Buying & Using Accessible Technology

INCLUSIVE PROCUREMENT LAUNCHPAD

INDIA CITIES: MARCH 24, 2022

Today's Discussion

1. Welcome & Introductions
2. The Inclusive Procurement Collaboration
3. Why this policy matters – disability, accessibility, and cities
4. Main components of this model policy
5. Possible next steps
6. Discussion and questions

The G3ict team

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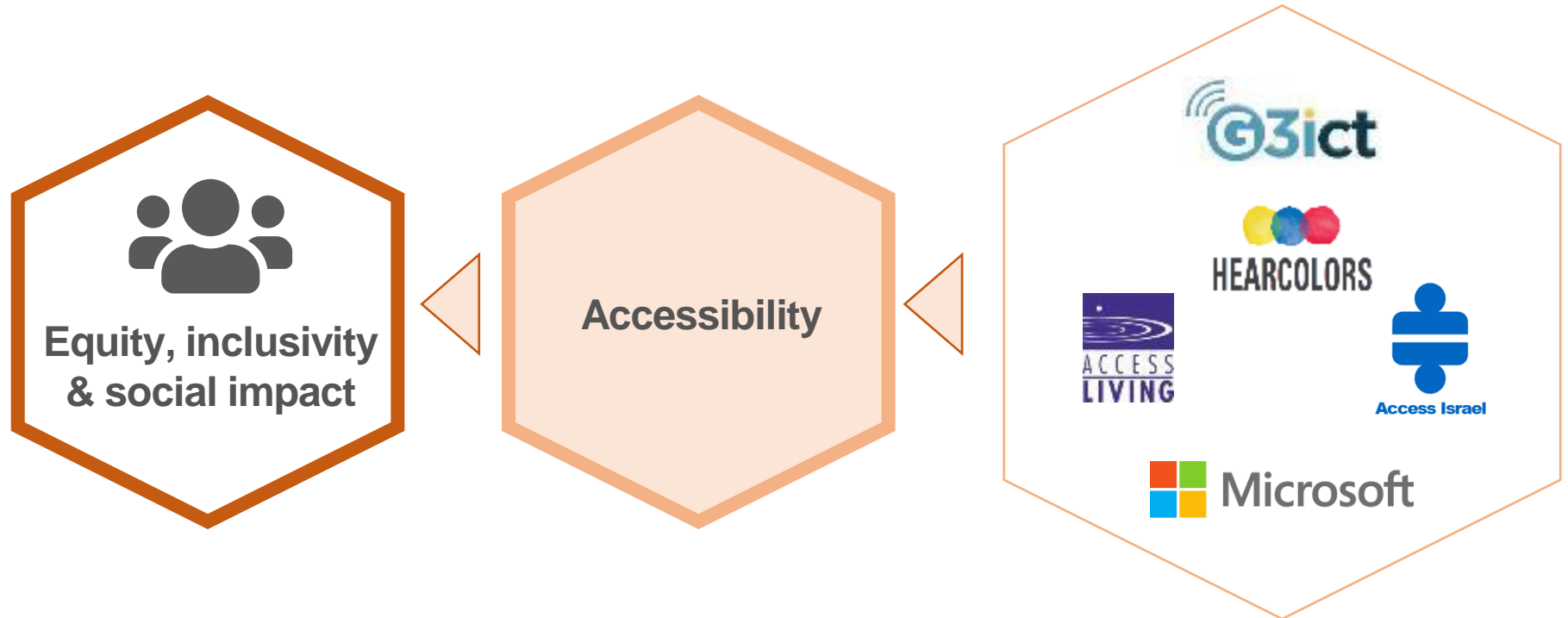# 36 Pioneer Cities agreed to test the roadmap

1. Apeldoorn, Netherlands
2. Barcelona, Spain
3. Belfast, United Kingdom
4. Bengaluru, India
5. Bilbao, Spain
6. Bogotá, Colombia
7. Brasilia, Brazil
8. Buenos Aires, Argentina
9. Chattanooga, United States

10. Cordoba, Argentina
11. Daegu, South Korea
12. Dubai, UAE
13. eThekwini (Durban), S Africa
14. Faridabad, India
15. Gaziantep, Turkey
16. Hamamatsu, Japan
17. Hyderabad, India
18. Indore, India

19. Istanbul, Turkey
20. Kaga, Japan
21. Kakogawa, Japan
22. Kampala, Uganda
23. Karlsruhe, Germany
24. Leeds, United Kingdom
25. Lisbon, Portugal
26. London, United Kingdom
27. Maebashi, Japan

28. Manila, Philippines
29. Medellín, Colombia
30. Melbourne, Australia
31. Mexico City, Mexico
32. Milan, Italy
33. Moscow, Russia
34. Newcastle, Australia
35. San José, United States
36. Toronto, Canada

We started building a policy roadmap, comprised of 'model policies'

- Equity, inclusivity & social impact
- Security & resilience
- Privacy & transparency
- Openness & interoperability
- Operational sustainability

Our first model policy focusses on accessibility in public procurement

ICT Accessibility Procurement

- City ICT purchases are accessible to persons with disabilities

- Requirement is on the city government – not on vendors

- Defined by robust global standards

- Leverages global best practices

Guide to Adopting an ICT Accessibility Procurement Policy

Smart Cities for All

Why a Procurement Policy

- The digital world is still not accessible
  - Tech deployments (e.g., web, mobile apps) & Sectors (edu, courts, financial services)

- Support human/civil rights, ensure legal compliance, & reduce legal risk

- Procurement policies work
  - Improved & accessible public services – A11y benefits everyone
  - Create a market & change the industry – US experience & worldwide
  - Improve employment – hiring & accommodating persons w/ disabilities
  - Grow the tech sector
  - Develop local infrastructure – professionals and tools

What is disability?

- …individuals who have long-term physical, mental, intellectual or sensory impairments, which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. Older persons with functional disabilities are also regarded as persons with disabilities. *UN Convention on the Rights of Persons with Disabilities*

- …a person who has a physical or mental impairment that substantially limits one or more major life activity. *Americans with Disabilities Act*

Characteristics and categories of disabilities

1. Visual Disabilities
Colorblindness
Blindness
Low vision/partial vision

2. Auditory Disabilities
Deafness
Hard-of-hearing

3. Deafblindness

4. Mobility, Flexibility, and Body Structure Disabilities
Manual dexterity/fine motor control
Ambulation
Muscle fatigue
Body size
Body shape and form

5. Cognitive Disabilities
Intellectual
Memory
Reading
Math comprehension
Autism

Learning
Dyslexia
Language
Attention deficit

6. Speech Disabilities
No speech
Articulation
7. Seizure Disability
Photosensitive
General seizure disorders

Characteristics and categories of disabilities_continued

7. Seizure Disability
Photosensitive
General seizure disorders

8. Psychological/Psychiatric Disabilities
Social
Emotional
Behavioral

9. Multiple/Compound Disabilities

These conditions are not unique of persons with disabilities. The same conditions and barriers can be experiences by:

- Older adults

- Migrants that English is not their mother tong

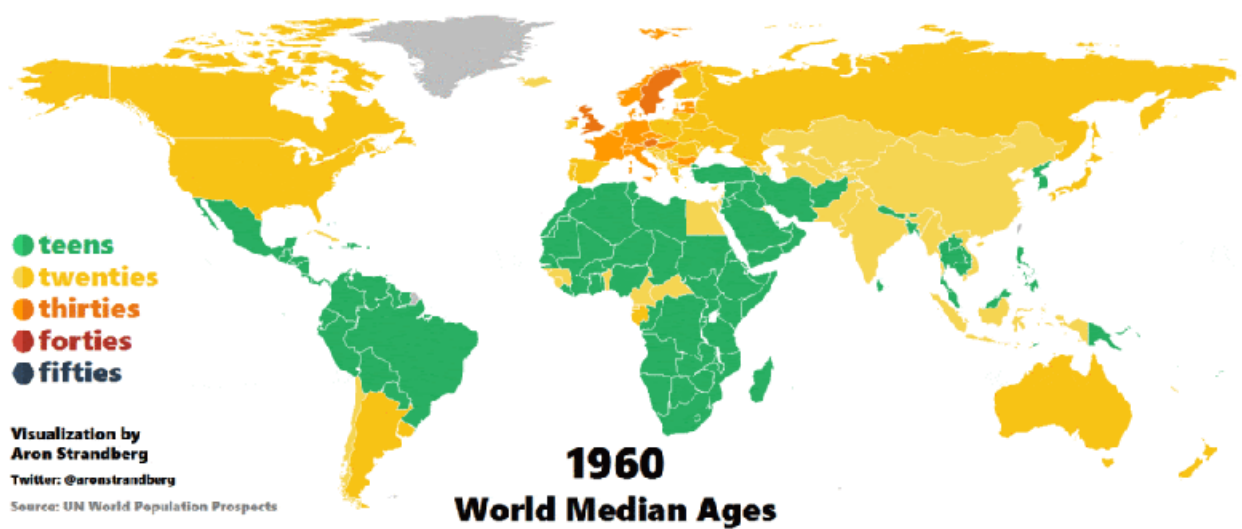- People with low digital skills

- People with low literacy

Disability and outcomes (1B/15%/70%)

- Education – less likely to start and finish school
  - 40% of children with disabilities in low-middle income countries not in school
  - 3% is literacy rate for PwDs, just 1% for women with disabilities
- Employment
  - Unemployment of PwDs is as high as 80%
- Poverty - closely linked with disability
  - 20% of poorest people in the world are PwDs
  - 30% of children living on streets have a disability
  - Largest unbanked minority in the US
- Digital Divide
  - 8% of Americans never online – but 23% of Americans with disabilities
  - Adults with disabilities 20% less like to own device or subscribe to Broadband

What is accessibility?

- Accessibility means the extent to which a product or service can be used by a person with a disability as effectively as it can be used by a person without that disability.

- "Accessible products, systems, services, environments and facilities can be used by people with the widest range of characteristics and capabilities, to achieve a specified goal in a specified context of use.

Half of the world population will need accessible ICTs in the next 30 years

teens
twenties
thirties
forties
fifties

Visualization by
Aron Strandberg
Twitter: @aronstrandberg

Source: UN World Population Prospects

1960
World Median Ages

All these people will benefit from accesible ICTs

In the world

- more than 1 billion pwd

- more than 1 billion youth at risk of hearing loss due to unsafe listening

- 2.1 billion people age 60 and above predicted by 2050

In LA

- more than one in five (22.6%) adults in LA County reported having a disability in 2015

- over 1.8 million adults over 60 in LA

- over 3.5 million immigrants whose first language is not English

A11y & Inclusion Matter in Smart Cities…

- Mobility
- Social Services
- Digital Payments
- Citizen Engagement
- Justice
- Cultural Institutions

Today's
Smart Cities…
are making the digital divide BIGGER.

60%
Think Smart Cities are failing persons with disabilities

18%
Know Smart City using ICT accessibility standards

33%
Are UNSURE if people with disabilities & impairments can use their solutions

Smart Cities for All

Most significant
Barriers…

To deploying accessible tech & smart solutions…

51%
Lack of Leadership

60%
Lack of Policies & Laws

85%
Lack of Awareness

21%
Limited Solutions

The Model Policy

- **Definitions**
1. Introduction
2. Objectives
3. **Roles & Responsibilities**
4. **Defining Accessibility**
5. Accessibility in Prep Study
6. Use of Standards

7. Verification of Conformance
8. Contract Management
9. Exemptions
10. Training & Capacity Building
11. Monitoring & Evaluation
12. Periodic Policy Review
- Annex A: Standards

Definitions

- "Accessibility"…
- "Accessibility requirements" …
- "Assistive technology" …
- "Accessible technology" …
- "Functional performance statements" …
- "Information and communication technologies (ICT)" …
- "Persons with disabilities"…
- "User" …

The Model Policy. Roles & Responsibilities

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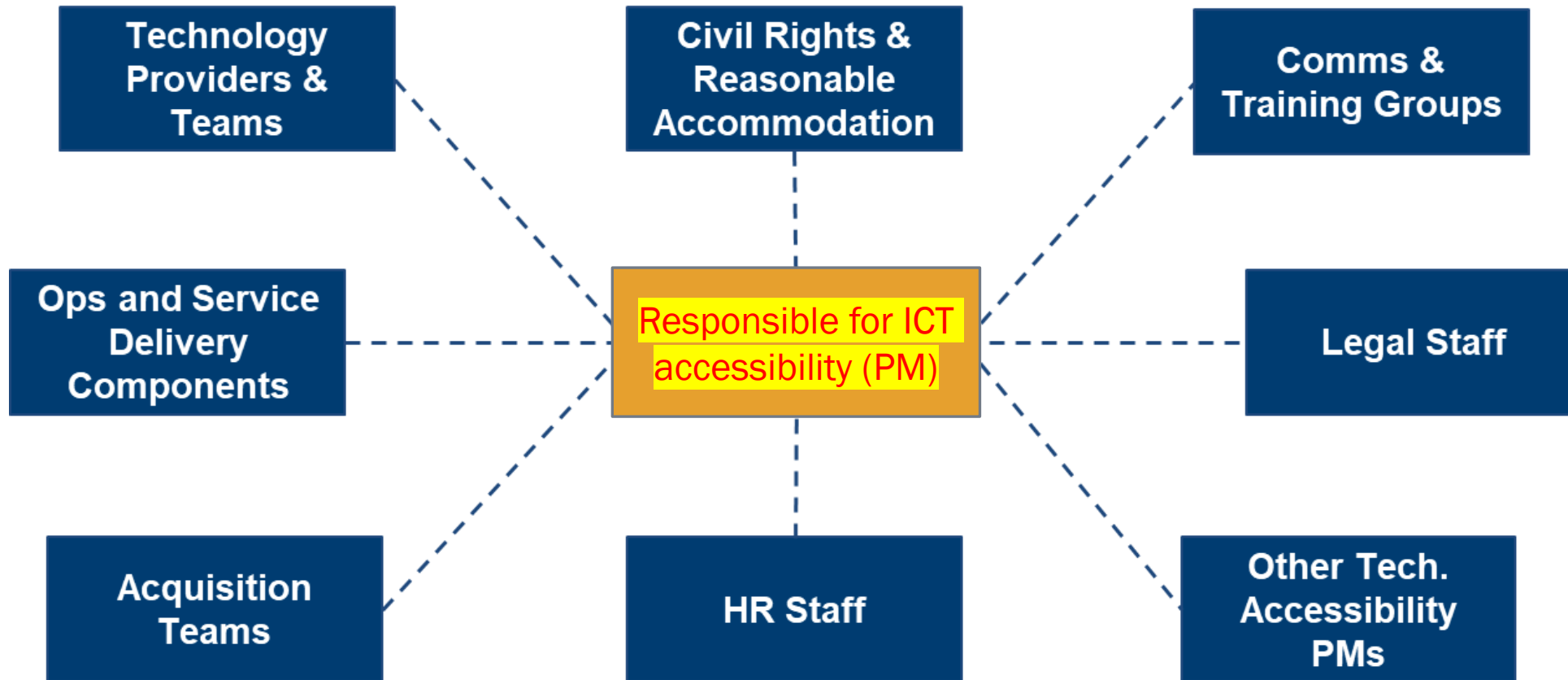- Annex A: Standards

3. Roles & Responsibilities

3.1 The [relevant unit or body] are the lead authorities in charge of promoting, implementing and enforcing, the Accessible ICT public procurement / development policy for **[city]**.

3. Roles and Responsibilities

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- Annex A: Standards

4. Defining Accessibility as an Attribute

4.1 It is recommended that applicable functional performance statements, such as those specified in the global standards in Annex A, are quoted or clearly referenced in any Call for Tenders.

The Model Policy. Defining Accessibility.

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G3ict's Inclusive Procurement Launchpad

- Goals
  - Support adoption of the WEF procurement model policy
  - Support digital accessibility capability and holistic approach
  - Drive increasing inclusion of persons with disabilities in cities worldwide

- Partners
  - G3ict, World Economic Forum, G20 Smart City Alliance, Microsoft, HearColors, NIUA, CABE Foundation

- Tools & Process
  - Direct technical assistance with proven policies, standards, practices

Next Steps

- Review the WEF model policy

- Get to know ICT accessibility standards

- Consider G3ict Inclusive Procurement Launchpad project

Thank you!

India's Cities can be both Smarter & more Inclusive