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| **Title:** | Progress report of Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF) |
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| **Abstract:** | This TD provides the progress report of JCA-AHF since the last TSAG plenary in January 2024. |

**Executive summary**

Since the last TSAG plenary meeting (22-26 January 2024), the Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF) held one e-meeting on 24 April 2024. Real-time captioning and International Sign (IS) interpretation were provided. Reports were provided by representatives from relevant entities including SG16, SG20, ISO, and IGF DCAD. JCA-AHF agreed on the appointment of Mr David Fourney from G3ict as co-vice chair of JCA-AHF.

**Action for TSAG:**

1) TSAG is invited to endorse the appointment of Mr David Fourney (G3ict, Canada) as co-vice chair of JCA-AHF.

2) TSAG is invited to take note of the report of the JCA-AHF meeting (Virtual, 24 April 2024).

**Related links:**

* [JCA-AHF webpage](https://www.itu.int/en/ITU-T/jca/ahf/Pages/default.aspx)
* [Meeting documents page](https://www.itu.int/en/ITU-T/jca/ahf/Pages/2404-docs.aspx)

**Annex: 1**

* Report of the JCA-AHF meeting (JCA-AHF [Doc506](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc506.docx)), Virtual, 24 April 2024

**Annex**

**Report of the JCA-AHF meeting (JCA-AHF Doc 506)**

**Virtual, 24 April 2024, 14:30-17:30 (CEST)**

1. Opening of the meeting

The JCA-AHF meeting was held virtually on 24 April 2024 (14:30-17:30) chaired by Ms Andrea Saks (USA), JCA-AHF Chair. Real-time captioning and International Sign (IS) interpretation were provided. The list of participants is available in JCA-AHF [Document 505](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc505.docx).

1. Approval of the agenda

The Chair introduced the draft meeting agenda and document allocation as contained in JCA-AHF [Document 494](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc494.docx). It was approved by the JCA-AHF meeting (with a change of presentation order).

1. Approval of the last JCA-AHF meeting report

The Chair introduced the draft report of the last JCA-AHF meeting (19 July 2023) contained in JCA-AHF [Document 493](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2023/JCA-AHF-Doc493.docx) and the report was approved.

1. Appreciation to Gerry Ellis for his contribution to standardization work

The Chair expressed her gratitude to Mr Gerry Ellis who has passed away in March 2023. Mr Gerry Ellis was an insightful expert on accessibility, and he has been contributing with his excellent knowledge of accessibility to the work of ITU, ISO, IGF DCAD, etc.

# JCA-AHF management

The Chair introduced Mr David Fourney from G3ict as the candidate of new co-vice Chair of JCA-AHF, recommended by the Chair and the other co-vice Chairs of JCA-AHF. Mr Fourney is a professional accessibility specialist in Canada, currently managing the digital accessibility program of the Canada Post. He has about 20-year experiences in standardization of ICT accessibility, primarily within ISO and also within ITU-T (Q26/16). At ISO, he is the project editor responsible for the ISO9241 part 171 on software accessibility that is the grandparent document of both WCAG 2.0 and EN301549 standard. He is also the project leader in standardizing the presentation of captions and on the presentation of sign language. He is an active contributor to the work in ITU-T Q26/16 and ITU IRG-AVA.
Ms Best and Mr Quested expressed their support for this proposal. The JCA-AHF meeting unanimously agreed on the appointment of Mr Fourney as co-vice chair of JCA-AHF.

1. Report of ITU-T Q26/16 meeting

Mr Kawamori, ITU-T Q26/16 Rapporteur, reported the discussion made at the Q26 sessions that have taken place from 22 to the morning of 24 April 2024, highlighting some important updates. First, Q26/16 decided to start revising [ITU-T F.930](https://www.itu.int/rec/T-REC-F.930-201803-I) (2018) “Multimedia telecommunication relay services”. While its basic principles remain the same, ITU-T F.930 needs a review in terms of its technical details, applications and use cases to be in line with the recent technology developments that have been made since the approval of the Recommendation in 2018, and to make it more harmonized with the needs of persons with disabilities.

Then, Mr Kawamori explained that the draft ITU-T Recommendation H.MD-DiDRR "Profile metadata for persons with specific needs as part of disability-inclusive disaster risk reduction" has been updated. Persons with disabilities and persons with specific needs require specific attention to the evacuation in the event of a disaster, and for this purpose a set of profile metadata about them is needed in advance for rescue parties, including firefighters and social workers. The lack of such information is a major issue hindering the progress of their work, and thus addressed in the draft Recommendation.

He also explained that a new Technical Paper ​ITU-T HSTP.ACC-MV-Sustainable "Technical Paper on accessibility in a sustainable metaverse" that is a deliverable from the Focus Group on metaverse has been approved. It was highlighted that metaverse accessibility has two aspects, and both opportunities and potential barriers in metaverse should be considered. Mr Kawamori invited JCA-AHF members to consider joining discussion on this topic that will be conducted in Q26/16.

# Report of ITU-T Q28/16 meeting on Safe Listening and Accessible health topics

Mr Kawamori, ITU-T Q28/16 Rapporteur, reported the updates made at the Q28/16 sessions held during the SG16 meeting, highlighting the points relevant to accessibility.

First, Technical paper on Safe Listening for e-Games and video gamnes is being developed jointly with WHO, like done for the ITU and WHO standards on Safe Listening ([ITU-T H.870](https://www.itu.int/itu-t/recommendations/rec.aspx?rec=14953) (V2)(2022)). [Joint ITU/WHO Workshop on safe listening in video gaming and esports: Updates](https://www.itu.int/en/ITU-T/Workshops-and-Seminars/2024/0416) was held during the SG16 meeting to progress the work.

Another important discussion was about a new Technical Paper of Conformance Testing on [ITU-T F.780.2](https://www.itu.int/rec/T-REC-F.780.2-202304-I) “Accessibility of telehealth services” that has also been developed collaboratively with WHO, and it was approved by SG16.

Q28/16 and WHO also work together to develop a conformity database for Safe Listening devices and Accessible telehealth services. Mr Kawamori invited especially Ms Sabine Lobnig from the GARI Initiative to work together on the development of the databases. However Ms Lobnig has not been available when she was requested a floor, thus Mr Kawamori will contact her offline.

Q28/16 also decided to create a Technical Paper on Safe Listening for news and entertainment based on WHO’s publication.

Mr Andy Quested commented introducing [ITU-R BT1702](https://www.itu.int/rec/R-REC-BT.1702/) (2023) “Guidance for the reduction of photosensitive epileptic seizures caused by television” that adresses photo sensitive epilepsy triggered by flashing lights and images. He suggested Q28/16 together with WHO to consider this area of concern, like done for the Safe Listening initiative. Mr Kawamori agreed to explorer it.

1. Updates from ITU-T SG20

Mr Daniel Hark Sohn presented updates on accessibility-related work progressed at ITU-T SG20 in September 2023, introducing JCA-AHF [Doc 498](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc498.zip) on LS on accessibility matters​ (Draft Technical report YSTR.ACC-SCC) and JCA-AHF [Doc 499](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc499.zip) on accessibility matters (Draft Rec. ITU-T Y.ACC-ASM).

Doc 498 contains the updated draft Technical Report ITU-T YSTR.ACC-SCC, “Guidelines on developing ICT services for accessible smart cities” in which a use case has been added.

Doc 499 informs that a new draft Recommendation ITU-T Y.ACC-ASM “Requirements and capabilities of accessible service management using user accessibility preference profile for IoT services” was initiated by Q2/20 during its meeting in Arusha, in September 2023.

Mr Yong Jick Lee invited JCA-AHF members to have a look at the documents and provide comments so that the editors can consider.

The JCA-AHF meeting noted these updates of accessibility-related work from SG20.

1. Updates of ITU-D-Q7/1

Ms Amela Odobasic, ITU-D Q7/1 Rapporteur, and Ms Roxana Widmer-Iliescu from BDT apologised due to scheduling conflicts. The JCA-AHF Chair shared the agenda and the transcript of captioning of the meeting of ITU-D SG1 Question 7/1 held on 15 April 2024, which are contained in JCA-AHF ​[Doc 502](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc502.zip). The Chair suggested to have a look of the document.

1. Updates on accessibility-related activities of ISO

Mr Fourney made a verbal presentation on recent activities related to accessibility conducted by ISO. There are various areas of accessibility work, including consumer products and medical products.

ISO is currently updating ISO 9241 part 171 on Guidance on software accessibility that was originally published in 2006, grandparent standard of WCAG 2.0 and EN301549 which references the standard. The future version of the standard will influence both WCAG 3.0. and EN 301549. Mr Fourney invited those who are involving software accessibility to become familiar with this standard.

Another work is a series of standards related to sign language, e.g., sign language interpretation booths, technology, sign language interpretation on video and broadcast.

Then, he explained Alternative and Augmentative Communication (AAC) on which ISO would launch a project. AAC technology supports communication by individuals who cannot clearly communicate in their primary language. AAC technology is also being utilized in Europe to support those who cannot speak local language.

Mr Fourney informed that next ISO IEC JTC1/SC35 meeting would take place in Saskatoon, Saskatchewan, Canada, 26-30 August 2024, and he shared its information. (JCA-AHF [Doc 504](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc504.zip)).

1. Accessibility of AI for Good event

Ms Best reminded the JCA-AHF meeting participants of her feedback on the accessibility of the AI for Good event held in 2023 (contained in JCA-AHF [Doc 489](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2023/JCA-AHF-Doc489.docx) presented by Ms Best at the last JCA-AHF meeting). She noted that her feedback had been taken on board by the AI for Good team, as captioning would be displayed in separate screens on the stage at the upcoming event in May 2024. She highlighted that those other aspects, such as wheelchair accessibility for stages, and avoiding flashing lights, should also be considered. In order to further improve accessibility of the event, she would discuss with and advise the AI for Good team directly.

It was also discussed how to ensure accessibility of events in general, and the JCA-AHF Chair agreed to take a lead to write accessibility requirements for future events.

1. Updates from Dynamic Coalition on Accessibility and Disability (DCAD) of Internet Governance Forum (IGF)

Ms Best briefly reported on activities conducted by [IGF DCAD](https://www.intgovforum.org/en/content/dynamic-coalition-on-accessibility-and-disability-dcad). She explained that DCAD has agreed its new revised terms of reference. She also informed that DCAD received fellowship for Persons with Disabilities to participate in IGF annual meetings funded by Google. Ms Best has participated physically in the [IGF annual meeting in Kyoto, Japan](https://www.intgovforum.org/en/dashboard/igf-2023) in October 2023 and she found that the accessibility of the meeting had been well prepared, with real-time human generated captioning and sign language interpretation. AI was an important subtheme of the event and discussed in many sessions of the IGF annual meeting, and she highlighted the necessity of further discussion on accessibility of AI.

The report was noted by the JCA-AHF meeting.

1. Accessible Europe event

Ms Best also briefly reported that she has participated as a speaker in the Regional Forum for Europe “[Accessible Europe](https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2023/1205-06%20-%20Accessible%20Europe/Accessible-Europe-23.aspx): ICT 4 ALL” held Madrid, Spain on 13-14 December 2023. The event was co-organized by the ITU Regional Office for Europe and EU, hosted by ONCE. Real-time captioning and remote sign language have been available. The wide range of topics were discussed, including European accessibility policies, UN approaches, web accessibility, universal design AI emerging technologies and metaverse.

The report was noted by the JCA-AHF meeting.

1. Incoming Liaison Statements

## LS on new work item F.UIES-req "Requirements for intelligent user interface services for the elderly" [from SG16 (received in July 2023)] [Doc 495](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc495.zip)

**Abstract:** This LS informs JCA-AHF and IRG-AVA on the initiation of the new work item ITU-T F.UIES-req "Requirements for intelligent user interface services for the elderly".

The JCA-AHF Chair pointed that the term “elderly” should be replaced by “older” as explained in Recommendation [ITU-T F.791](https://www.itu.int/rec/T-REC-F.791) “Accessibility terms and definitions”. Mr Quested commented that using the term elderly is a translation issue, related to how to express older persons respectfully in certain countries. This is a cultural difference, and not at all derogatory. Mr Fourney agreed with the comment made by Mr Quested, and he also suggested that the draft standard should address a broader range of user needs and accessibility, not limit to the older population.

The JCA-AHF Chair has agreed to address these comments at the SG16 Working Party 2 Plenary that took place on the following day.

* 1. LS on document structure of collaborative work items with ITU-T [from SG16 to ISO/IEC JTC1 SC35] ([Doc 496](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc496.docx) )

**Abstract**: This LS to ISO/IEC JTC1 SC35 requests it to structure their documents aligned with ITU-T Recommendations, so that the editing process of twin text will be facilitated

Mr Fourney explained that this LS is for information to JCA-AHF, as it addresses the structure of ISO/IEC documents that would be suggested to be approved as ITU-T standards (Twin Text), so that the alignment between the twin publications will be enhanced and increase usability by end users.

The LS was noted by the JCA-AHF meeting.

* 1. LS on collaboration on ICT accessibility work [from SG16 to ISO TC 159/SC4] ( [Doc 497](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc497.docx))

**Abstract:** This LS to ISO TC159 SC4 introduces ITU-T Q26/16 and requests collaboration on accessibility.

Mr Fourney explained that this LS from Q26/16 to ISO TC159 SC4 was to establish a liaison to collaborate in accessibility work. Q26/16 showed interest in ISO 9241-171:2008 "Ergonomics of human-system interaction — Part 171: Guidance on software accessibility" and suggested Mr Fourney as their liaison officer.

The LS was noted by the JCA-AHF meeting.

* 1. LS on accessibility matters (Draft Technical report YSTR.ACC-SCC) [from SG20] ([Doc 498](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc498.zip))

**Abstract:** This Liaison Statement contains information on the progress of draft Technical Report ITU-T YSTR.ACC-SCC, “Guidelines on developing ICT services for accessible smart cities”.

The LS was presented and discussed under item 8 above.

* 1. LS on accessibility matters (Draft Rec. ITU-T Y.ACC-ASM) [from SG20] ([Doc 499](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc499.zip) )

**Abstract:** This Liaison Statement contains information on the initiation of new draft Recommendation ITU-T Y.ACC-ASM “Requirements and capabilities of accessible service management using user accessibility preference profile for IoT services”.

The LS was presented and discussed under item 8 above.

* 1. LS on Results of the fourth meeting of the FG-MV​ [from FG-MV to various groups] ( [Doc 500](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc500.docx))

**Abstract**: This document contains information on the results of the fourth meeting of the FG-MV.

The LS was noted by the JCA-AHF meeting.

* 1. LS on Results of the fifth meeting of the FG-MV​ [from FG-MV to various groups] ([Doc 501](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc501.docx) )

**Abstract**: This document contains information on the results of the fifth meeting of the FG-MV.

The LS was noted by the JCA-AHF meeting.

* 1. LS/r on vocabulary for metaverse [from IRG-AVA to FG-MV] ([Doc 503](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc503.docx))

**Abstract:** This Liaison Statement replies to FG-MV-LS41 on vocabulary for metaverse, commenting on terms relating to Accessibility.

The LS was noted by the JCA-AHF meeting.

1. Future events

The JCA-AHF Chair pointed the following major events would take place.

* [AI for Good Global Summit](https://aiforgood.itu.int/summit24/), Geneva, 30 -31 May 2024
* [UN Virtual Worlds Day](https://www.itu.int/metaverse/un-virtual-worlds-day/), Geneva, 14 June 2024
* [TSAG](https://www.itu.int/en/ITU-T/tsag/2022-2024/Pages/default.aspx), Geneva, 29 July – 2 August 2024
* [WTSA-24](https://www.itu.int/wtsa/2024/), Delhi, India, 15 – 24 October 2024
1. Any Other Business and date of next JCA-AHF meeting

Next meeting date is to be confirmed by the JCA-AHF management.

## Closing

The JCA-AHF Chair thanked all speakers of the meeting, participants, SL interpreters, captioner and TSB. She closed the meeting at 17:30 (CEST).

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