Automated Voice: TechShare Procast

Steven Scott: Hello, I'm Steven Scott from the RNAB.

Robin Christoph: And I am Robin Christopherson of AbilityNet.

Steven Scott: And here we are again. We are here for another TechShare Procast looking back at what has been an incredible event, Robin.

Robin Christoph: Absolutely. Really, really fantastic couple of days. We've got so much to bring you.

Steven Scott: Yeah, lots of interviews coming up, and lots more longer interviews in the feed as well as we've been doing. So this episode, how about a taste, how about a teaser for you? We're teasing again, Robin. I love this.

Robin Christoph: Lots of clips from the longer interviews to bring you, and our intrepid reporter, Adi Latif, is still on the floor, coloring presenters, speakers, delegates to us then how they found the event and what's important for them.

Steven Scott: Absolutely. But I want to start off, Robin, with someone who... I know both of us we were quite stunned by a staggeringly accomplished woman by the name of Haben Girma, an incredible woman who is deaf-blind, who had graduated law at Harvard University, and she's been telling us her story, and why she's now involved at Lenovo.

Haben Girma: I studied law from 2010 to 2013 at Harvard University. I was the first deaf-blind student at Harvard Law School because throughout most of its history, Harvard denied access to woman, people of color, and people with disabilities. So it's not necessarily that all of a sudden we have talented people with disabilities. We've always had talented people with disabilities. It's that society is finally removing barriers so that we have more opportunities, and society can benefit from talented attorneys and advocates who just happen to have disabilities.

Steven Scott: Interesting. In part of the conversations that we've had here at TechShare Pro touch on the subject of the ideal world being a world where disability was no longer a problem essentially, or seen as a problem by society. What do you think about this idea? Do you fall on the idea that the eradication of disability as being an issue is a good thing, or do you think that the identification of disability, being disabled, is something to be proud of, and we should work with others to understand?

Haben Girma: Disabilities is a mismatch between a person and the environment. So you could have someone who is disabled in a certain environment and non-disabled in another environment, and the more our tech in environments and our cultures are inclusive and accessible, then people will experience fewer disabling situations. And I think disability is something to be proud of. It's an identity. It contributes to diversity and unique lived experiences. Our world would be incredibly boring if everyone was identical.

Steven Scott: I think we can all agree on that, for sure.

Robin Christoph: Wow. So she had so much going against her there. Obviously she's got lots of ability in her favor and lots of tenacity, but she was disabled, doubly disabled. She was a woman. She was an ethnic minority. It was basically a perfect storm of potential for discrimination.

Steven Scott: Everything was against her, Robin, every single thing-

Robin Christoph: Absolutely.

Steven Scott: And she fought past all of them.

Robin Christoph: Except her superstar qualities, which really helped her win through. So yeah, there's an interview with her and Paul Walsh of Lenovo talking all about their approach to digital inclusion and diversity. So yeah, check out that which we'll drop in the feed tomorrow.

Steven Scott: Okay. Robin, shall we talk television? No. For regular listeners to the TechShare Procast, you all know that Robin is not the biggest fan of television. Okay, I'm just putting that out there.

Robin Christoph: Don't do TV.

Steven Scott: Don't do TV. Okay, fine, fair enough. But others do. I wonder if Haben would be interested in this. Mind you, I think she's too busy. I'm not sure what your excuse is. We got the chance to sit down with two amazing guys from Amazon involved with Prime Video, the streaming service, and we got the chance to find out what they're doing to make their content more accessible to all of us as disabled people. We've got the chance to sit down with Paul Duncan, who is an engineer, and the man who deals with the accessibility of the content on the Prime Video platform, [Abi Maturely 00:04:54].

Paul Duncan: Lots of people will sit home, get their dinner out, sit at the TV. All right, what should I watch? And by the time they find something to watch, their dinner's cold.

Steven Scott: That's right.

Paul Duncan: We want to make sure that everybody can find something that's relevant to them what they want. So we've got loads of teams working on stuff like this. We've got loads of ideas, we're doing lots of user testing. Of course, we want to speak to our customers because Amazon is proud of its customers' obsession, but you are the customers. We need to find out what you want. We want to speak to you, and we love speaking to you-

Steven Scott: But I also know that the blind community can sometimes be quiet on these things, and it needs to maybe speak up a bit more, and I so want people to do that.

Paul Duncan: I've never noticed that personally.

Steven Scott: Well, I think we could speak more if I'm honest, and I don't get the feeling you wouldn't listen. It's a case of we needing to explain what we need more, and I think that's important as well. And I guess that would be something that you would support.

Abi Maturely: One of the things that work really well at Prime Video is talking to blind customers. So one of the first things that we did, we did a user study with blind customers using Prime Video. We asked them, "So what do you care about?" And we basically had a video of them using our service. That made us find out all the gaps that exist and then we could start prioritizing them. It also showed our leadership like these customers exist, and we want to work for them, and improve the experience for them. So talking to customers, we want to do that as much as we can.

Steven Scott: Actually I think it's great, and I think Robin would agree with me that this is so important that you're here at this event as well at TechShare Pro because we need you to be here. We need you to be part of this conversation because who else will fight for this? Right? We've got to push. But we need you guys behind us on this, and what you're describing, Abi, about how your culture and, I guess, that sort of thing, isn't it, that the culture of accessibility has grown. I mean, you said at the beginning, you're part of a wide team who deal with all the different devices. I mean, all the Fire tablets, all of the Kindle devices as well. All of the products-

Abi Maturely: Our shopping.

Steven Scott: Shopping as well. Everything. In fact, I was on my Samsung phone earlier, I said this to you earlier, didn't I? Samsung phone's got a feature on it now where there's built in Samsung support for Amazon shopping, which I find quite interesting, which I can't wait to try. So, it's just great to see all that happening. You are costing me an absolute fortune, but I'll get over it.

Robin Christoph: So Amazon really are committed to accessibility, aren't they? And I've mentioned it before. The Echo, for example, which I'm a big fan of, is able to be used by people who can't speak and also who can't hear a smart speaker where you know it's for people also who can't speak or hear. Which you know, imagine that discussion in the Amazon boardroom when they asked for the funding to make that happen. That is the level of commitment that we're seeing here with Amazon. I think it's absolutely brilliant.

Steven Scott: Well, I know you're not the biggest fan of TV, but I do think is important that we talk about Sony. They have made some interesting strides to making the electronic program guide on their televisions more accessible. We got the chance to sit down with David Williams, the divisional director of Sony Home Entertainment, to talk about the strides they've made to make their whole television experience more accessible.

David Williams: So we were trying to move to really a hands- free operation. Both the TVs have a voice control on the remotes and certain high-end TVs also have far feed microphones. So use those famous words, "Okay, Google, hey, Google." If that isn't your choice, then the TVs will respond to your commands and your wake-up messages, and it'll give you all the information you need to start over every day or before you go to bed.

Robin Christoph: So this is where I've woken up. Hi, it's Robin here.

Steven Scott: He doesn't watch television. He doesn't do TV.

Robin Christoph: I don't usually do TV. No, literally don't do TV.

Steven Scott: So your job, David, is to sell him a telly today.

Robin Christoph: So what would I ask for? Because he can't probably guarantee that the assistants in the shop will know about the accessibility features necessarily. So yeah, if people wanted this Android based version, what would they need to ask for? And can you drive everything that we've been talking about from the Google assistant or would you need to know your way around the remote control?

Steven Scott: Okay. So in terms of which model to ask for?

Abi Maturely: If you just ask for Sony Android TV, I believe it's as simple as that. We have a number of model ranges, obviously different segments, different picture features, all your features, but you just ask for Android TV, and the assistant should be able to give the appropriate support. Google Assistant, at the moment, everything appears to work as a standard assistant word. The only advantage is you don't need the extra equipment. So the TV itself is the microphone, it's the Google interface to the network and the applications. Then you do away with your additional Google Echo and so on.

Robin Christoph: Yeah. So could you interface it? Could you use it as the interface for doing a series record, for up and down the volume, for changing channels, that sort of thing?

David Williams: That's right. So we've got, yeah, if you want to change it and put the digital, you want to go to BBC One, you want to go to E4, if you want to play your radio station, play Heart or set volume to 30, all of these controls are working. I have to say that obviously these ecosystems, we'd like to work with the community to actually confirm which extra commands would be needed and which ones add value. So we have these down as default, but if there's any extra commands, we'd like to work together with the stakeholders and through TechShare. We're asking these questions whereas do you want to find from these products, how can assistants help you in relation to televisions, and so on. We're trying to have those conversations with the various stakeholders over the next couple of days.

Robin Christoph: And speaking of hands-free, I think Adi has actually collared somebody from a company called Hands-Free Computing to ask them how they're finding the conference.

Adi Latif: So hi, I'm here on TechShare Pro, and can you tell me your name and where you're from? How are you finding today?

Lawrence Howard: My name's Lawrence Howard, and I'm the managing director of Hands Free Computing, coming to TechShare Pro today really just to hear about all the fantastic work that's going on. And it's really an uplifting experience being here.

Adi Latif: Fantastic.

Lawrence Howard: Really, because we're in our own little bubble and it's good to see what the rest of the world is doing. And it's quite inspirational for us that some of the benefit of what we're doing on our own products.

Adi Latif: Was there anything in particular that really stood out for you today?

Lawrence Howard: So many different things.

Adi Latif: Hello, what's your name?

Neil: My name's Neil [inaudible 00:11:37]. I'm the district [inaudible 00:11:38] manager at Hands Free Computing. I think what was really interesting was this morning when they were talking about website accessibility guidelines and making websites particularly accessible to those who can't access a copy. So that's what we are fundamentally involved in as well with our software development. So, that was really key to hear about that.

Adi Latif: And what does Hands Free Computing do exactly? What's on the [inaudible 00:12:06]?

Lawrence Howard: It is really, I mean, we've been in business now for 22 years. We provide software-assisted technology and training on how to use it, and also coaching to help people typically neurodiverse is around the kind of things the technology can't help with. Generally, we help people in the workplace but we do help people literally the whole way through. So we do work with the students at university, help them through their studies about disabilities through education, and in turn, employment. We've also got our own development team, which out of the last four years we've developed some really exciting accessibility products to help with.

Adi Latif: Can you name a couple?

Lawrence Howard: Yeah, I mean, they're about to be launched.

Adi Latif: Oh, is this hush-hush?

Lawrence Howard: This space, but one of them will significantly enhance the way that we use websites and interact with websites, work with bytes, all sorts of screen enhancement features. Everything from contrast settings, reading rulers, magnification, and so on, right through to the things like text-to-speech so I can speak back to you in 20 different languages, and speech recognition so you can speak into it in 40 different languages. So, it's a global product for global businesses.

Adi Latif: Wow. Well, thanks for giving us a sneak peek and, thank you, guys. Hope you enjoy the rest of the-

Lawrence Howard: And thank you for giving me an opportunity to plug.

Adi Latif: A pleasure. Thanks, guys.

Steven Scott: Shameless plug from Hands Free Computing there. Okay, look, let's stay hands-free, but this time with games. We got the chance to sit down with Mark Friend from Sony to talk about how the PlayStation is being made more accessible to disabled gamers.

Mark Friend: There's a lot of developers have become much more passionate about accessibility over the last few years. Unfortunately, for many that's also tied in with finishing the development on some of the titles they were on, which meant that they couldn't do as much as they necessarily wanted to to to make the games as accessible as maybe they could have. But it's going forwards with the knowledge and with the support that the user research teams from all the territories all are kind of bringing, it's kind of helping with kind of lifting up those levels of accessibility and focusing on areas, particular the core pillars of the game.

So, like you say, for a lot of games are quite fast moving and have to do like a button inputs at specific times, or hit moving targets, and it's kind of looking at what the pillars are and how flexible we can be with the games and how people control them. So that could be such as in a game like Detroit: Become Human, which came out last year. There was options in there to increase the length of time for the decision time is for dialogue options and also for the quick-time events in the game. So, that was helping to make it more accessible without taking away from the core of the game, which was the kind of the quick-time events and that kind of part of how it was designed.

Robin Christoph: Are there some inherent conflicts in console gaming where the moody lighting is inherently non-contrasting, and yet people with a vision impairment really need things to be very high contrast, but the designer wouldn't want to go for that for the particular feel of the game. And with allowing for a longer time to slow the kind of game play down at critical points could improve, or could be a loophole, for an able-bodied gamer to really increase their high scores, have an unfair advantage because they're accessing that accessibility feature, which wasn't really intended for them. So is there kind of some conflicts that you guys are working with on a daily basis?

Mark Friend: To an extent. I mean, excuse me, part of the kind of original work we were doing was educating the developers and kind of letting them know that it doesn't necessarily have to be on for 100% of the players. It could be something that players are able to turn on if they want, so that way it doesn't change the original intention or design of the game, but it's something that those who need it can enable.

So subtitles are a great example of this that games always offer the option to turn on or turn off subtitle., And you would never kind of be in a situation where it with that in regard people are complaining that the subtitles are always on and they want to turn them off. And it's the same for these other options like having specific modes where you have more time to do things, or even options that aren't necessarily considered accessibility such as like aim assists, or inverting controls, or sensitivity sliders, or often like just the brightness and contrast sliders in games. They're there and they're flexible enough to allow players who need to have those settings to turn them on and adjust them if they need to without taking away from the core experience of the game.

So if someone just jumps in and plays with everything on defaults, and that's what the designers want, players can still do that. But the players who need the options and the support, it's also there for them as well.

Robin Christoph: So is there any feeling that aim assists and other settings that can help slow down timing aren't just like a cheat mode for normal people?

Mark Friend: I'd be lying if I said that wasn't a word that I've heard before, but again it's how it's positioned. To use a Microsoft example, because that's the one that always springs to mind, is in the Forcer games they have the ability to rewind time if you make a mistake on your lap and you can kind of then take it back to a point where you're racing just fine and then complete the race. The way they did it is they split out to the leaderboards for people who did and did not use rewind on that lap or on that race. And so you can approach it in a way like that. So you can have like an overall leaderboard but then split it out by people who are and aren't using assists.

And similarly with multiplayer lobbies and games like that, you can also have it where players who, again, there's the worry that like you mentioned with like aim assist that some people might use that as a way of having that advantage in the game compared to players who don't use it. But the players who do need to use it, that can't be taken away from them. So having the option to potentially group like for like players who are using the same kind of assists would at least put them on a more level playing field, and if the worry of added ability to kind of "cheat" is there, I guess.

Robin Christoph: I mean, the ideal scenario perhaps would be that you'd have a combined leaderboard, but with an optional view of splitting out. Because otherwise those disabled users for whom it's their only option to be able to be viable in the game, they don't ever appear in their kind of other list otherwise.

Mark Friend: Yeah.

Robin Christoph: So yeah, Sony quite well represented in the procast this week and obviously a much longer interview with Mark will drop in the feed later this week. And, Steven, I think Adi has managed to collar somebody else.

Steven Scott: He certainly has. He's cornered AbilityNet's own Abby James who's just chaired the ethics and AI panel.

Adi Latif: You've just chaired the ethics in AI panel that we just had. It was a very interesting panel. What's your sort of thoughts after the panel, or do we have answers to everything now?

Abby James: We definitely do not have answers to everything, but it's great to hear the questions being raised that we're talking about it. We're talking about the ethical issues, the making sure diversity is thought about within AI, and inclusion as much as possible. It was really good to have Apple, Microsoft, and Google all represented there and to hear that the people inside there thinking about these issues. There was lots of questions about data privacy, and ethics, and the technical challenges, but I think it's going to be encouraging engagement between those who are developing the AI technology and those who are potentially providing their data, creating data.

But really tricky questions like should we be monitoring if somebody is using assistive technology, how do we know if somebody has a disability? What are the rights on people disclosing data that may be collected from people who are unaware third parties such as speech, people talking to you while you're wearing hearing aids is one example given? And we heard really great from Rhema from the Lovelace Institute about how regulation and analysis needs to be used catholic to make sure that as AI develops, and it's developing at such a quick pace, we make sure that inclusion in all types of ways is embedded into the technology development.

Adi Latif: Excellent there. Well, thank you, thank you, Abby, and enjoy your lunch.

Abby James: Yeah, looking forward to it now.

Steven Scott: It's great that Adi and Abby were discussing the ethics and AI panel there because we're now going to hear from Christopher [Patineau 00:21:25]. We interviewed both Christopher and Kendra Price of Google, and we've already heard from Chris in the pre-show procasts, but we're going to hear from him again here, and he starts off by how he first came across the concept of accessibility.

Chris Patineau: It's a very bottoms-up company. For good or for bad, there's no top-down you should do this and everyone sort of falls in line. People do what they think is right. People follow their passion, and the-

Steven Scott: 20%?

Chris Patineau: 20%. I started an accessibility as a 20% when I found out my app at the time, Google Play Music, wasn't accessible. Someone should be button, button, button. I asked what's that? And she said, "Well, this is your app for someone who is blind." I said, "That's stupid. How do they use it?" She said, "That's why I'm here."

Steven Scott: Really interesting comments from Chris there. It's only when you see an accessibility inaction that oftentimes it can be rectified. Now that clip is part of a much longer interview with Chris and Kendra, which you will be able to hear in full soon on the TechShare Procast feed. But for now, let's talk about some of the future products. And, Robin, I really did try to get out of them what on earth is coming soon from Google.

I want to ask about future technology as well. And I know I will ask you lots of questions and you'll not give us the answer, but we've got to ask these questions, right? So two things. There's two things in my mind that I want to ask you about.

Chris Patineau: And I'm not going to answer one of them. You know it.

Steven Scott: I've got an extra one I'm going to throw in as well.

Chris Patineau: Ah, shoot. Okay.

Steven Scott: But the first one's about Google Glass.

Chris Patineau: That was the one. No, I'm kidding.

Steven Scott: That's the one you're not answering. But no, this is interesting because, of course, we saw Google Glass a few years back, but then that product kind of went away. It does seem as if we're moving towards a time where wearable technology is becoming the next thing, isn't it? It seems to be moving in that direction with all kinds of tech companies looking at that. We've seen the Bose AR Frames, we've seen Echo glasses or was it Echo-

Chris Patineau: Frames.

Steven Scott: Yeah, it was Echo Frames. So, with that we're seeing a move towards this approach. Now for blind people, the idea of having a camera in glasses is very exciting.

Chris Patineau: Hugely.

Steven Scott: And I'm not going to ask you the question when Google Glass is coming back. I'm not going to ask you that, but, okay. Robin said that [crosstalk 00:23:46].

Chris Patineau: You can ask it. You can ask it.

Steven Scott: You can ask it.

Chris Patineau: I may even give you an answer you're surprised by.

Steven Scott: Okay.

Chris Patineau: Well, they actually never went away. What happened is they turned into Enterprise Gear.

Steven Scott: Right.

Chris Patineau: So we are actually still selling Google Glass, but we're selling it to businesses because we found there was a use case where people are willing to buy it. It's a legitimate business. So Google Glass actually hasn't gone away. It's just not really a commercial product at this point because of all the reasons why it's not being talked about.

Steven Scott: But the question I wanted to ask you instead of asking you when they're coming out is, or when they're coming back, or whatever, is about the ethics of them. Because blind people... Robin and I have this conversation all the time. How great would it be to have camera in glasses be my eyes, for example, IRA in the States, all of that would just be brilliant through this product. But does the sighted world see it that way?

Chris Patineau: And that's part of the challenge. The one thing when talking with people about different form factors... I mean, I'd love to have what we call a camera turned into a light sensor, and then it's no longer something that's videoing you. It's no longer taking pictures. It's just taking in light of the world around you and processing it locally, and giving information about it. So if we stop talking about it as a camera and as a sensor, then it becomes less intrusive. It becomes less people standing in the shower taking a picture of themselves wearing Google Glass.

Steven Scott: And that was a really bad idea.

Chris Patineau: For me, that's what killed Google Glass was that picture.

Steven Scott: Right.

Chris Patineau: But more seriously, form factors are really important. Right now, Lookout, you have to hold it in front of you, or you have to wear it in a lanyard around your neck, which makes it a little risky because it's this valuable thing that's so important to your life around your neck. It's not a great... For longterm use, it's not the best experience, but it works really well in more narrow use cases. So all companies, Apple, Google, Microsoft, we're all investigating different kinds of form factors, and glasses are wonderful because it allows you to keep your hands free. And I think using a blind use case solves one of the problems, which is if you couldn't do your "AR glasses," like Minority Reports, you have to have images being presented in front of you, and that adds a lot of logistical problems.

Like what if someone has to work if someone has to wear glasses, and where do you put the information in front of you? If we skip that and then you can start focusing on creating experiences that are audio-based, akin to what happens with the Bose AR, but you add a camera and you can put on a different level of information, excuse me, add a light sensor, then you provide different kinds of like-

Steven Scott: It's not a camera.

Chris Patineau: It's not a camera. Walks like a duck, talks like a duck, but it's not a camera.

Steven Scott: It's not going to be on the wall or it's not a camera.

Chris Patineau: You can say it a thousand times, but the problem is people don't read. People will say it's a camera. So maybe wouldn't it be interesting if a product like this were created specifically to address a blind use case? Maybe that could turn the conversation around because now we have a real legitimate use of this technology.

Robin Christoph: We've seen so many examples of accessibility and inclusion, best practice, at this event here. For example, as we mentioned earlier, not assuming that people who are deaf, or sight, or even speech impaired, aren't going to be using smart speakers, smart assistance, prioritizing accessibility within all levels of an organization, and hearing about how cutting edge, like smart glasses could be used by people who are blind, for example. We're really seeing the agenda moving forward.

Steven Scott: Yeah, that's right, Robin. It seems inclusive design is being taken more seriously, and the needs of disabled consumers are being taken seriously as well. Less assumptions being made, which is always good, about our ability and, indeed, what our disabilities are. This is all good stuff. And look, before we hear one last clip from that interview, let's join Adi. I think he's managed to corner someone else for an interview about, well, what they think about TechShare Pro.

Sarah Leathwait: I'm Sarah [Leathweight 00:28:04]. I'm based at the University of Southampton where I'm researching how accessibility is taught.

Adi Latif: Excellent. How have you found today, Sarah? What's been your highlight, and if you can take back to your work?

Sarah Leathwait: I think there have been quite a few highlights. Obviously there's been like a diverse range of panels. There have been a lot of different areas covered, which I think speaks to diversity of the field and the growth of the field, which is really positive. I really liked the leadership panel. I thought some of the issues that were brought up, and really seeing leaders talking about in really sort of bare bones terms, how they structure and manage motivation, and how they use different discourses around moral cases, legal cases for accessibility, all these different ways. The carrots, the sticks that these had to be practically applied by advocates at that kind of level, I found really interesting to get those really frank insights was really powerful for me.

Adi Latif: Fantastic. Anything else? You mentioned the dojo, the accessibility dojo.

Sarah Leathwait: Well, obviously I'm freeing my education perspective to what people are talking about. So yeah, when the accessibility dojo came up, when Chris at Google was talking about that, I was-

Adi Latif: What was that again?

Sarah Leathwait: Well, he was talking about the ways in which they've almost gamified the teaching of accessibility and their kind of accessibility dojo so you can work through the different belts to become an accessibility black belt. I thought some of that was really peaking my interest. So I'm hoping to follow up with a conversation with him at some point.

Adi Latif: Did you ever do any martial arts yourself?

Sarah Leathwait: Not to a belt level.

Adi Latif: No belt level?

Sarah Leathwait: I think I might wave my arms around a bit.

Adi Latif: Sarah, thank you so much.

Sarah Leathwait: Thank you.

Robin Christoph: Great, that mention at the end about there about how Google are gamifying accessibility to try and get people onboard. Really good stuff. Okay, so let's finish off with one more clip from the Chris and Kendra interview. This time it's about driverless vehicles, and how long it is going to be before blind people, for example, people with other disabilities, can expect to hail a ride.

Chris Patineau: The tech is really, really hard. We had hoped we would have something now, and just to do it right and to do it consistently in all circumstances is tough. But there are places like in Phoenix where we actually have taxis that are doing this. There's still a driver there just in case something goes wrong, but it's a legitimate technology, but the edge cases are so important. There's been situations, unfortunate situations, from some of our competitors. I'm not going to mention any names, but we don't want that to happen. No one should have that happen, so you have to be really, really careful. Because it's not just here, it's not just the person who is disabled on the inside, it's also the people on the outside, and the consequences could be dire. So we have to go careful.

Robin Christoph: Again, that's an optics thing though, isn't it? Because the number of autonomous miles driven versus the number of incidents actually verifies that it's a safe technology. But, yeah, the public perception you need to win over hearts and minds as well.

Chris Patineau: Yeah.

Kendra Price: You certainly hear about every single problem-

Steven Scott: Of course, you do.

Kendra Price: That happens, but you don't hear about every car crash that happens every day.

Steven Scott: Every day.

Robin Christoph: [crosstalk 00:31:26].

Chris Patineau: Absolutely.

Kendra Price: Right.

Steven Scott: I don't know about you Robyn, but the day cannot come quickly enough for me. And the great thing about driverless cars is when you think about it, you don't have to go out and buy one. You just order it, and it'll come to you.

Robin Christoph: Absolutely. The concept of car ownership is going to feel really antiquated, and frankly, just bizarre in the decades to come. Why would you buy something that you're only going to use 5% of the time. So yeah, I think big things are ahead, and disabled people aren't going to be left behind because the people that are owning and running these fleets of driverless taxis or whatever shape or form, drones in the air, can't assume that the passenger that they pick up will have any responsibility for the journey at all. So it could be a child, it could be someone with a disability. Whatever it is, we're going to be onboard and joining that experience. I'm really, really looking forward to it.

Steven Scott: And that is true inclusive design. It's thinking about everybody, and this is where, I guess, as we come to the end of this TechShare Procast, it gives us that chance to reflect and think back on how inclusive design is becoming part of the mainstream for a lot of companies. Still more to be done, though, Robin, for sure.

Robin Christoph: Yeah. I mean, hopefully everyone listening to this is already passionate about inclusive design. Hopefully, we've provided a lot of information, a lot of ammo that you can take and really wins hearts and minds within your organizations, within decision makers, budget holders, etc., and start to make a difference. There will obviously be a lot more things dropping in the feed, as we've mentioned, full length interviews, and when we've exhausted those guys, we're going to start dropping in the audio from the sessions, from the workshop streams that we've had at both days while we've been here at TechShare Pro, and obviously transcripts for everything as well, which will make referring back to bits of information really easy, too. So yeah, watch this space for those.

Steven Scott: It's been another great episode of TechShare Procast and a real joy to be with you, Robin. From me, Steven Scott from the RNAB, and him, Robin Christopherson from AbilityNet, thank you so much for listening, and we will catch you next time.

Robin Christoph: Thanks, Steven. Thanks everybody. Follow us #techsharepro2019.