Peter Finnegan is presently Director of International Relations & Research with Dublin City Council. He was previously employed by Eircom in Change management, by FAS (the Irish National Training & Employment Agency) on programme and organisational change and by the Youth Employment Agency on Enterprise Development. Within Dublin City Council his previous role was as Director of the City Development Board and had responsibility for developing the economic, social and cultural strategy called Dublin – A City of Possibilities. A key aspect of that strategy was to harness technology to make the city and city living more sustainable. As Director of the Development Board Peter established the citizens web portal for the city, www.dublin.ie. Peter is committed to exploring ways in which technology can make city and public services more efficient and accountable. He is concerned that in the complexity of modern cities and urban life people can feel alienated from one another and their environment. Technology can help bridge alienation and help citizens connect with one another and participate in the life of the city.
Access Matters

Mary Van Lieshout is Head of the Research and Standards Department at the National Disability Authority. The Department manages the NDA's Excellence through Accessibility Award and the development and monitoring of codes of practice to promote accessibility of public services in Ireland. Prior to joining the NDA in 2002 Ms. Van Lieshout commissioned services for people with disabilities at the Eastern Regional Health Authority and former Eastern Health Board in Dublin. She has an M.Sc. in Community Health from Trinity College Dublin and is currently pursuing a PhD at NUI Galway in the Department of Disability Law and Policy.
Improving and Promoting Accessibility of Heritage Sites in Ireland

Clive Grinyer is Director of Customer Experience in the advisory service IBSG CISCO, which works with business and public sector organisations creating thought leadership on technology topics, creating strategy and on live projects. His area of expertise is around the user, customer and citizen experience, and how to design products, services and technology based on a real understanding of those users. He has been involved for many years in Inclusive Design and has been invited to the advisory panel of the Helen Hamlyn Foundation, the inclusive design organisation based at the Royal College of Art.

Professor Mark Dyer was appointed to the Michael McNamara Chair in Construction Innovation at Trinity College Dublin in 2008, where he leads TRINITY•HAUS the McNamara Centre for Construction Innovation and Sustainability with a research and innovation programme in systematic innovation, building energy, universal design, biotechnology and advanced manufacturing.
Mark has had a career in both academia and the construction industry. He was the Professor in Civil Engineering at Strathclyde University (2004 - '08) as well as being chairman of the David Livingstone Centre for Sustainability. Prior to Strathclyde he worked for over twenty years on the design and construction of infrastructure projects including highways, power stations, offshore oil platforms, flood defences, tailing dams and landfills in Europe, Africa and Asia. In 1997 he received a Foresight Award from the Royal Academy of Engineering and in 2008 a Japanese Society for Promotion of Science Research Fellowship. He has been appointed as a consultant for several organisations including UK Environment Agency, HR Wallingford and Studio Geotecnico Italiano and is a visiting professor at the University of Sienna, Italy and University of Karsetsat, Bangkok.
Conference closing

Agenda

European Observatory
Cities and Towns for All -
ACCESS AND THE CITY
universally designed communications for ease of visiting and effective living in cities and towns

Conference chairperson: Tom McGurk

8:30 – 9:15 Registration and coffee

9:15 – 9:45 Conference opening
John Tierney, City Manager, DCC
Angela Kerins, Chairperson, National Disability Authority
Dr. Gerald Craddock, Chief Officer, Centre for Excellence in Universal Design, NDA
Ricard Gormá, Deputy Mayor Barcelona City Council / European Observatory Technical Secretariat
Minister John Gormley, T.D., Minister for the Environment, Heritage and Local Government

9:45 – 10:15 Keynote speaker
Professor Alan Newell,
School of Computing, University of Dundee.
Information Technology for Access or Inclusion - what do Users really want.

10:15 – 11:30 PLENARY SESSION 1: "Universal Urban Navigation"
Universal Design New York
Matthew P. Sapolin, Commissioner of the Mayor's Office for People with Disabilities (MOPD)
Age-Friendly Cities & Information Ambience.
Rodd Bond, Netwell Centre, Dundalk IT
ICING: communities talking to the city
Eoin Kilfeather, Digital Media Centre, Dublin Institute of Technology

11:30 – 11:45 Coffee break / networking

11:45 – 13:00 PLENARY SESSION 2: "Universal Transport Information"
PTaccess - Public Transport Systems' Accessibility for People with Disabilities
Susan Wixey, Principal Transport Planner, JMP.
The Staten Island Ferry's Talking Kiosk initiative: a public-private collaboration for providing universally designed

wayfinding systems in public transportation facilities.
Steven Landau, President, Touch Graphics, Inc.
Universal Design Resources for ICT in the city
Dónal Rice, Senior Design Advisor, ICT, Centre for Excellence in Universal Design.

13:00– 14:00 Lunch and networking

14:00 – 15:00 PLENARY SESSION 3: "Designing for the user"
Designing technology to work, for all of us.
Clive Grinyer, Director of Customer Experience, IBSG, CISCO.
Intelligible transport information systems - a user's perspective - an interactive theatrical presentation.
Maggie Morgan, Producer/Director, MM Training

15.00– 15:15 Coffee and networking

15:15 – 16:45 PLENARY SESSION 4:
"Tourism for all: providing visitors with the information they need"
Strategies and actions to enhance accessible tourism for all: experiences in Germany
Kai Pagenkopf, NeumannConsult
Access Matters
Peter Finnegan, Director of International Relations & Research, Dublin City Council
Improving and Promoting Accessibility of Heritage Sites in Ireland
Mary Van Lieshout, Head of Research and Standards Development, National Disability
Magnus Bergalund, Disability Ombudsman, Scandic Hotels

16:45 – 17:15 Conference closing
comment/rapporteur's report
Professor Mark Dyer,
Michael McNamara Chair in Construction Innovation, Director, TrinityHaus, McNamara Centre for Construction Innovation and Sustainability, Trinity College Dublin

17:15 Social event: Sky bar

20:00 Conference reception by Lord Mayor of Dublin, Eibhlin Byrne, Mansion House, Kildare Street, Dublin 2

Access and the City

Universally designed communications for ease of visiting and effective living in cities and towns
Guinness Storehouse, Dublin 8, Ireland
Thursday 20 November 2008

Programme

Access and the City - universally designed communications for ease of visiting and effective living in cities and towns
20th November, 2008
Guinness Storehouse, St James's Gate, Dublin 8

Dublin City Council and the Centre for Excellence in Universal Design (CEUD), National Disability Authority (NDA), are hosting a one-day conference to mark the occasion of the European Observatory's General Assembly.

The Conference Theme
A city is built on the ability of its citizens and visitors to communicate with one another and to send and receive information that is important to them. The aim of the **Access and the City** conference is to demonstrate and investigate how Universal Design - the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability - can maximise ease of visiting and effective living in cities and towns. The conference will explore the many ways in which universally designed communications can enable citizens and visitors to navigate towns and cities, use public transport systems and access tourist activities. It will show case current best practices from cities, report on latest research findings and provide information on guidance and resources on making information in the urban landscape universally accessible.

20 November 2008:
Access and the City Conference

21 November 2008:
General Assembly
(Observatory members only) for cities and collaborating organizations of the European Observatory and will include a visit to a best practice site and lunch.

Conference fee: €200. There is no fee for cities and collaborating organizations of the European Observatory

Conference updates will be available at www.universaldesign.ie

How to Book
An online booking form can be accessed at http://www.bookyourplace.ie/

Tel: 00 353 (0) 1 668 0600

Further information on the venue can be found at www.guinness-storehouse.com

Who are We?
The **"European Observatory Town and Cities for All"** is a network of European cities that aims to build a European model city in which society can develop itself in a sustainable way. It aims to improve the design of urban environments and services to make them universally accessible to all.
For more information visit www.bcn.cat/europeforall

The **Centre for Excellence in Universal Design** (CEUD) was established by the NDA in January 2007.
The CEUD is dedicated to enabling the design of environments that can be accessed, understood and used regardless of age, size and ability. The Centre does this by contributing to the development and promotion of standards, education courses and awareness.
For more information visit www.universaldesign.ie

Dublin City Council have a dedicated team, the Access Unit which oversees the local authorities responsibilities under the Disability Act , 2005. The City Council is currently implementing its Framework Implementation Plan, which lists out the scope of works to be carried out in order to make all streets, footpaths, pedestrian crossings, parks, open spaces, heritage sites, and buildings under its remit universally accessible by 2015.

For more information please visit, www.accessdublin.ie and www.dublincity.ie

Professor Alan Newell, MBE, FRSE, School of Computing, University of Dundee.
Alan Newell has been researching into computer systems to assist people with disabilities for over thirty five years. He was appointed a member of the Order of the British Empire and awarded Fellowship of the (US) Association for Computing Machinery for contributions to computer-based systems for people with disabilities, and has published widely in this field. The School of Computing at Dundee University contains one of the largest academic groups in the world researching into computer and communication systems for older and people with disabilities.
Information Technology for Access or Inclusion - what do Users really want.

Matthew P. Sapolin was appointed to serve as the Commissioner of the New York City Mayor's Office for People with Disabilities (MOPD) by Mayor Michael R. Bloomberg in October of 2002. MOPD works hand-in-hand with other City agencies to assure that the voice of the disabled community is represented and that City programs and policies address the needs of people with disabilities.
Under Commissioner Sapolin's leadership, MOPD has reemerged as a voice for the disabled community, and advocates have responded by working together with City Government to reach mutually beneficial outcomes. A few of Sapolin's accomplishments include: launching ShopABLE New York, an initiative that provides grants and works with neighbourhood business associations to create barrier-free shopping districts and acting as a staunch advocate for accessible public transportation.
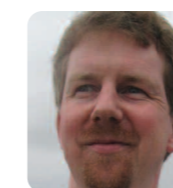Universal Design New York

Rodd Bond is an architect with a unique blend of experience in the development and application of technology applied to environments and processes that support people's health and wellness. Rodd graduated with distinction from the school of architecture at Brookes College, Oxford in 1982, where his major study focused on evaluation frameworks applied to the design of primary care facilities in the UK.
Recently, Rodd has pursued an action research agenda that has culminated in the formation of the Netwell Centre in Dundalk Institute of Technolog (DkIT) , which he now directs. Based in the School of Nursing, Midwifery and Applied Sciences, the Netwell Centre hosts the Nestling Project – a collaborative initiative between the local authority, the HSE and DkIT. The Nestling Project is a demonstration project examining the fusion of social networks, environments and technologies that support ageing-in-place. Over the past year, Rodd has managed Dundalk's participation in the WHO Age-Friendly Cities Project.
Age-Friendly Cities and Information Ambience Some early learning from the WHO Age-Friendly Cities Project in Dundalk.

Eoin Kilfeather is a Senior Researcher in Social Computing in the Digital Media Centre, DIT. He is currently Principle Investigator of the EU Framework 6 supported IST Project ICiNG (Intelligent Cities of the Next Generation). ICiNG is conducting research into eCommunity and Usability. The research is focused on the areas of embedded intelligence, tighter integration of operator platforms and city infrastructure to enable novel citizen services. Previously he has worked as co-ordinator and Principal Investigator on several eInclusion projects including the Information Society Fund "GO" project in 2004/2005 to design, build and evaluate a sustainable eCommunity around the new DIT Grangegorman campus. Eoin was DIT's PI on the CIPER project to develop Cultural Heritage Forums.
He has also been a researcher on many EU and nationally funded projects involving support for online community. These projects have included the KAMPUS - eLearning support project, the EU FP5 LEDA - learning communities project and the EU eCulture project Tarchna.
ICING: communities talking to the city.

Sarah Wixey is a Principal Transport Planner with substantial experience working on a broad range of European and UK sustainable transport consultancy and research projects. Her expertise includes accessibility planning, social inclusion, mobility management and travel planning, and Trans-European Network Transport policies.
Sarah joined JMP from the Transport Studies Group at the University of Westminster where she managed a two year Accessibility Planning project. The research developed and applied more refined measures of accessibility that are sensitive to the varying perceptions and needs of different social groups. The study examined the ways in which different social groups perceive and use their local environment, covering both strategic-level accessibility (e.g. access to employment, education and healthcare opportunities) and micro-level accessibility (e.g. access to local bus stops and train stations).
PTaccess - Public Transport Systems' Accessibility for People with Disabilities - Interim Findings of a European Funded Project.

Steven Landau is president and founder of Touch Graphics, Inc. a New York City company that develops, manufactures and distributes assistive technology and universal design products. The company has introduced the Talking Tactile Tablet, a low-cost audio-tactile computer peripheral device that is in use around the world by visually impaired students. Touch Graphics also creates imaginative, universally accessible museum exhibits and information and way-finding kiosks. Steven is a registered architect; he holds degrees from Oberlin College and Harvard University. He teaches in the Product Design program at Parsons The New School for Design. Steven lives and works in New York City.
The Staten Island Ferry's Talking Kiosk initiative: a public-private collaboration for providing universally designed way-finding systems in public transportation facilities.

Dónal Rice
Dónal Rice is the Senior Design Advisor on ICT with the Centre for Excellence in Universal Design, NDA. He has over eight years experience working on accessible and user-centred designed ICT projects. He develops and maintains the ICT Accessibility Guidelines and was responsible for developing the ICT component of the NDA's Excellence through Accessibility awards.
Dónal holds an MSc in Computing Science from Griffith College Dublin. His current academic interests include working on a PhD on legislating for the Universal Design of ICT systems with the Centre for Disability and Law and Policy at NUI Galway.
Universal Design Resources for ICT in the city

Kai Pagenkopf studied Geography and Landscape Ecology at the University of Muenster, Germany. He works as a consultant for the company NeumannConsult, that offers specialised knowledge in urban, regional and tourism development as well as Design for All. NeumannConsult relies on over ten years experience to handle with practical consultation, training and research assignments. In addition Kai is senior lecturer at the University of Muenster.
Strategies and actions to enhance accessible tourism for all: experiences in Germany

Magnus Berglund
Employed at Scandic Hotels since 2003 as Disability Ambassador, which entails all disability issues within the Scandic organisation.
Scandic Hotels, one of Europe's leading midmarket hotel companies with 148 in operation or development.
I will be speaking about how Scandic has worked with disability questions for the last five years, inform of our minimum standard and our disability training.
Improving Accessibility in the Hotel Industry