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| INTERNATIONAL TELECOMMUNICATION UNION | | **Joint Coordination Activity   On Accessibility and Human Factors** |
| **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2013-2016 | | **Doc 266** |
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| Title: | Draft meeting report of Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF), Geneva, 16 September 2016 | |

1. **Opening of the meeting**

The JCA-AHF meeting was held in the afternoon of 1 June 2016 collocating with the ITU-T Q26/16 meeting (15 - 16 September 2016) during ITU-T IPTV-GSI (12 - 16 September 2016), and chaired by Ms Andrea Saks (USA), JCA-AHF Chairman.

1. **Joint session with ITU-T Q26/16**

The first session of the JCA-AHF meeting was held jointly with ITU-T Q26/16. Mr Masahito Kawamori, Rapporteur of ITU-T Q26/16, introduced the initial drafts on *Audio-based network navigation system for persons with vision impairment*, *Audio enhancement for the hard-of-hearing* and n*ew technical paper on remote captioning services* that the group has been started working during its previous sessions. Then he explained an outgoing Liaison Statement from ITU-T Q26/16 to all ITU-T groups to inform newly completed work on accessibility;

* [ITU-T F.791](http://www.itu.int/itu-t/recommendations/rec.aspx?rec=12624) "Accessibility terms and definitions"
* [ITU-T. H.702](http://www.itu.int/itu-t/recommendations/rec.aspx?rec=12648) "Accessibility Profiles for IPTV systems"
* [ITU-T FSTP.ACC-RemPart](http://www.itu.int/dms_pub/itu-t/opb/tut/T-TUT-FSTP-2015-ACC-PDF-E.pdf) "Guidelines for supporting remote participation in meetings for all"
* [ITU-T FSTP-AM](http://www.itu.int/dms_pub/itu-t/opb/tut/T-TUT-FSTP-2015-AM-PDF-E.pdf) "Guidelines for accessible meetings"

1. **Agenda and allocation of documents**

The Chairman introduced the draft JCA-AHF meeting agenda and document allocation as contained in JCA-AHF [document 260](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20260.docx). It was approved by the JCA-AHF without any change. The complete list of participants is available on JCA-AHF [Document 265](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Final.list.part.JCA-AHF%20%28Geneva%2c%2016%20September%202016%29.pdf).

1. **Approval of the last JCA-AHF meeting report**

The Chairman remaindered the meeting participants of the last JCA-AHF meeting report (JCA-AHF [Document 248](http://www.itu.int/en/ITU-T/jca/ahf/Documents/Doc%20248.docx)) which has been approved by correspondence before TSAG (July 2016).

1. **Review of ITU accessibility activities**
   1. **ITU-T**

Mr Kawamori informed that Telecommunication Technology Committee (TTC) in Japan, a national standardization body for ICT, has initiated its process of making JT-H702, the translation of ITU-T H.702 "Accessibility profiles for IPTV services". He believes this would be the first accessibility standard for telecommunication in Japan, and he added that there was a prototype to be showcased later during this meeting.

Ms Kaoru Mizuno, ITU-TSB, presented JCA-AHF [Document 259](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20259.docx) on the [joint ITU and IPC IPTV application Challenge](http://www.itu.int/en/ITU-T/challenges/iptv/201406/Pages/default.aspx) and the winners of the Challenge were reported.

The ‘Best App – Individual/SME’ was awarded to two winners:

* Laboratory of Advanced Web Systems from Brazil for its application, “Listening TV: a different perspective about watching TV” (ITU-T H.761) which adds a set of interactive audio descriptions to IPTV video contents, to help persons who are blind to access such contents;
* Mr Günter Heinrich Herweg Filho, software analyst from Brazil, for his application “A+” (ITU-T H.761) which is an educational IPTV application, aiming to facilitate an initial screening to detect possible learning disabilities in children.

The ‘Best-App – Corporate/Public Sector’ award was given to ASTEM Co., Ltd., Japan, for its application "Listen with your eyes TV" (ITU-T H.762) which helps persons who are deaf or hard of hearing to access IPTV video or audio contents, by multiplexing remotely provided captioning text. This application follows ITU-T Rec. H.702 – Accessibility profiles for IPTV systems. These IPTV applications were showcased in front of the JCA-AHF meeting room and appreciated by the audience.

* 1. ITU-D

The Chairman presented JCA-AHF [Document 258](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20258.docx) on Outline of forthcoming ITU-D meeting and events on behalf of Ms Roxana Widmer-Iliescu, ITU-BDT.

* 1. ITU-R

Ms Junko Koizumi, ITU-BR, provided updates on the consideration of JCA-AHF liaison statement sent to ITU-R WPs 1A, 1B and 5A contained in JCA-AHF [Document 261](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20261.zip). This issue would be further explained by Mr Brian Copsey at next time.

* 1. General Secretariat

Mr Jose Maria Diaz Batanero, General Secretariat of ITU, presented ITU Accessibility Trust Fund contained in JCA-AHF [Document 243 Rev.1](http://www.itu.int/en/ITU-T/jca/ahf/Documents/Doc%20243%20Rev.1.zip) . This fund was established in 2010 by Resolution 175 (Rev. Busan 2014). Since its establishment the Fund has supported different types of activities, which include the organization of apps competition, the organization of training and awareness sessions, the support to the implementation of model ICT accessibility policy or providing funding to support the participation of experts with disabilities in selected ITU meetings. The latest approved proposal was to cover facilitating experts with disabilities to come to ITU meetings, such as this JCA-AHF meeting, which was very well appreciated by the JCA-AHF participants. This fund is based on voluntary contributions and Cyta (Cyprus) and RURA (Rwanda) generously contributed to the fund so far. ITU Membership is invited to make further voluntary contributions to the fund to support ITU’s work in the area of ICT accessibility.

1. Liaison Statements

Mr Yong-Jick Lee, SCE Inc. Korea, presented JCA-AHF [Document 249](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20249.zip) on LS from ITU-T Study Group 20 on information about the initiation of the new ITU-T draft Recommendation "Accessibility Requirements for IoT Applications and Services". This draft Recommendation was initiated to be developed in ITU-T Q2/20, and it will include use cases where persons with disabilities may benefit from IoT applications or services, then will come up with the requirements for accessibility. Mr Lee highlighted that this work was the first attempt to have the accessibility features included in the IoT environments. He concluded his presentation by inviting JCA-AHF members to comment on this draft Recommendation, as there are not so many accessibility experts or those who know the specific needs or requirements for persons with disabilities in Study Group 20.

This presentation draw interests from the JCA-AHF meeting participants: Ms Lidia Best, vice-president of the European Federation of Hard-of-Hearing people, expressed her gratitude and intention to contribute to this work; Ms Umesh Pandya from Wayfindr appreciated the proposal and stated it would be a great value in collaborating on this work, and she also explained Wayfindr’s mission which was to make smart inclusive cities for all to use, by creating an open standard for audio based way finding; Mr Olaf Mittelstaedt from Daisy Consortium agreed to this collaboration; and Mr Jeff McWhinney commented remotely that voice recognition applications should be accompanied with the text-based access as well.

Mr Lee appreciated and promised to incorporate the comments made.

1. Outside Groups
   1. World Federation of the Deaf (WFD)

Mr Beat Kleeb from World Federation of the Deaf (WFD) introduced the International Week of the Deaf, 19 – 25 September 2016, described in JCA-AHF [Document 250](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20250.zip) . He highlighted the motto “With Sign Language I Am Equal”, and that inclusion in society depends on communication as a basic human right. Jeff McWhinney from SignVideo commented remotely that those who use sign language were totally left behind with the world moving towards speech recognition.

Then, Mr Kleeb also mentioned the committee on the UN CRPD comprised 17 male members and only one female member at that moment, thus WFD were conducting a campaign to ensure more female representatives in all expert committees of UN conventions. Ms Lidia Best, vice-president of the European Federation of Hard-of-Hearing people, commented that she was with the CRPD committee and also a member of a European Disability Forum women committee which was working on the gender issue. The JCA-AHF Chairman asked Mr Kleeb and Ms Best to draft text and addressees for a Liaison Statement.

Finally, Mr Kleeb introduced the 3rd International Congress of the Deaf in Budapest in November 2017, themed “Full Inclusion in Sign Language”. As a main topic is communication access which is relevant to ITU, he expressed his expectation to invite a hearing person representing ITU to give a presentation there. Mr Christopher Jones from OFCOM added that an interpreter would be required to go along with that non-deaf person so that they can access proceedings there.

* 1. European Federation of Hard-of-Hearing people

Ms Best introduced the European Federation of Hard-of-Hearing people (EFHOH) contained in the JCA-AHF [Document 252](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20252.docx). EFHOH is a non-profit European non-Governmental organization consisting representatives of hard-of-hearing, late-deafened people, those who are living with tinnitus, hyperacusis, Meniere’s disease and cochlear implants, aiming for a Europe where hard of hearing people can live without barriers, and have the opportunity to participate at all levels in society. She also gave a list of some examples of their recent work: [Personal Sound Amplification Products (PSAP)’s safety concerns](http://media.wix.com/ugd/c2e099_69a6a905048441b29a8f4a2ba1e12f50.pdf) (she explained later in detail); [Accessibility Guidelines](http://media.wix.com/ugd/c2e099_6967f8cec393053008ad9a1c8f2fcad1.pdf); [Access to SOS 112](http://www.efhoh.org/%23!access-112/c2kn); [European Standard on music players and mobile phones max output](http://www.hear-it.org/new-eu-standards-for-personal-music-players-and-mobile-phones).

Then she presented the Paper developed by European Association of Hearing Aid Professionals (AEA) and European Federation of Hard of Hearing People (EFHOH) on the potential risk of using “Personal Sound Amplification Products” PSAPs contained in the JCA-AHF [Document 263](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20263.zip). PSAPs are intended to be introduced in the ear to amplify environmental sounds, such as bird watching or listening to soft sounds, for people with no hearing impairment, thus there is no medical purpose. The study shows that the maximum output level of low cost PSAPs purchased in European countries can exceed a dangerous sound level. Introducing WHO’s “Make Listening Safe” campaign and Directive 2003/10/EC of the European Parliament and of the Council of 6 February 2003 on the minimum health and safety requirements regarding the exposure of workers to the risks arising from physical agents (noise), EFHOH and the AEA are calling on all relevant stakeholders to ensure that PSAPs are not used when they exceed unsafe maximum power levels.

The JCA-AHF meeting participants appreciated this presentation and they agreed to send this paper as a liaison statement to ITU-T Q28/16 to request for consideration and Q26/16 for information.

* 1. National Cochlear Implant Programme Ireland

Before her presentation, Ms Sally Harvest, Global Advisor, pointed out an issue of accessibility that it is easier to see who is speaking as well as getting the sound. At ITU headquarters, there is the room called Popov where cameras follow the speakers so to be projected, while in the other rooms this feature is not implemented. The JCA-AHF chairman stated her intention to suggest this accessibility feature to be included in the other rooms when they would be renovated. Mr El-Megharbel suggested to add this point in [ITU-T FSTP-AM](http://www.itu.int/dms_pub/itu-t/opb/tut/T-TUT-FSTP-2015-AM-PDF-E.pdf) "Guidelines for accessible meetings".

Then Ms Harvest presented her personal experiences as having a cochlear implant, contained in the JCA-AHF [Document 256](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20256.zip). She had been born in South Africa without any hearing impairment, but probably due to the Chronic Suppurative Otitis Media (CSOM) that she has been suffered from in her first 10 years, she acquired hearing impairment but which was diagnosed long time later. Then she had started wearing hearing aids, but her hearing level has been becoming worse, while she worked as a primary school teacher, director of a teacher trainer college, then being involved with WHO and Christian Blind Mission (CBM). After she had moved to Ireland, she could get good hearing aids, moreover she could be on the waiting list for a cochlear implant which would be offered to her after five years (current waiting time may be two years) while it was very expensive in South Africa. While it was necessary to consider possible risks to have unexpected side effects such as facial palsy, etc., the cochlear implant brought a certain level of satisfaction to her as she can hear better now and have privacy as well as independence. She also explained that it was not always easy to master using this technology and people should have a realistic expectation, by introducing her story on her work on the cochlear implant support service with clients. She concluded her presentation by highlighting the need for education of hearing people about hearing loss.

Ms Shelly Chadha from WHO commented that there was a lack of awareness to try and undertake advocacy on this area, giving examples such as, preventable hearing loss due to a disease discharging from the ear, Otis Media, as well as the need for providing technical supports. Ms Chadha also announced that 3 March was designated as the World Hearing Date, and the theme for the year 2017 would be entitled Action for Hearing Loss, Make a Sound Investment, focusing on the economic impact of hearing loss.

* 1. 2.3 – 2.4 GHz interference issues

Mr Brian Copsey gave a brief presentation remotely on the JCA-AHF [Document 254](http://www.itu.int/en/ITU-T/jca/ahf/Documents/September%202016/Doc%20254.zip) about an update on 2.3 – 2.4 GHz interference issues, highlighting a wide media coverage of the news release issued on August 2016 on “Government auction of radio frequencies could render thousands of hearing aids and implants useless” contained in this document. Then, Ms Niviana Nikoloski from Phonak Communications AG explained that the industry of assistive listening devices has been studied and worked to avoid the interferences, but there are no filters or any other electronic components which can help. Thus the industry is asking the mobile phone manufacturers and operators to help them by reducing the power in order to reduce the interference with the assistive listening devices. Ms Linda Kozma from Gallaudet University remotely brought up activities within Federal Communications Commissions in the United States and the Hearing Industry Association related to the interference issue.

1. Closing of the meeting

The Chairman closed the meeting, thanking the meeting participants, the interpreters, the caption writer and the Secretariat for their support.

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