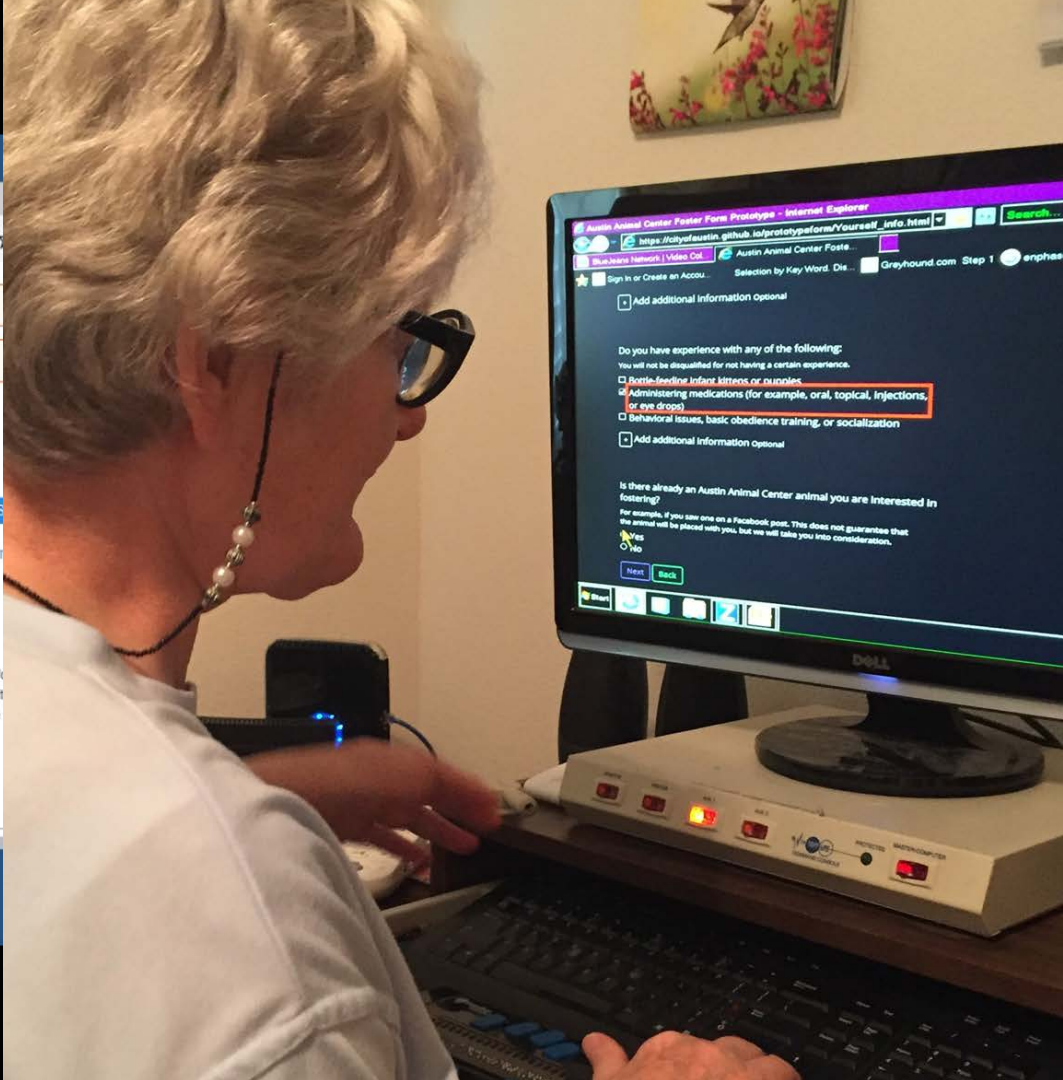
Foster Care Application

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Today's Date:

☐ Your Contact Information

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



Barriers to Access

Ac
912
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910
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×


Make a payment

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

STEP 1


STEP 2

How would you like to make your payment?



Check

Official Payments charges a \$1.50 convenience fee to process all online payments. Texas Gas Service does not charge, collect or receive any portion of this fee.



Credit Card

Official Payments charges a \$1.50 convenience fee to process all online payments. Texas Gas Service does not charge, collect or receive any portion of this fee.

45
40
35
30
25
20
15


Jsag
Expor
License [100] Extra Fee

Barriers to Access

COA Utilities - Payment Method

City of Austin [US] | https://coautilities.com/wps/myportal/occ/occ/unselected/p...

AUSTINTEXAS.GOV | AIRPORT | LIBRARY | AUSTIN ENERGY | AUSTIN WATER | AUSTIN CONVENTION CENTER | VISITORS BUREAU | OPEN GOVERNMENT



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

Add payment method

Bank account type

☒ Checking ☐ Savings

Routing number

Retype routing number

Account number

Retype account number

Submit

Cancel

Your Name
1234 Oak
Anytown, USA
20

PAY TO THE
ORDER OF

\$

DOLLARS

FOR


⑆ 234 56 789 ⑆ 0001 234 56 789 ⑆ 1001

Check Routing Number
234 56 789

Account Number
0001 234 56 789

Check Number
1001

Contact Us



Customer Care

(512) 494-9400
TDD: (512) 477-3663

Outside Austin call toll-free:

(888) 340-6465

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 Inclusion



3

Recent developments

Supporting Awareness

Airport  AUS: 311 

City of Austin

ALHPA

EnglishEspañolTiếng Việtعربي

Permits & Tickets

Housing & Utilities


Pets

Health & Safety

Explore & Visit

Government & Business

Jobs



Investigation Process

Learn about the OPO's complaint investigation process.


Complaint specialists in the Office of Police Oversight (OPO) independently review every complaint and follow the investigation process described on this page. Complaints qualify for formal investigation when they indicate a potential violation of Austin Police Department (APD) administrative policies.


Here's what to expect


Timeframe

Investigations could take up to six months to complete and may require one to four hours of your time over the course of those months. Our office will check in with you monthly to give you an update, and at the end of the process you will have the option of a close-out meeting to discuss the outcome of your complaint in detail.

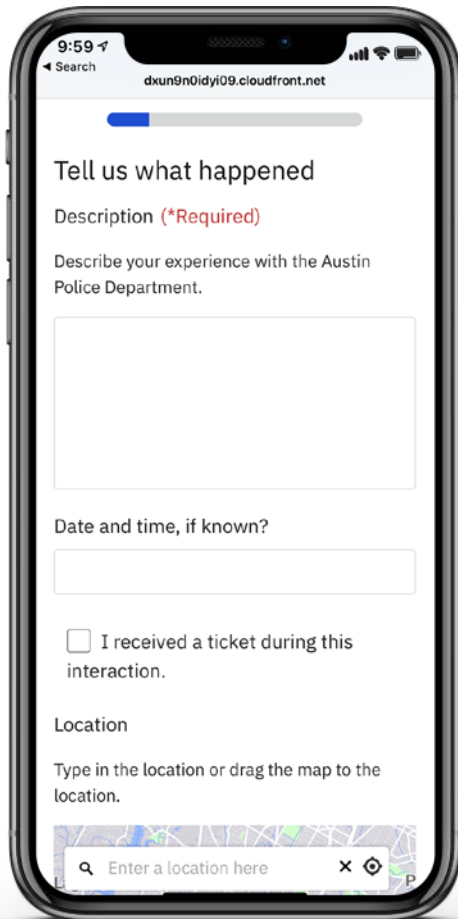
Contact Information

 email.address@austintexas.gov

 [7201 Levander Loop](#)
[Austin, TX 78702](#)

 512-974-5000

Supporting Access



9:59
Search dxun9n0idy09.cloudfront.net

Tell us what happened

Description (*Required)

Describe your experience with the Austin Police Department.

Date and time, if known?

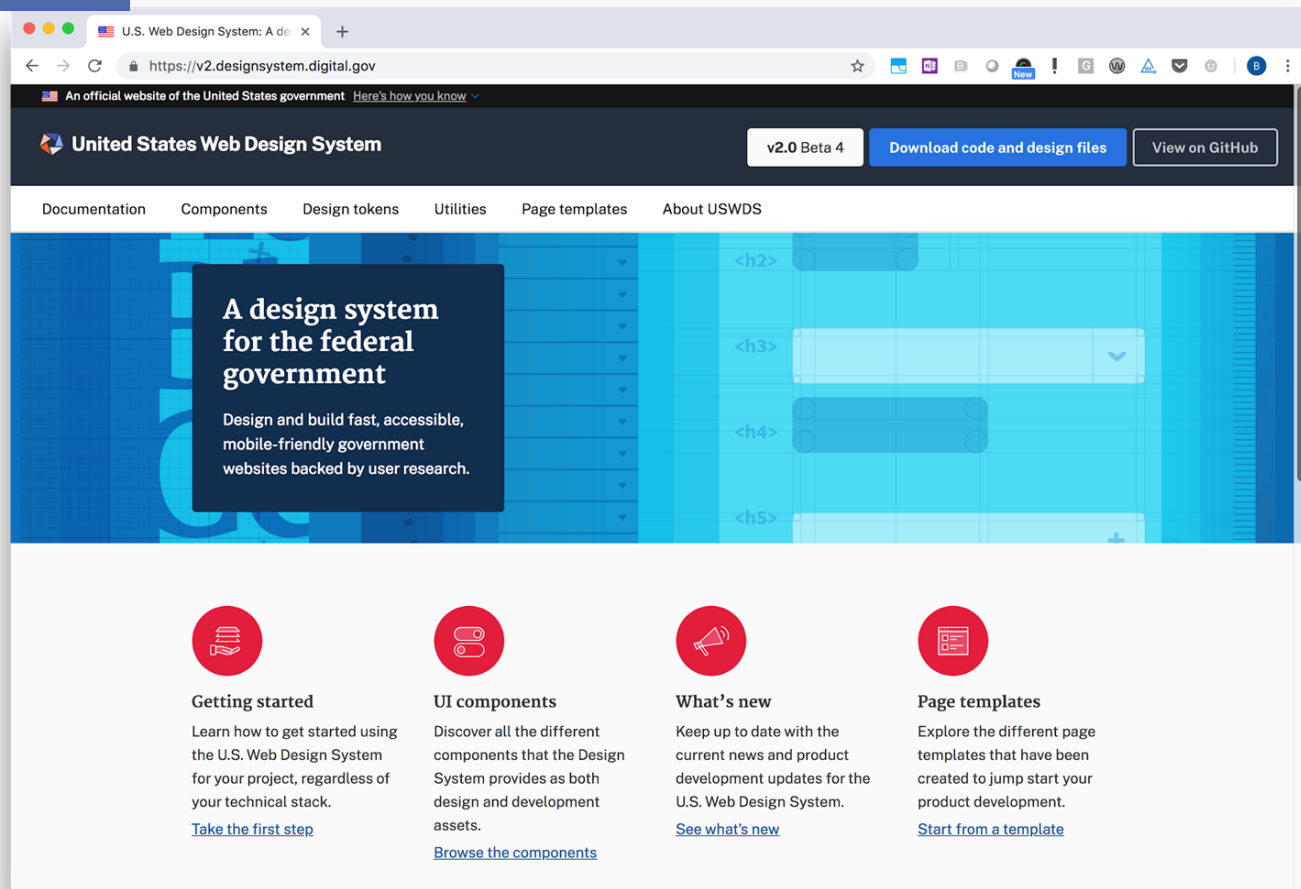
☐ I received a ticket during this interaction.

Location

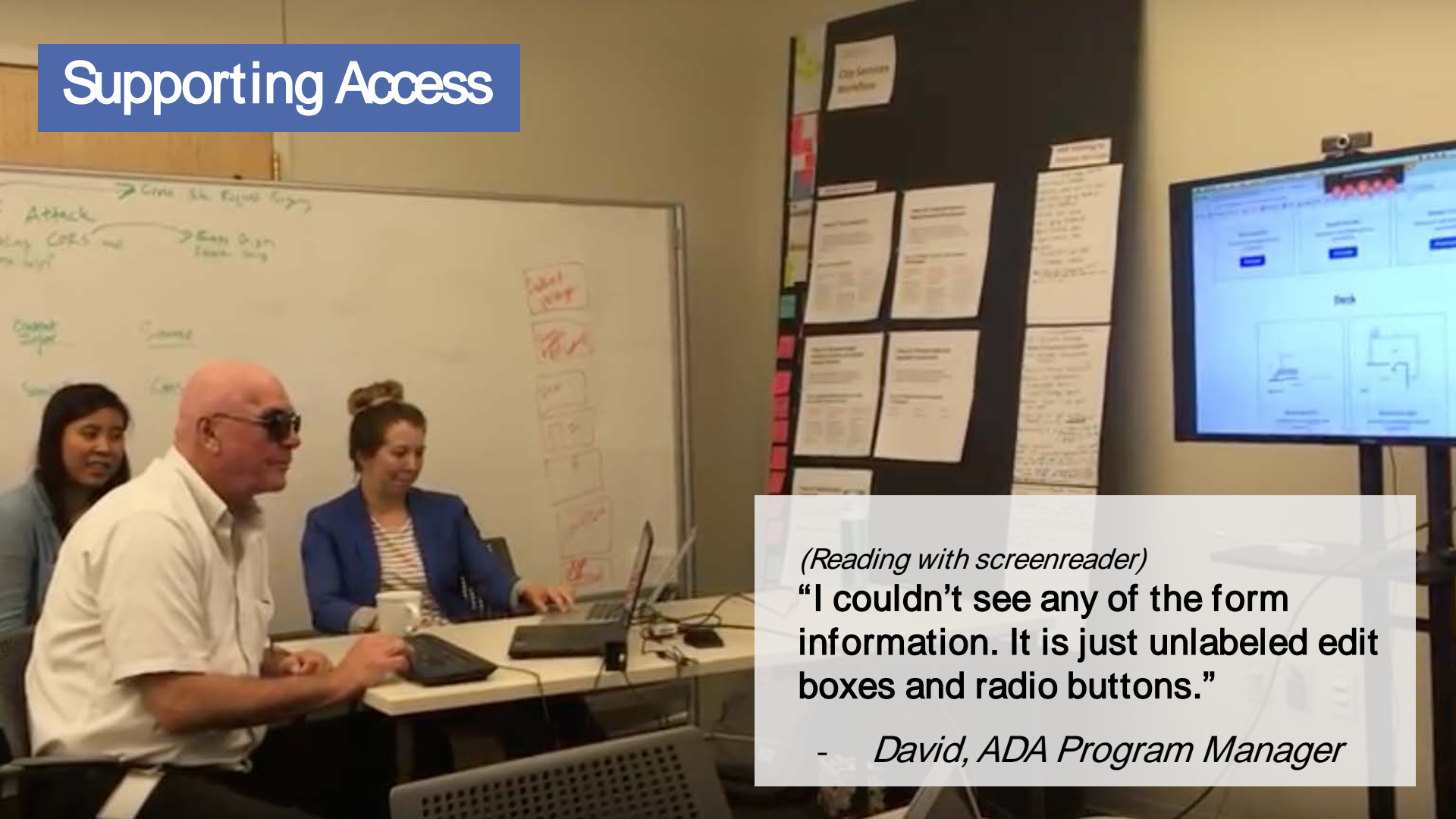
Type in the location or drag the map to the location.

Enter a location here

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 Inclusion



Supporting Inclusion

...t.org/post/digital-inclusion-program-helps-older-and-low-in-...


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Digital Inclusion Program Helps Older And Low-Income Austinites Catch Up With Technology

By AVERY MILES • AUG 15, 2018

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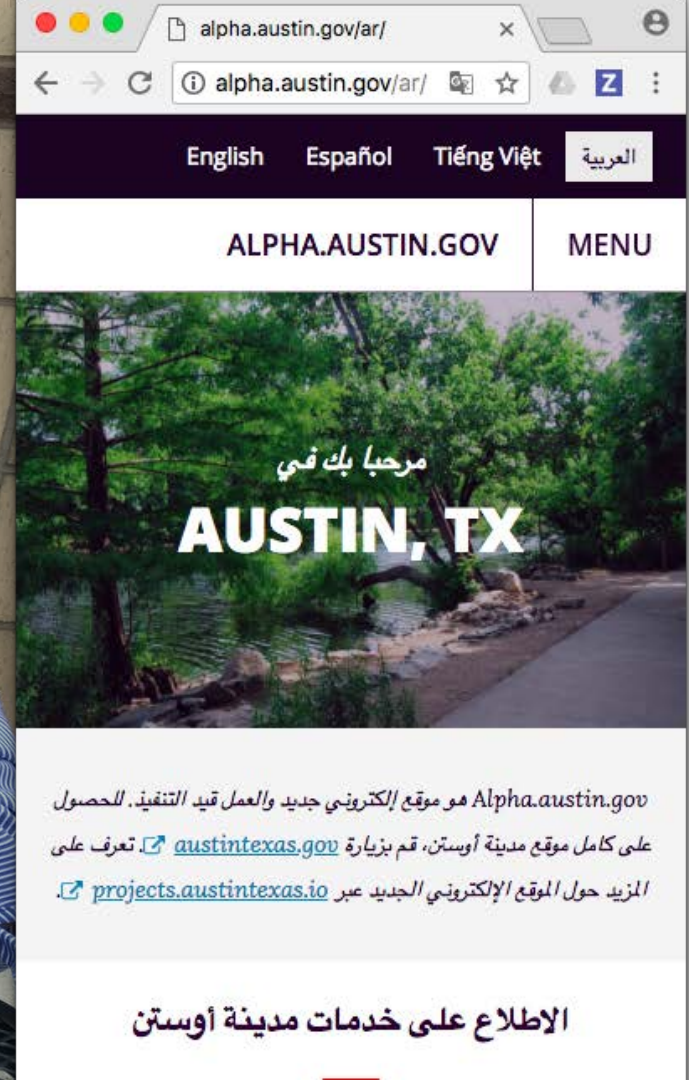
The University of Texas at Austin
Texas MBA
Monday & Tuesday Evenings
[LEARN MORE »](#)
Expand Your Network

 **Austin food + wine FESTIVAL**
APRIL 26-28, 2018 - AUSTIN, TX

Supporting Inclusion

“There was nothing, now
there is something.”

Anne, Resident



Supporting Inclusion



4

What needs to change

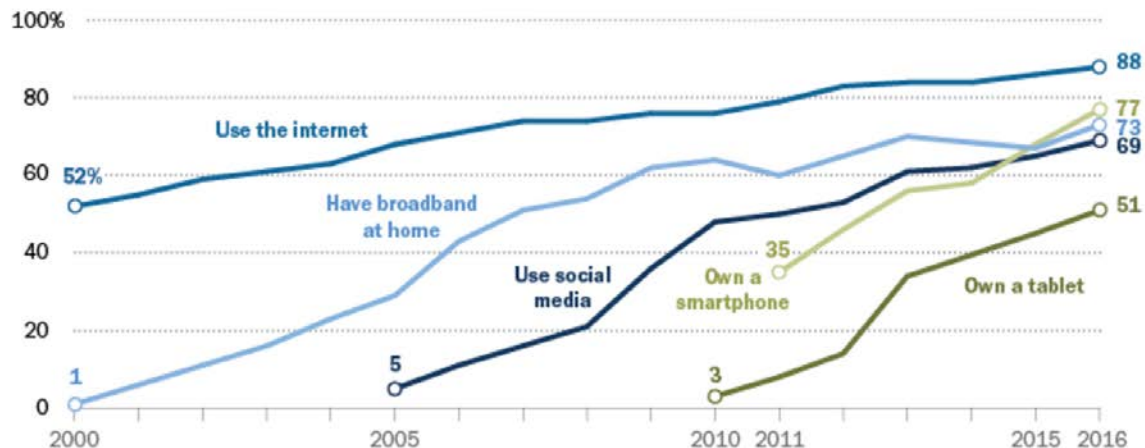
Build a coalition to support this work.



Plan for the fact that everything will change.

The evolution of technology adoption and usage

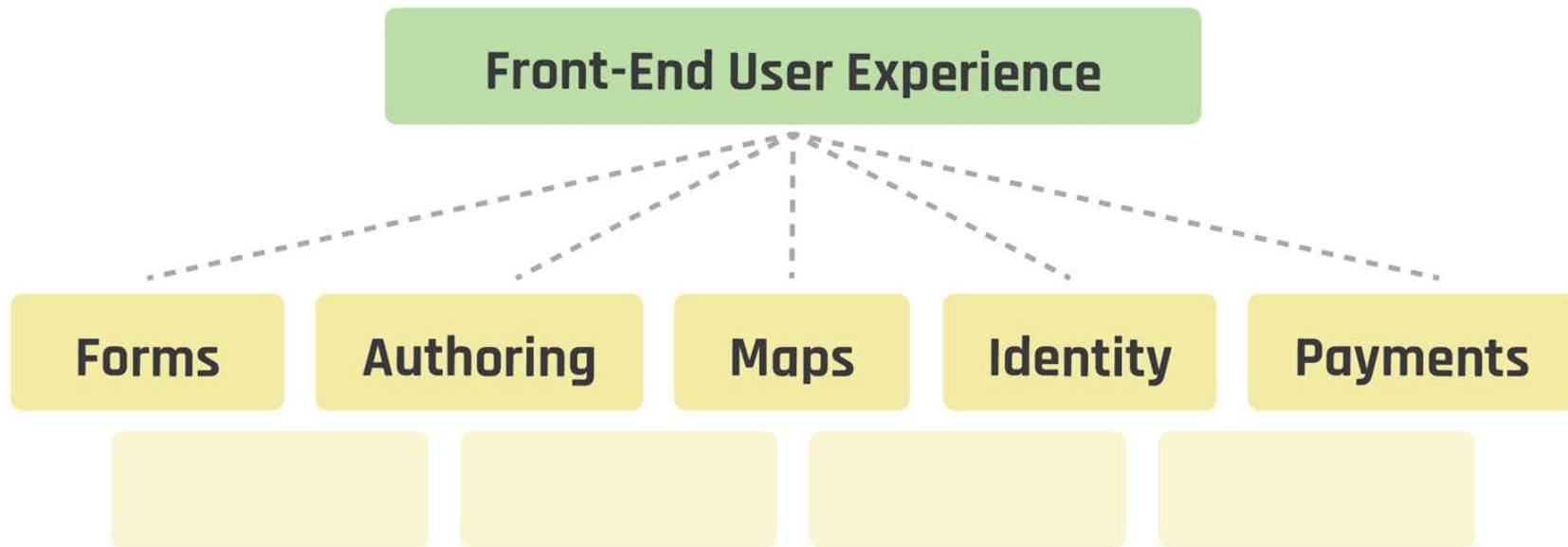
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PEW RESEARCH CENTER

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