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| INTERNATIONAL TELECOMMUNICATION UNION | | **Joint Coordination Activity   On Accessibility and Human Factors** |
| **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2013-2016 | | **Doc 248** |
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| Title: | Meeting report of Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF), Geneva, 1 June 2016 | |

1. **Opening of the meeting**

The JCA-AHF meeting was held in the afternoon of 1 June 2016 during ITU-T Study group 16 (23 May -3 June 2016) and chaired by Ms Andrea Saks (USA), JCA-AHF Chairman.

1. **Agenda and allocation of documents**

The Chairman introduced the draft agenda and document allocation as contained in JCA-AHF document [244Rev.1](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20244R1.doc). It was approved by the JCA-AHF without any change. The complete list of participants is available on JCA-AHF [Document 247](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Final%20list%20of%20participants%20JCA-AHF%2006%20June%202016.pdf).

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

The report contained in JCA-AHF [document 230](https://www.itu.int/en/ITU-T/jca/ahf/Documents/Doc%20230.docx) was approved.

1. **Review of ITU accessibility activities**
   1. **WSIS Forum**

Ms Gitanjali Sah (General Secretariat of ITU) reported the WSIS Forum, 2-6 May 2016 (JCA-AHF [document 240](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20240.zip)). The programme of WSIS was built on the open consultation process in light of UN Resolution [A/70/1](http://www.un.org/en/ga/search/view_doc.asp?symbol=A/RES/70/1) and [A/70 125](http://workspace.unpan.org/sites/Internet/Documents/UNPAN96078.pdf). She outlined the WSIS Forum 2016 SDG Matrix which shows the linkages between WSIS sessions, WSIS Action Lines and the Sustainable Development Goals (SDGs), which is available in the document 240.

In addition to most of the WSIS submissions which had accessibility components in them, the sessions below specifically focused on accessibility issues.

* + [Making ICT Accessibility a Reality: Policies and Standards on the Public Procurement of Accessible ICTs](http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/181)
  + [Leave No One Behind: Disability, SDGs and ICT](http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/182)
  + [Safe Listening! How I Enjoy My Music and Avoid a Silent Future](http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/183)
  + [The Role of Web Accessibility in Digital Inclusion](http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/142)
  + [Establish an Inclusive, Shared and Open Information Environment, Ensure All Enjoy Information Civilization](http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/184)

Each session is detailed in the document 240, and Ms Roxana Widmer-Iliescu (ITU-BDT) and Mr Masahito Kawamori (rapporteur of ITU-T Q26/16 “Accessibility to multimedia systems and services”) briefly explained sessions that they have been leading the preparation.

Ms Widmer-Iliescu reported the workshop on [Making ICT Accessibility a Reality: Policies and Standards on the Public Procurement of Accessible ICTs](http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/181). She highlighted the importance of the public procurement implementation policy referring to two different policies: The USA section 508 of the Rehabilitation Act currently under revision and the European EN 301 549 being also revised by ETSI. Both documents are due to be aligned when the revisions are complete before they are adopted.

Mr Kawamori summarized the background of the joint ITU and WHO workshop on [Safe Listening! How I Enjoy My Music and Avoid a Silent Future](http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/183) and then introduced an upcoming related event, [ITU Workshop on Standards for Safe Listening](http://www.itu.int/en/ITU-T/Workshops-and-Seminars/safelistening/Pages/default.aspx), 6 June 2016.

* 1. **ITU Accessibility Trust Fund**

Then the Chairman introduced ITU Accessibility Trust Fund proposal described on JCA-AHF [document 243](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20243.zip) . [ITU Accessibility Trust Fund](http://www.itu.int/en/action/accessibility/Pages/accessibilityFund.aspx) is based on voluntary contribution, and four ICT accessibility projects have been funded in 2015. The proposal is to use the rest of the fund in order to facilitate the active participation of persons with disabilities in all ITU sectors’ work, by sponsoring their travel expenses and related accessibility services (captioning and sign language interpretation) for the upcoming JCA-AHF, ITU-T Q26/16 and IPTV-GSI events in September 2016. The document was approved by the JCA-AHF, then further revised (document 243R1) to include a possible long-term solutions for sustainable provision of related accessibility services, such as sign language interpretation, by setting up and evaluating a tool at the ITU-T Q26/16 and JCA-AHF meeting in September 2016.

* 1. **ITU Council**

Next, the Chairman reported the accessibility updates at the Council 2016 meetings which were taking place in parallel at ITU at the same time. Firstly the Council meetings were captioned for the first time. Secondly, ICT Discovery would become accessible to persons who are deaf, by adding captions to videos, when and if the museum is to be moved to a new location for the construction of a new ITU building and subsequently if installed in the new premises.

* 1. **ITU-D**

Ms Widmer-Iliescu presented JCA-AHF [document 245](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20245.zip). She informed that the Model ICT Accessibility Policy report is now translated into Chinese and Russian, and promoted in several events. (note: It is now in all the UN languages and can be found here <http://www.itu.int/en/ITU-D/Digital-Inclusion/Pages/Reports.aspx>). She also reported on the ITU-D Rapporteurs Group meeting of Q7/1 held on 4 April 2016 (further described on document [SG1RGQ1/REP/16-E](http://www.itu.int/md/D14-SG01.RGQ-R-0016/en) ).

She emphasized that the final report of the those meetings which would include the latest good practices being deployed, and would describe the possible challenges that have occurred in implementing projects so as to avoid any repetition of negative experiences, and to do this, the deadline was being extended so that other countries would share their experiences. This information would be shared by member countries to help them put ICT accessibility policies in place.

She also introduced upcoming events in which the D sector would participate in: “M-Enabling Summit” in Washington DC, 13-14 June 2016, including a pre-Summit seminar on public procurement at the US Access Board responsible for updating 508. They would also participate in a “Seminar on Social Inclusion of People with Disabilities through Access to Telecommunications”, organized by OSIPTEL – APEC TEL (Tacna, Peru), 15 June and “European Foundation Forum for Inclusion of PWD” held in Brussels, 22 June.

Ms Widmer-Iliescu concluded her presentation with the introduction of the “3rd Accessible Americas Information and Communication for All” which would take place in Mexico from 28 to 30 November 2016, and invited the meeting participants to join this event.

* 1. **ITU-T**

Mr Kawamori reported on the activities of Q26/16. They are as follows: Firstly there was a [Special session on media accessibility / 2nd Symposium on media accessibility](http://www.itu.int/en/ITU-T/studygroups/2013-2016/16/Pages/accessibility/ws_20160304/ma.aspx) which took place on 4 March 2016 during ITU-T IPTV-GSI meetings in Tokyo, Japan. This event was to commemorate the standardization of ITU-T [H.702: Accessibility profiles for IPTV systems](http://www.itu.int/ITU-T/recommendations/rec.aspx?rec=12648). It was well attended by many persons with disabilities different disability organizations and government representatives, and by the Nippon Foundation that runs the first relay service for the deaf community in Japan among many other Japanese organizations that work with persons with disabilities.

Then he summarized outcomes from ITU-T Q26/16 meeting (PM 30 May – AM 1 June): Firstly a contribution on a mobile app as a new work item for accessibility was agreed, thirdly he reported on the good progress in the advancement on the work on F. Relay. He also then introduced another new work item on metadata profile for persons with disabilities in the disaster risk reduction environment which was agreed by Q26/16 to undertake the work of Professor Lia Molinari’s (Universidad Nacional de la Plata, Argentina) two contributions on autism, one of which described a game to help children with Autistic Spectrum Disorder (ASD) communicate. They will send more contributions and will contribute to the revising and updating of ITU-T F.790 - Telecommunications accessibility guidelines for older persons and persons with disabilities, to consider communication requirements when using ICT for ASD in ludic settings.

Then Mr Christopher Jones (Vice Chairman of JCA-AHF) introduced JCA-AHF [document 239](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20239.docx) titled “Promotion to add a section to the F. Relay document”. This contained several documents authored by persons with disabilities. One was by Mr. Beat Kleeb (World Federation of the Deaf to propose) to modify the Model ICT Accessibility Policy Report, another was contributed by Mr Jeff McWhinney (Chairman of SignVideo UK) and Mr Jones, on a proposal to insure that each country adds three additional relay services within five years once the first type of relay service has been implemented, so that the different types of relay services that are necessary are implemented in light of UNCRPD. Mr Jones has already commented this issue in Q26/16 meeting and it has been agreed that some proposed text be added in the Q26/16 meeting report to indicate that this was a concern by the community of deaf persons worldwide. Mr Kawamori suggested that this could discourage many countries from implementing the first relay service if they were required to add three more in a short period. Mr Kawamori suggested that WFD bring this proposal to the United Nations and that it was more in line with policy than with technical requirements than referring to the work in ITU-T.

At the end of this discussion, Mr Christian Vogler (Gallaudet University) complemented the fact that there are four different types of relay services, Speech to speech relay service for those who have speech disabilities and who are not able to text, in addition to three types of relay services already mentioned on the document (Text relay, VRS and Captioned Telephone Relay).

The Chairman advised these authors of JCA-AHF [document 239](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20239.docx) to submit a contribution to ITU-D Q7/1 (next meeting will be held in September 2016) to propose this issue of multiple relays services being required eventually be reflected in an update of the ITU-D/G3ict Model ICT Accessibility Policy Report.

* 1. **ITU-R**

Mr Brian Copsey reported remotely on the recent meeting of ITU-R WG5A where he has been seeking support for additional spectrum and protected spectrum for the telecoil replacement service which is an additional system to allow those to use wireless radio enabled hearing aids without the bussing noise interference from LTE mobile phones. The work was noted, ITU-R Rec. M.1076 has been noted as not being sufficient to eliminate this problem.

Mr Vogler emphasized that there would be a big shift in the hearing device market, as there would be wireless connections for hearing aid devices everywhere in a few years. Thus the time is limited to address the issue permanently before it becomes too late.

Then Mr Copsey raised the problem that a number of products of tour guide systems without any audio limiting are to be in the market including schools. Such an issue has been proved dangerous as discussed in the WSIS workshop on [Safe Listening! How I Enjoy My Music and Avoid a Silent Future](http://www.itu.int/net4/wsis/forum/2016/Agenda/Session/183) where he gave his [presentation](http://www.itu.int/net4/wsis/forum/2016/Content/AgendaFiles/document/e8ba44b4-a97f-428c-8da7-34a1d728692f/WSIS-F16-S183-SafeListening-6BrianCopseyUK.pdf).

He also introduced a testing plan to analyze a possible interference problem caused by electric buses having inductive loop system at bus stops, which could generate some quite loud noises to assistive listening devices and hearing aids. This issue triggered a discussion on how to address this sensitive spectrum issue to ITU-R as it becomes more evident. It is not just the LTE mobile phones operating too close to the 2.4 -2.483 spectrum band where unlicensed devices are allowed to be used such hearing aids, cochlear implants Bluetooth enabled devices (also used with hearing aids and various medical implants and ZigBee devices). After an active discussion, a workshop was suggested to address this issue (see 7 below) to be held during the ITU-R working party 5 meeting so that these problems could be publicized to the radio engineers.

* 1. **IRG-AVA**

Mr Vogler reintroduced the JCA-AHF [document 238](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20238.zip) which had been introduced at IRG-AVA as [IRG-AVA-1605-008](https://www.itu.int/ifa/c/irg/ava/mtg/1605-GVA/IRG-AVA-1605-008-Proposals%20for%20a%20European%20Policy_NEM-ACCESS.zip) on 30 June 2016 the day before, but where there wasn’t sufficient time to discuss it in depth.

The concerns were, firstly in the process of the development of the “Proposals for a European Policy for Improving Media Access for those with Decreased Abilities, Including the Ageing Population (NEM-ACCESS, February 2016)”, because there was no official representations in the actual writing of the text from organizations of persons with disabilities though persons with disabilities would be impacted by this document. One or two persons with disabilities were consulted after the fact when the document was already completed but no person with disabilities actually worked on the actual writing of the document. Secondly 5.1.B of the document says “*Access services need to be provided as a social service for persons with disabilities*”. Mr Vogler stated that this was not acceptable as social services are a much weaker concept than functional equivalence thus it contradicts the UNCRPD in the view of that accessibility is a Human Rights. Thirdly the workflows and formats that had already been worked and built in the past 5 years should have been reflected in the document.   
After the discussion, it was decided to send a liaison statement from the IRG-AVA to NEM-ACCESS to address these concerns.

1. **Outside groups**
   1. **Gallaudet University**

Mr Vogler introduced JCA-AHF [document 241](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20241.zip) on updates on accessibility in the USA. He firstly described FCC notice of proposed rule making on Real-Time Text and TTY transition by explaining background issues and highlighting the possibility of using ITU-T standards to insure interoperability. Secondly FCC pilot on national deaf blind equipment distribution program was explained, where persons who are deaf blind can apply to the FCC for the equipment that they need for communication with relay services. An issue here is that it is not clear who pays for the training of the users of the equipment to be distributed. Thirdly, he explained new standardization efforts on Audio Video (AV) synchronization: 3GPP SA4 Video group, describing the research made by Gallaudet University on AV sync constraints for people who are deaf or those who are hard of hearing and have to listen and lip-read to understand AV. Currently 3GPP is focusing IP Multimedia Subsystem (IMS) and wireless calling, but AV sync accessibility considerations apply to much broader, not just to wireless and IMS. Mr Vogler raised a question - did ITU want to do anything to keep track of this work to make sure that would be harmonized? The Chairman suggested Mr Vogler to make a contribution to Q26/16 to address this issue.

* 1. **Dynamic Coalitions on Accessibility and Disability (DCAD)**

The Chairman explained the Dynamic Coalitions on Accessibility and Disability (DCAD) activities, introducing its meeting report contained in JCA-AHF [document 242](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20242.docx). DCAD developed its accessibility meeting guidelines for Internet Governance Forum (IGF) and it was these Guidelines which led to the initiation of the ITU Technical Papers on accessible meetings, and on accessible remote participation. DCAD suggested that this be mentioned at the workshop at the next IGF in Mexico in this December.

* 1. **Caption First**

The Chairman introduced the Caption First Newsletter (JCA-AHF [document 237](http://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20237.zip)). One of the subjects of interest was an enhanced security for sensitive information in captioning. Mr Jones expressed his interest in the encryption of captioning, and suggested to create a new work item on encryption of remote captioning. He agreed with Mr Kawamori’s advice that he (Mr Jones) submit a contribution to start this work at the next Q26/16 meeting.

The Chairman also appreciated this enhanced security feature as it may be beneficial to the ITU meetings restricted to the ITU membership, such as the Council, so that its captioning link can be available with password protection. Mr Vogler added an example for which the enhanced security for captioning is needed. This would be for the communication with the police and in law court settings. The Chairman encouraged the meeting participants to read the document and comment directly to Caption First if necessary.

1. **Future events**

The Chairman mentioned [M-enabling Summit](http://www.m-enabling.com/) (13-14 June 2016, Washington DC), agenda is available at: <http://www.m-enabling.com/agenda.html>), [TSAG](http://www.itu.int/en/ITU-T/tsag/2013-2016/Pages/default.aspx) (18-22 July 2016, Geneva) which is the parent group of the JCA-AHF, and next JCA-AHF meeting during ITU-T IPTV-GSI (12-16 September 2016, Geneva). She expects to be informed any related ITU-R meetings in the near future.

1. **Incoming Liaison Statements**

The JCA-AHF reviewed JCA-AHF [document 236](https://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20236.doc) on LS/i to JCA-AHF [from ITU-R WP 5A] on Resolution ITU-R 67 "Telecommunication/ICT accessibility for persons with disabilities and persons with specific needs" (for information). Mr Copsey explained that this liaison statement implied the subject of the interference to Hearing Aids which will be further discussed at the November meeting of ITU-R SG5A. This will include interference from LTE mobile phones which are using spectrums close to the 2.4-2.483GHz spectrum (although this problem is the responsibility of ITU-R SG 5D) which is implied in new accessibility [Resolution ITU-R 67](http://www.itu.int/pub/R-RES-R.67). This spectrum 2.4-2.483 is used by Hearing Aids and other unlicensed medical devices, including cochlear implants and Bluetooth enabled devices. In order to raise awareness of the importance of the seriousness of this issue, a workshop was again suggested by Mr Kawamori (ITU-T Q26/16 rapporteur) and agreed by JCA-AHF membership, rather than a reply to the Liaison Statement. It was the consensus of the JCA-AHF that many liaisons have been sent already in the past. But it was clear that not much attention was given to them regarding this subject by relevant ITU-R groups. The workshop on spectrum and interference to Assistive Listening Devices (ALDs) as suggested will be collocated with the relevant ITU-R study group meetings. The workshop preparation will start soon, to be led by Mr Copsey, Mr Kawamori, Ms Saks, Mr Vogler, and any JCA-AHF members who wish to contribute to the workshop.

The JCA-AHF took note of the following liaisons

* JCA-AHF [Document 232](https://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20232.doc) on LS/i/r on cybersecurity/security on the Internet for persons with disabilities (reply to JCA-AHF - LS35) [from ITU-T SG2]
* JAC-AHF [Document 234](https://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20234.doc) on LS/i/r on barriers to wireless connections for hearing aids and medical devices [from ITU-R WP5D]
* JCA-AHF [Document 231](https://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20231.doc) on LS/i/r on request to consider accessibility and universal design in ITU-T SG20's work (reply to JCA-AHF - LS 36 -E) [from ITU-T SG20]

The JCA-AHF discussed JCA-AHF [document 233](https://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20233.doc) on LS/i on increasing efficiency of work in ITU-T (to all ITU-T groups) [from ITU-T RevCom], and to review its activities. The JCA-AHF decided that it would ask Rev Cam and TSAG to continue its unique role to represent persons with disabilities not only in ITU-T but also across ITU-D and ITU-R, under the present mandate. It was decided to send the outgoing LS to reply (done as [JCA-AHF – LS41](http://ifa.itu.int/t/2013/ls/jca-ahf/sp15-jca-ahf-oLS-00041.doc)).

The JCA-AHF discussed JCA-AHF [document 235](https://www.itu.int/en/ITU-T/jca/ahf/Documents/June%202016/Doc%20235.zip) on LS/i/r on techniques for improved end-user perception of trustworthiness indicators (reply to JCA-AHF - LS 35) [from ITU-T SG17]. As JCA-AHF doesn’t do any specific technical work, Mr Kawamori suggested to share this LS with Q26/16 and then that group to take over the work. Mr Gerry Ellis (Vice Chairman of JCA-AHF) agreed to initially draft the LS and to share it by correspondence (done as [JCA-AHF – LS42](http://ifa.itu.int/t/2013/ls/jca-ahf/sp15-jca-ahf-oLS-00042.doc)).

Before the meeting is adjourned, Ms Kate Grant (Nine Tiles Networks) raised remotely an issue on Global Accessibility Reporting Initiative (GARI). However it was decided to discuss this by correspondence due to the lack of time.

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

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