



Office of the City Manager

May 28, 2019

To: Honorable Mayor and Members of the City Council

From: *DWR* Dee Williams-Ridley, City Manager

Subject: IKE Smart City Kiosks, Support for Additional Accessibility Features

This memo provides an update on IKE Smart City Kiosks, including the planned expansion of accessibility features and upcoming community outreach to identify potential locations for the kiosks.

Accessibility Features

Over the past several months, staff received a number of communications from members of the Commission on Disability, as well as other community members with expertise on issues relating to accessibility for people with disabilities, related to the accessibility features of digital kiosks. Staff relayed concerns to IKE Smart City, the City's partner in the planned deployment of digital kiosks in Berkeley. At the recommendation of the Commission on Disability, IKE Smart City engaged with Lighthouse for the Blind and Visually Impaired, a nonprofit organization headquartered in San Francisco that provides education, training, advocacy, and community for blind individuals in California and around the world. Subsequently, IKE Smart City has committed to the following:

- Receiving training in May from the Lighthouse team to understand best practices including work-flows and design features.
- Implementing solutions that increases accessibility. Potential solutions include but are not limited to:
 - Screen reader software
 - Touch screen gesture controls
 - Voice call assistance
 - Hardware modifications
- Completing all hardware and software enhancements by the end of the summer, prior to the deployment of any kiosks.
- After accessibility enhancements are made, continuing to work with Lighthouse on an ongoing basis to ensure kiosks are on the cutting edge of kiosk accessibility.

For more details on IKE’s planned accessibility enhancements, see Attachment 1.

Community Outreach

The Office of Economic Development, in partnership with IKE Smart City and Berkeley’s commercial district associations, is conducting community outreach meetings to share information about the kiosks and review potential locations with community members. Table 1 illustrates the outreach schedule for the first phase of deployment of the kiosks. Once this outreach is complete, staff will submit the proposed kiosk locations for the first phase (up to 15 kiosks) to City Council for review by September 2019. Installation of the first kiosks could begin in fall 2019.

Table 1. Community Outreach Meetings

Commercial District	Meeting Location	Date
Telegraph District	Raleigh’s Restaurant	May 1, 2019
Lorin District	Ed Roberts Campus	May 9, 2019
Downtown Berkeley	David Brower Center	May 23, 2019
Telegraph District	Henry’s	June 19, 2019
Lorin District	TBD	TBD
Downtown Berkeley	TBD	TBD

Attachment 1: IKE Smart City Kiosk April 29, 2019 letter

- cc: Paul Buddenhagen, Deputy City Manager
David White, Deputy City Manager
Jordan Klein, Economic Development Manager
Farimah Brown, City Attorney
Mark Numainville, City Clerk
Matthai Chakko, Assistant to the City Manager
Jenny Wong, City Auditor
Phillip Harrington, Director of Public Works
Dominika Bednarska, Secretary, Commission on Disability
Barbara Hillman, President / CEO, Visit Berkeley



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Office of Economic Development

To: Jordan Klein, Economic Development Manager

From: IKE Smart City, LLC

Date: Monday, April 29, 2019

Greetings,

The following summarizes the steps IKE Smart City has taken and will be undertaking in the City of Berkeley to continuously improve the capabilities of its platform for members of the disabled community.

Please note, IKE Smart City submitted a memorandum to Natalie Torres on Friday, March 15 summarizing the existing regulations that apply to IKE kiosks and how IKE kiosks are compliant with all federal, state, and local accessibility requirements.

Nonetheless, we appreciate the need to explore evolution of the user interface that would allow a blind user to utilize IKE. Accordingly, IKE has taken the steps summarized below over the past several months to listen and learn from both the Berkeley disabled residents as well as the blind community at large to make our kiosk better able to serve all members of the community. Further, we have resolved to incorporate what we have learned and have summarized below our plans to achieve this objective.

Conversations with Berkeley Commission on Disability:

- IKE Smart City met with the Commission to discuss ADA compliance and learn about the commissions concerns on two occasions, December 5, 2018 and March 6, 2019
- IKE Smart City also spoke with current Commission Chair Alex Ghenis about accessibility concerns on two occasions, March 4, and March 6, 2019
- IKE submitted to the City Attorney a summary of the current state of the law and how the IKE kiosk complies with applicable legal requirements regarding accessibility on March 15, 2019

Lighthouse for the Blind:

- At the recommendation of the Berkeley Commission on Disability, IKE Smart City initiated direct communication with the Lighthouse for the Blind.

- IKE has retained the services of Lighthouse in order to better understand the needs of the blind community in order to adopt best practices.
- The IKE hardware and software development teams will be receiving training in May from the Lighthouse team to understand best practices including work-flows and design features.
 - This training is designed to lay the groundwork for future accessible user experience design conversations
- After this training, the IKE software & hardware development team will research the possibility of incorporating learnings and implement a software solution that increases accessibility. Avenues of potential research include but are not limited to:
 - Screen reader software
 - Touch screen gesture controls
 - Voice call assistance
 - Hardware modifications (audio output, easy access keypad, etc.)
- All hardware and software enhancements will be completed by the end of the summer in order to ensure that the kiosks are more accessible to blind members of the Berkley community before planned deployment date for the first phase of kiosks in Berkley
- After accessibility enhancements are made, IKE will continue to work with Lighthouse on an ongoing basis to ensure kiosks are on the cutting edge of kiosk accessibility

In conclusion, we recognize the importance of this issue and will keep the City of Berkeley informed of our progress and the solution we develop to address this item.

Sincerely,



Jibrán Shermohammed
Vice President of Development
IKE Smart City, LLC