TECHNOLOGY

April 14, 2023

LANGUAGE INTERPRETATION
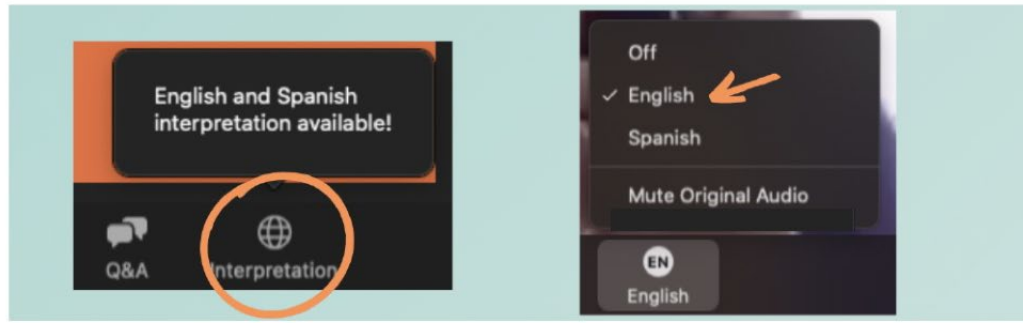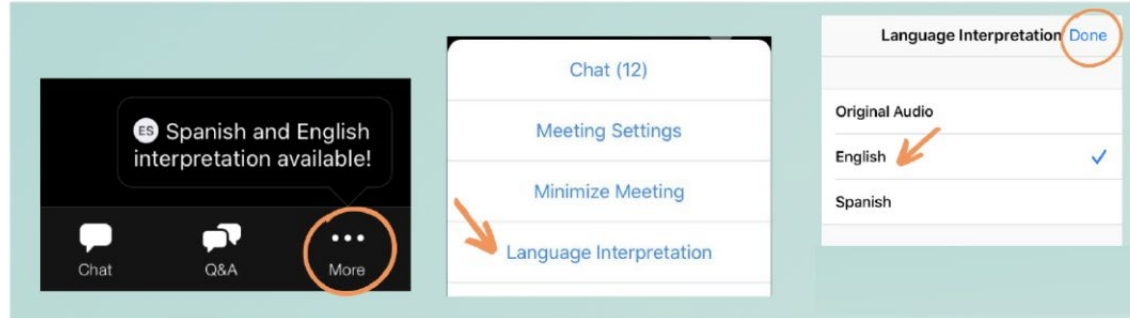
with Zoom
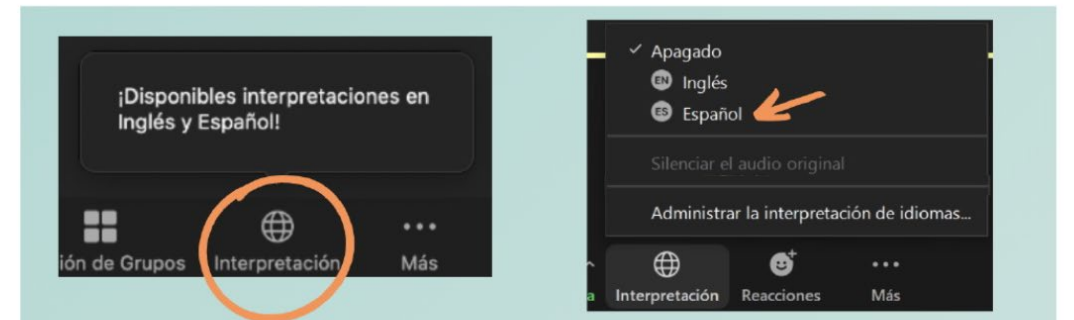
WELCOME

ASL, captions, and

language interpreters will be provided today.

MARB LANGUAGE SERVICES
because "bigote" and "bigot" don't mean the same thing

zoom
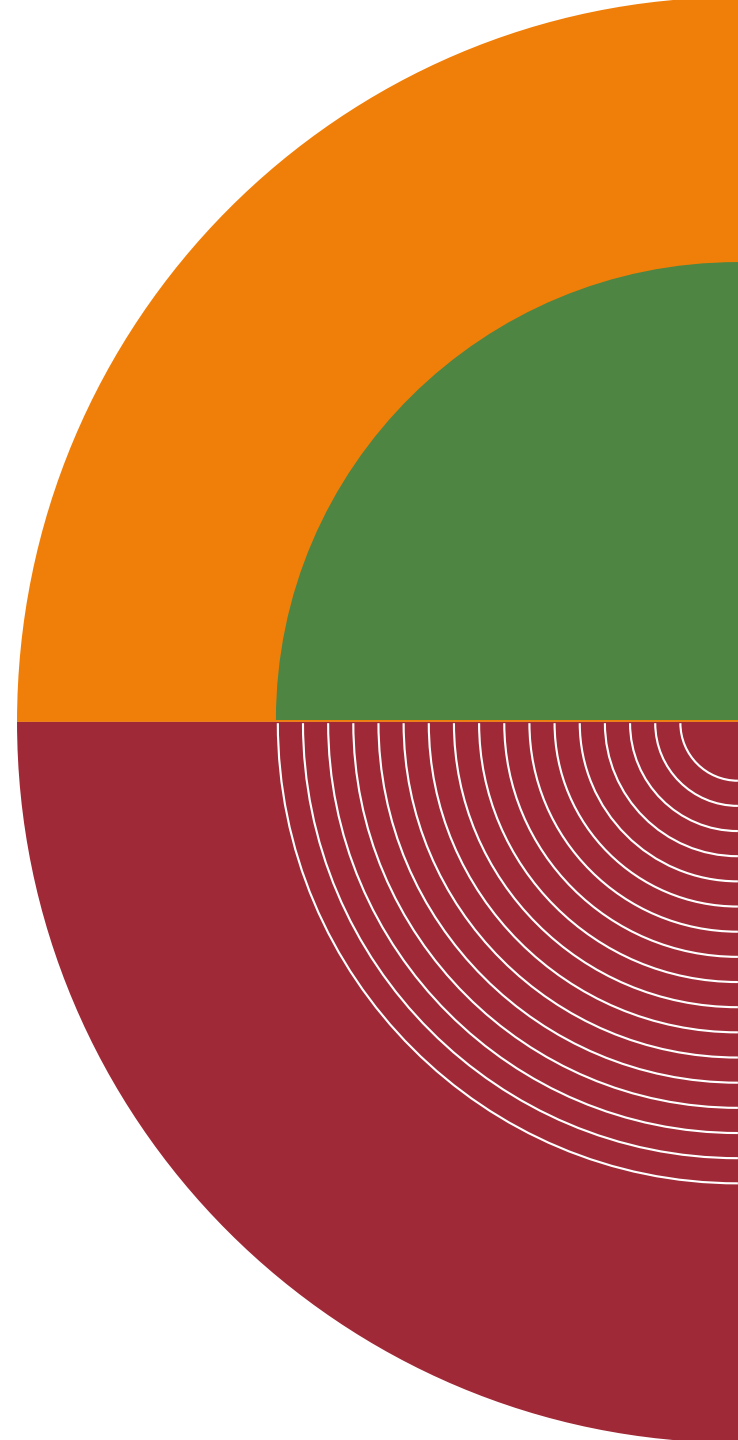
EFFECTIVE & INCLUSIVE COMMUNICATION

- Verify that your microphone is muted when others are speaking during the meeting.

- Always speak slowly and clearly.

- Utilize the "raise hand" or chat feature for your questions and comments.

- Always take turns when speaking.

SCHEDULE

Training #1 – Housing
　　　　March 10, 2023

Training #2- Technology
　　　　April 14, 2023

Training #3 – Domestic Violence/Sexual Assault
　　　　May 5, 2023

THE ENABLE PROJECT

This training is brought to you by the Enable Project, a coalition that brings together non-profit and social justice organizations and their staff to create channels for integration of people with disabilities within their organizations and movements.

FORD FOUNDATION

MINDFULNESS

Beyssa Buil

Chaplain/Pastoral Counselor

Society of the flora, fauna & friend

Introduction –

Creating a safe space for triggering discussions

A place to be seen and heard

Website: https://www.flora-fauna-friend.org/

Email: communitycare@flora-fauna-friend.org

Society of the
Flora, Fauna &
Friend

"SACRED SPACE"

This will be a safe place.

This will be a sacred and holy place.

A place without time.

A place where we are all welcome.

Feel, seen, heard, and supported.

AGENDA

Deborah Dietz, DIG

Mark McGuire, Great Accessibility Online

Danielle Jones, MDPD

Jeffrey Gardner, Arsht Center

FAAST
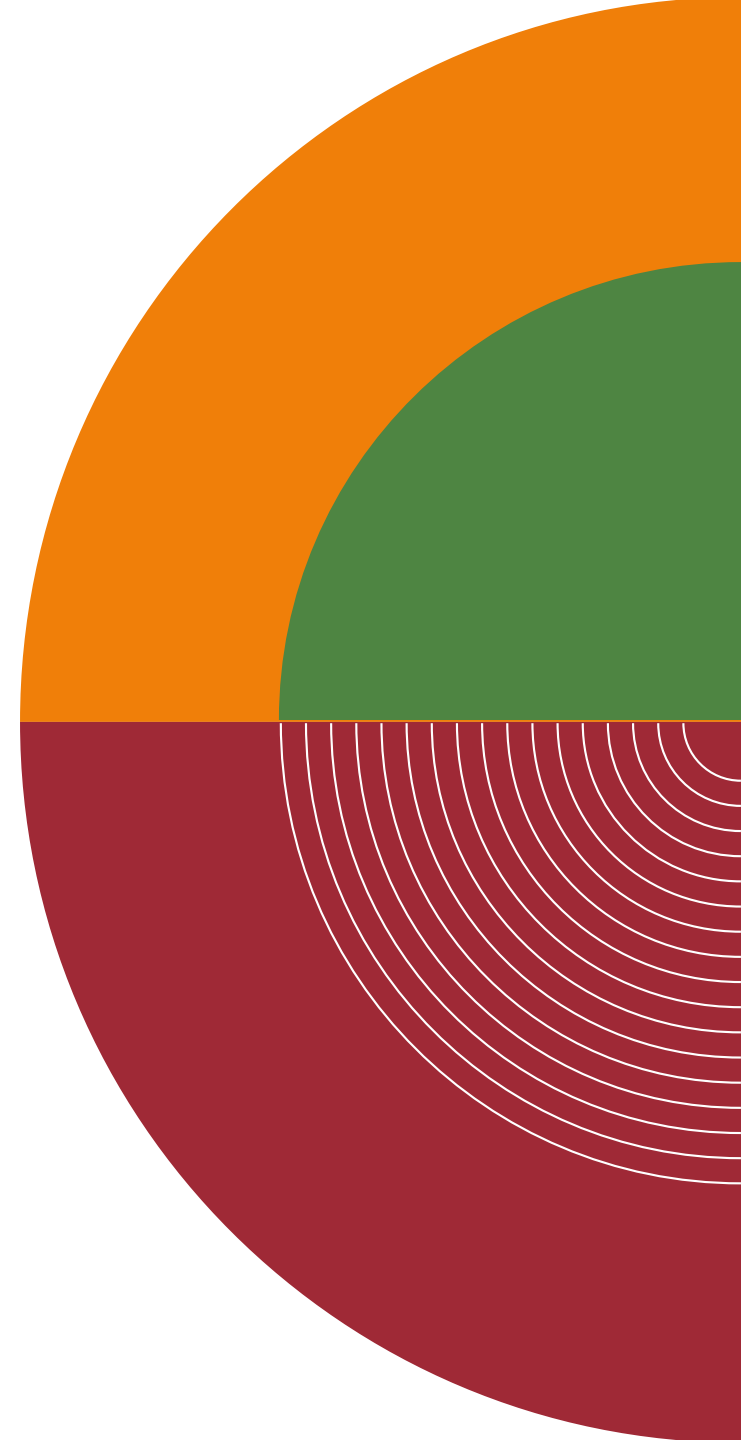
Technology and Voting

Discussion

Introduction of Partners

Thank you & Survey

TECHNOLOGY

Mark McGuire

Pronouns/Identity/Language: He/Deaf/ASL

Deaf Accessibility and Inclusion Specialist

Certified Professional in Web Accessibility (CPWA) by the International Association of Accessibility Professionals (IAAP)

Founder and President of Great Accessibility Online

Using assistive technology to call

A real-world demonstration of using the iPhone built-in TTY and RTT technology to call

About Mark
How I embrace my identity

- Born with profound hearing loss

- Can draw, sign, speak, and write

- Use assistive solutions: Captions, hearing aids, note takers

- Educated in mainstream environments with sign language interpreters and a dedicated "Teacher of the Deaf"

- Identifies as a Deaf person (with a capital D)

My experience
How I became an accessibility specialist

- Over 40 years experience as an advocate for accessibility and inclusion

- Certified Professional in Web Accessibility (CPWA)

- Professional member of the International Association of Accessibility Professionals (IAAP)

- Clients includes non-profit organizations, small businesses, tech companies, and universities

Key terms

Making sense of acronyms and interchangeable terms

Acronyms

- SMS - Short Messaging Service

- MMS - Multimedia Messaging Service

- RTT - Real-time Text

- TTY - Teletypewriter

- VRS - Video Relay Services

Interchangeable terms

- Text messaging can be SMS, MMS, or RTT

- Relay can be TTY Relay Service, Text Relay Service, or VRS

Digital communication access

Using **older** technology as an assistive telecommunication solution

Using TTYs as a direct solution

- TTY technology only works with TTYs.

- In other words, you **must** have a TTY to communicate with another TTY user.

- This technology allows people who are D/deaf or hard of hearing to use the telephone.

- While one barrier was removed, another was created.

- People using TTYs could not call people who do not have TTYs.

- This barrier led to the creation of the TTY Relay Services.

Digital communication access
Using the TTY-based relay service as an assistive solution

Using 711 as a third-party solution

- The TTY relay service is a government-funded service

- The relay service provides a Communications Assistant (CA) who:

    - Uses a TTY to communicate with the TTY user

    - Uses spoken language to communicate with the non-TTY user

- The Federal Communication Commission (FCC) designed 711 for all TTY-based relay services

- You can call 711 and give the communications assistant the number you want to call

- This solution does not guarantee full communication access

Digital communication access

Using **newer** technology as an assistive telecommunication solution

Using RTT as a direct solution

- TTYs are not forward-compatible with newer technologies

- RTT technology is backward-compatible with TTY technology

- RTT technology allows for real-time experiences

- RTT technology is similar to live-stream text-based chat experiences

- RTT technology can be used with other TTYs and RTT-enabled devices

- In theory, RTT technology should remove barriers presented with TTY technology

Using 711 with RTT to make calls
A real-time demonstration of how Mark uses his iPhone to call public services

Acronyms

- Each call was made through 711

- Each call was made using an iPhone with a Bluetooth-enabled keyboard

- Each call was was recorded with iPhone's built-in screen recorder

- The recordings do not contain any audio

- A summary will be provided for each call
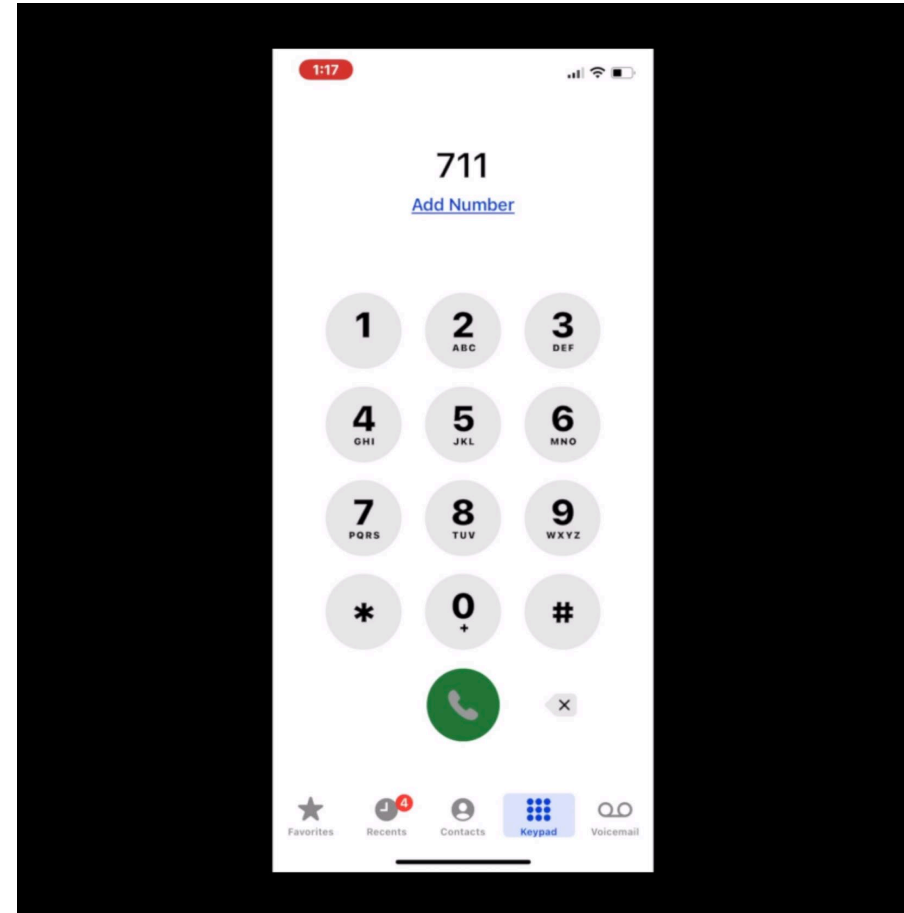
Attempt #1

A real-time experience of using 711 to call 211

Summary

- Goal is to connect with 211

- Relay service did not understand instructions

- After repeating instructions again, relay service informs me they cannot dial 211

- Relay service offered to call an alternative number for Directory Assistance

- Result: Unsuccessful

- Total call time: 3 minutes, 7 seconds
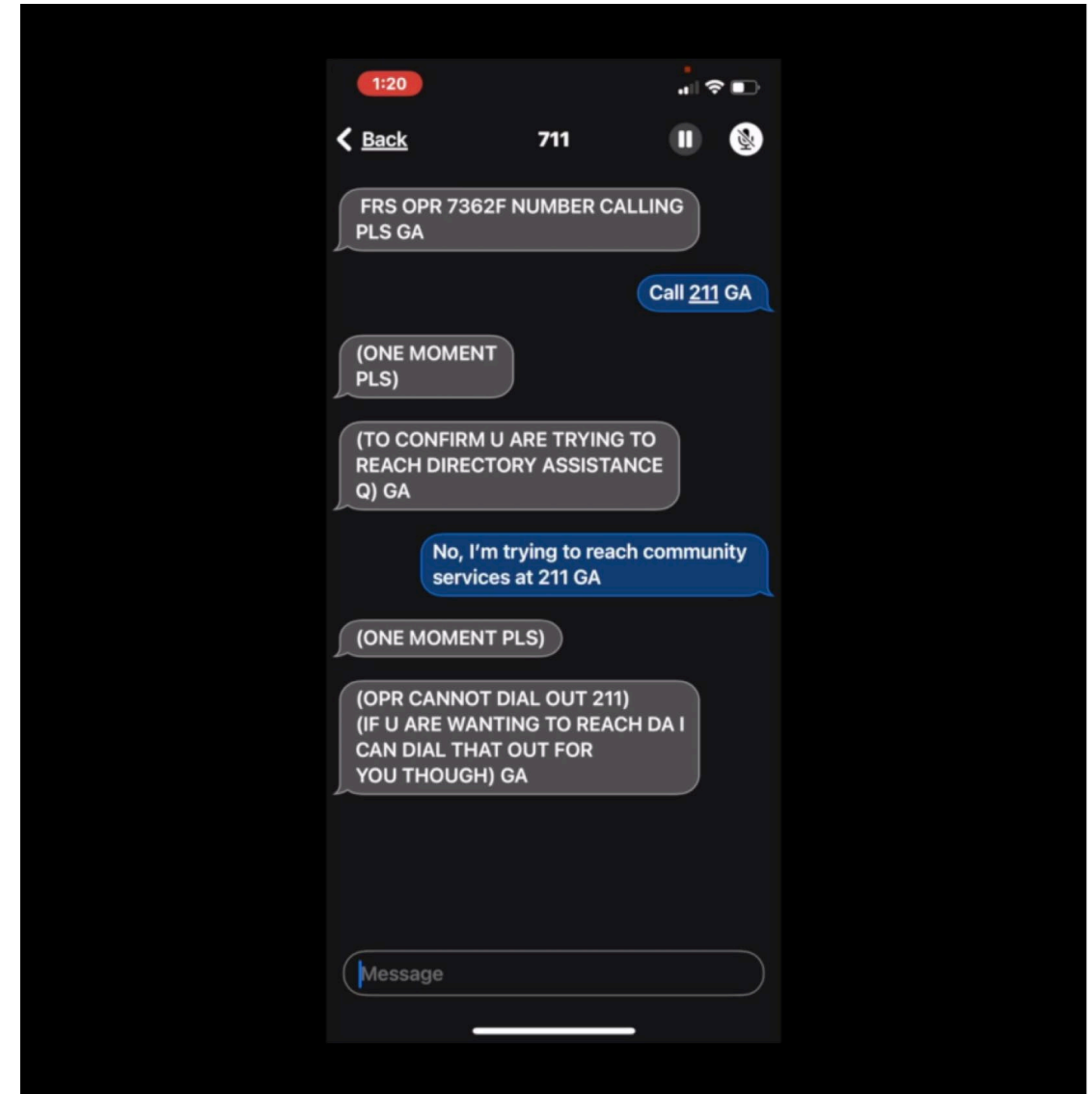
Attempt #2

A real-time experience of using 711 to call 411

Summary

- Primary goal is to get information

- First attempt is to connect with 211

- Second attempt is to connect with 411

- Conclusion: 711 cannot call three-digit numbers

- 711 can call Directory Assistance (DA) using area code

- DA was unable to find information

- Call was transferred to a new person

- Call was transferred to a recording then disconnected

- Results: Unsuccessful

- Total call time: 8 minutes, 25 seconds
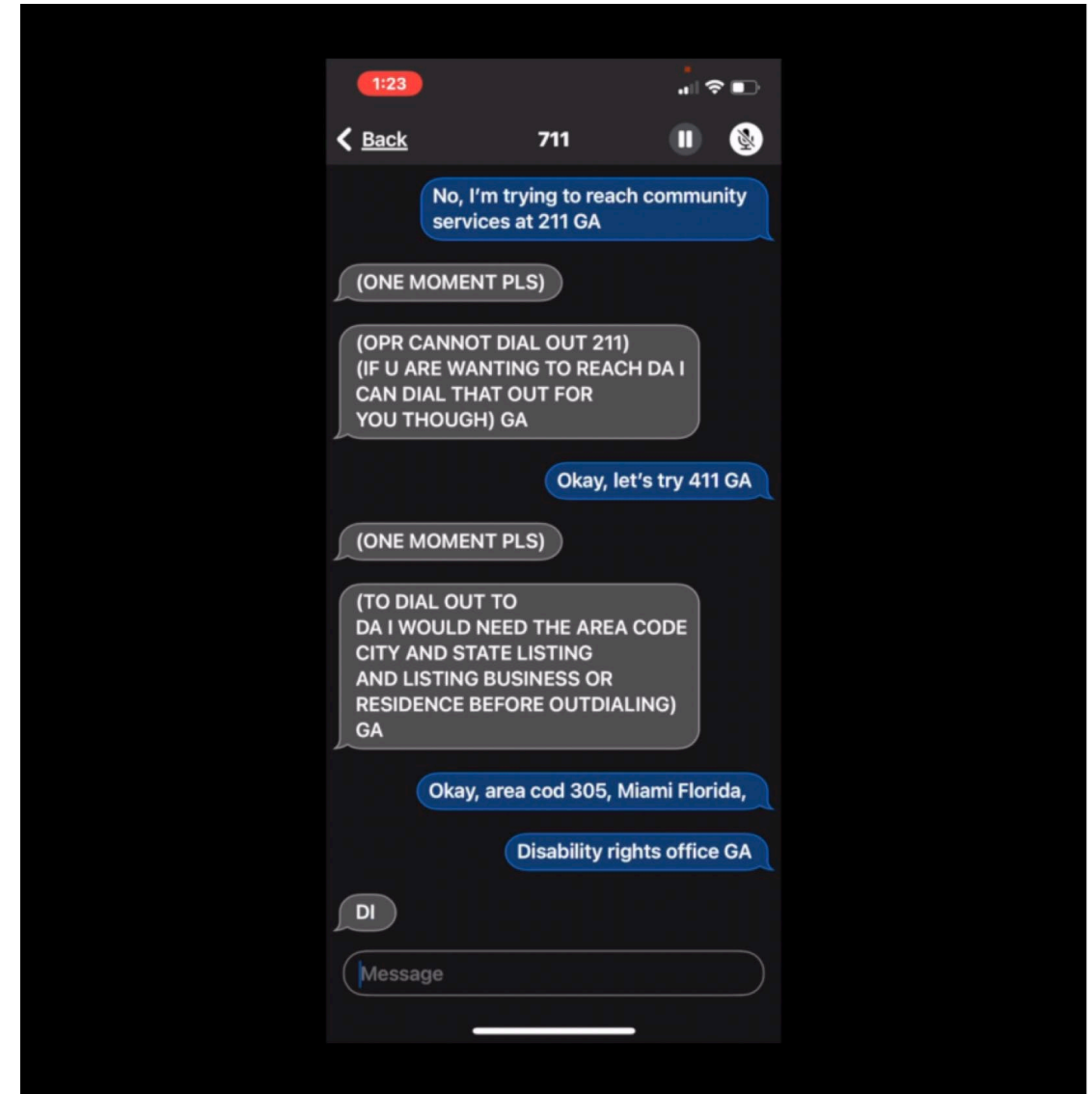
Attempt #3

A real-time experience of using 711 to call 311

Summary

- Goal is to connect with Miami Dade Municipal Services

  - Informed that 311 is not allowed

  - Instructed to enter info for DA

- Live agent did not have a direct number for Miami 311

- Requested number for Miami Dade Municipal Services

- Live agent informed that there is a number for City Hall

- A recording played with the number and hung up

- Total call time: 11 minutes, 55 seconds
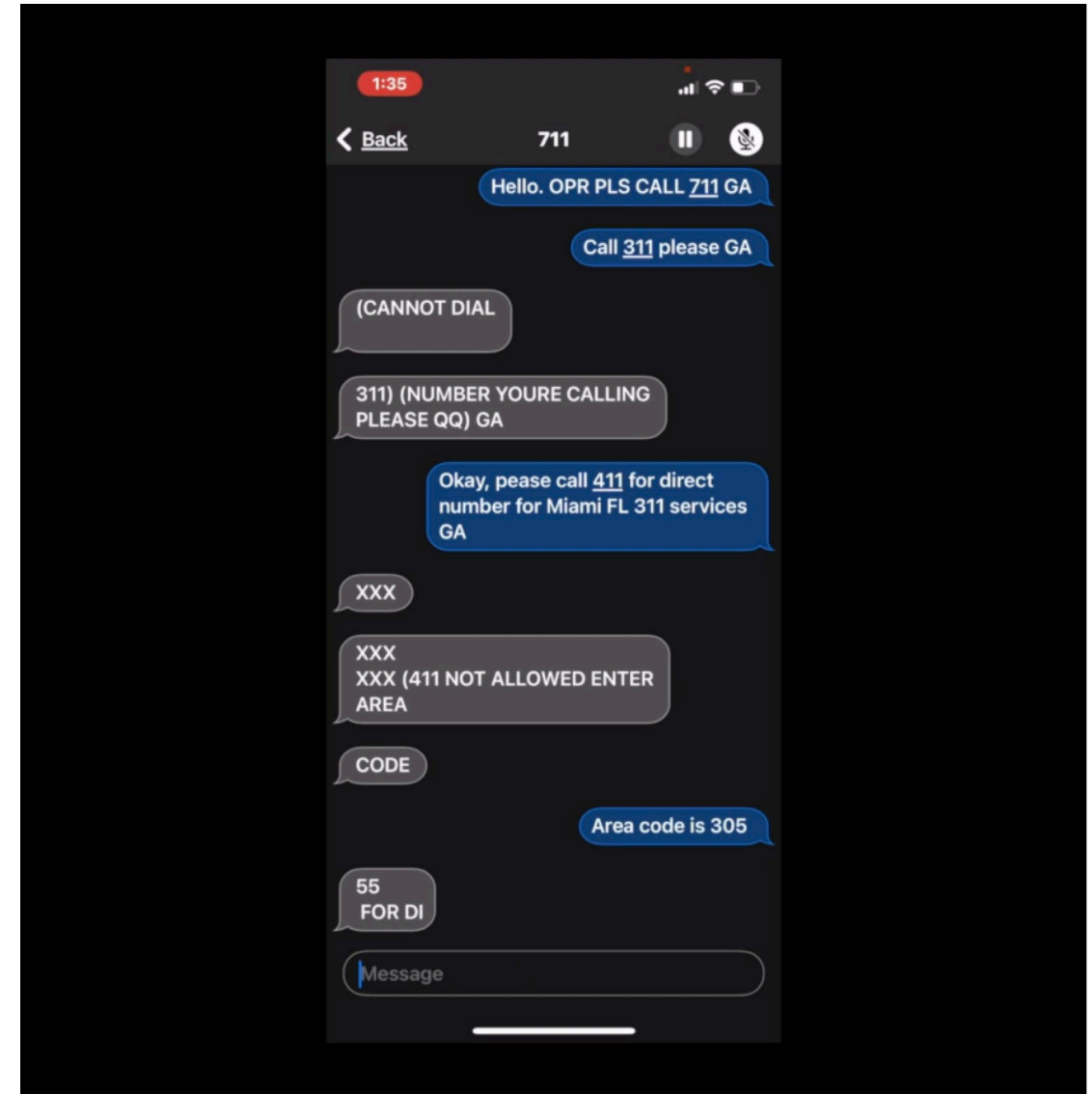
In closing…

Newer technology on newer devices can remove barriers

An equitable solution requires work.

- 711 is a workaround, not a solution

- Not everyone has access to newer technology

- Newer technology must be backwards-compatible with older technology

- Newer technology does not mean it is compatible with existing standards

- A total of 23 minutes and 30 seconds was spent making three calls with no success

- More work needs to be done to educate all users how to improve effective and timely communication needs

SPEAKERS-1

Danielle Jones

MDPD Police Communications Coordinator

TDD/TTY

Miami-Dade Police Department's current 911 phone system accepts TDD/TTY calls from traditional teletypewriters. We also accept calls from all relay services.

TEXT-TO-911

911 Centers throughout Miami-Dade County are currently upgrading their 911 phone systems. This upgrade will allow the acceptance of Text-to-911.

Included here is a sample text conversation with a 911 operator once the upgrade and testing is complete.
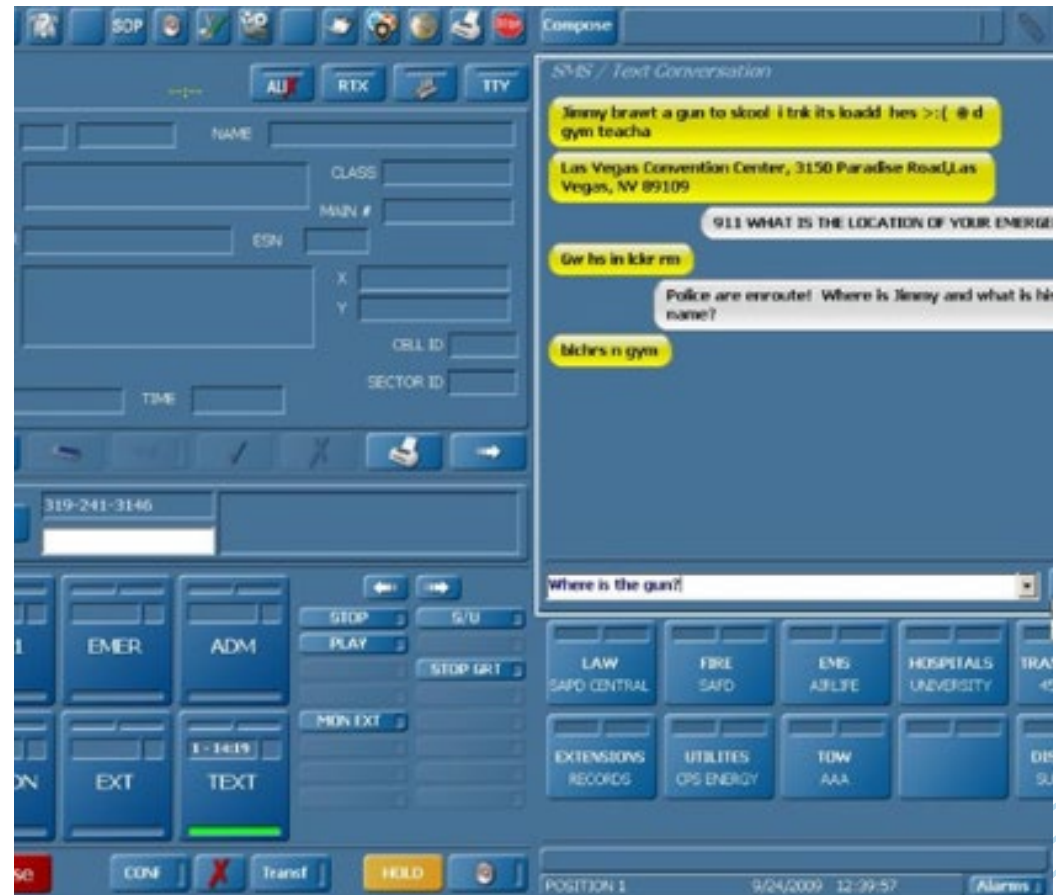
REAL-TIME TEXT (RTT)

RTT is an accessibility feature that is available on most modern cellular phones such as iPhones and Android-running devices.

- https://support.apple.com/en-us/HT208254
- https://support.google.com/accessibility/android/answer/9042284?hl=en

GUIDED BODY SCAN

Reset your nervous system and mindfulness

Reflect for one minute and observe what has come up for you it can be a physical sensation, a memory, emotion, a thought.

SPEAKERS-2

Jeffrey Gardner

Director of Guest Services

Certified ADA Coordinator

Adrienne Arsht Center for the Performing Arts

Video-1

Video-2

Florida Access Coalition for the Arts

Presents

Accessible Performances

for the

2022-2023 Theater Season

Click Below for Performance Dates and Details!

http://www.flaccess.org/

ARSHT Center, Broward Center, & Kravis Center

FAAST

FLORIDA ALLIANCE FOR ASSISTIVE SERVICES & TECHNOLOGY

A nonprofit organization whose mission is to improve the quality of life for Floridians with disabilities by increasing access to assistive technology through empowerment and collaboration.

www.faast.org

VOTING AND TECHNOLOGY

Accessible Voting Machines

Accessible Vote by Mail

Video-3

Video-4

DISCUSSION

ENABLE PROJECT PARTNERS

❖ Catalyst Miami

❖ The Center for Independent Living of South Florida

❖ Disability Independence Group

❖ Advocacy Network on Disabilities

❖ Enable Project Advisors

CALENDAR OF EVENTS

CILSF Activities: https://www.cilsf.org/calendarofevents

PRESENTATION MATERIALS

https://www.justdigit.org/resources-2/

YouTube Channel – Enable Project Playlist

SUPPER SOCIAL CLUB

➢ May 16, 2023

➢ 6:30pm

➢ Cheesecake Factory, Coral Gables

THANK YOU