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| Telecommunication Development Sector  Study Groups | |  |
| First meeting of ITU-D Study Group 1 | |  |
| Geneva, 20-23 September 2010 | |  |
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| Question 20-1/1: Access to telecommunication services and information and communication technologies (ICTs) by persons with disabilities | | |
| SOURCE | Rapporteur for Question 20-1/1 | |
| TITLE | Report of the Meeting of the Rapporteur's Group on Question 20-1/1 (Geneva, 21 September 2010, 1615 - 1730) | |
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**1. Opening of the meeting and adoption of the agenda (Document 1/OJ/7)**

Ms. Clara Luz Alvarez, Mexico, the Rapporteur, opened the meeting by welcoming all collaborators and participants. The Rapporteur proposed to change the draft agenda to delete item 3 since it is included in item 5. The agenda was adopted with this change.

Each of the Vice Rapporteurs introduced themselves: Mr R. Alabatena (Cameroon), Mr R. Lemaitre (Viable, France), Mr A. Dembelé (Mali), Mr F. Guven (Türk Telekom, Turkey) and Ms. Andrea Saks, Convenor, Joint Coordination Activity on Accessibility and Human Factors (JCA).

**2. Overview of the work conducted in the past study period 2006-2010**

The Rapporteur gave a background on persons with disabilities, noting that some ten per cent of the world’s population is disabled, according to the World Health Organization. We now have the opportunity working in telecommunication/ICT to ensure that the world is more inclusive for persons with disabilities and overcome barriers including those posed by society. She added that this is the second study period to focus on a Question related to access to telecommunications only for persons with disabilities. While the first period (2006-2010) addressed general issues related to accessibility for persons with disabilities, mainly focused on telecommunications, the second (2010-2014) will expand its scope to include information and communication technologies (ICTs). The work on Question 20-1/1 will build on the previous work in this Rapporteur’s Group.

The Rapporteur identified the kinds of services and facilities currently available for persons with disabilities, such as relay services for fixed line phones and captioning for television (which is also an aid to literacy).

The Rapporteur provided a brief summary of the Final Report on Question 20/1 on “Access to telecommunication services and applications for people with disabilities” (available at: <http://www.itu.int/publ/D-STG-SG01.20-2010/en>). This report is based on input and contributions from ITU Member States, ITU-D Sector Members and BDT to the Rapporteur’s Group on Question 20/1.

**3. Review of the relevant input documents**

The Rapporteur listed the documents received as contributions on Question 20-1/1 and invited participants to present their documents. For more information on the content of each contribution please see the specific documents referenced below.

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| Title | Source | Doc. No. |
| Contribution from BDT Focal Point for Question 20-1/1 | BDT Focal Point | 1/10 |
| Enhancing the digital literacy in the whole parts of the society | Türk Telekom Group (Turkey) | 1/25 |
| Some ideas to improve efficiency for the period 2010-2014 | Mali, Viable (France) | 1/35 |
| Power Point Presentation | Ms Andrea Saks, Convener of Joint Coordination Activity on Accessibility and Human Factors (JCA) in ITU-T, also Coordinator of Internet Governance Forum Dynamic Coalition on Accessibility and Disability | 1/39 |
| Draft Work Programme for Question 20-1/1 | Rapporteur Question 20-1/1 | 1/41 |
| Korea’s Web Accessibility Policies and Activities | Republic of Korea | 1/INF/5 |

In addition to Document 1/41 containing the Draft work programme for Question 20-1/1 for 2010-2014 (discussed in section 5 and 6 below), four contributions and one information document were submitted to this meeting of the Rapporteur’s Group. The Chair invited the countries having submitted contributions to present them briefly.

The BDT Focal Point presented contribution 1/10 highlighting the work of the BDT, including the e‑Accessibility toolkit <http://www.e-accesibilitytoolkit.org> and the Connect a School, Connect a Community initiative, and some of the main issues on persons with disabilities.

Following this presentation, and in response to requests from various participants on an update on WTDC‑10 Resolution 58, in particular on accessibility of ITU buildings, meeting rooms and ITU reports, the meeting was informed that an Accessibility Task Force across ITU is being organized and that the issue will be discussed further at the Plenipotentiary. Nevertheless participants stressed the urgency of these issues.

In response to a question about the scope of the Question, the Rapporteur clarified that the mandate of the revised Study Group Question is wide enough to allow it to cover all disabilities, including cognitive, intellectual and physical disabilities. In addition, the need to address the ICT needs of older persons and others was also highlighted, e.g. those with reduced sight.

Several participants noted the cost and tariff issues related to promoting accessible ICTs should also be examined in the upcoming study period, including the high cost of certain assistive technologies and the need to promote universal design to keep these costs affordable.

The Rapporteur noted that the previous report included an Annex that compares costs of assistive and accessible technologies which cover part of economic disability.

The delegate from Türk Telecom presented contribution 1/25 entitled “Enhancing the digital literacy in all parts of the society” and the need to measure the gaps in the level of digital literacy.

The delegates from Mali and Viable (France) presented contribution 1/35 entitled “Some ideas to improve efficiency for the period 2010-2014.” This contribution highlighted some of the successes of the BDT and the need to continue supporting information-sharing meetings and targeted projects in developing countries, such as the BDT-sponsored cyber café for persons with disabilities in Burkina Faso which is providing job training for persons with disabilities.

The Convener of the JCA presented contribution 1/39 entitled “Power Point Presentation”. She noted her role as a link between ITU-D and ITU-T as well as her additional role as Coordinator of the Internet Governance Forum Dynamic Coalition on Accessibility and Disability. She encouraged participants to join this work. The JCA Convenor highlighted the importance of universal design from the beginning of product development as well as the use of captioning in meetings, to facilitate not only persons with disabilities, but for remote participation in online meetings, among other uses. Noting a range of new technologies, she highlighted the trend of Cloud Computing and how it could be used to allow persons with disabilities to access their preferred assistive technologies from anywhere in the world.

Work on Cloud Computing is underway in an ITU-T Focus Group. See <http://www.itu.int/en/ITU-T/focusgroups/cloud/Pages/default.aspx>

The Rapporteur encouraged participants to read the information document provided by the Republic of Korea.

**4. Outline of the issues to be studied – outputs and responsibilities**

The issues proposed for study under Question 20-1/1 are:

4.1. To research and analyze concrete options on what ITU Members can do to enable equal access to ICTs by persons with disabilities, as well as to identify challenges and ways to surmount them. This research and analysis will include accessibility in mobile radiocommunications, websites, digital terrestrial broadcasting, selected ICT accessibility applications, and equipment or end-user devices.

4.2. To research in order to propose contributions about specific accessibility purpose to other relevant Study Questions, to ITU-T, to ITU-R, and to other international organizations, if applicable.

**5. Work Plan for the new study period**

The Rapporteur presented a framework for the work plan for the new study period, contained in Document 1/41. The Rapporteur used this document to lead the discussion on the expected outputs, the issues to be studied and the mechanisms for collaboration with other ITU Study Groups, the regular work of the ITU Development Bureau (BDT) as well as with external partners as reflected below.

During the work period, the expected outputs for Question 20-1/1 are:

5.1. A report that describes concrete options, policies and/or strategies for equal ICT access by persons with disabilities, the challenges in implementing such options/policies/strategies and ways to surmount those challenges. Options must include both private (e.g., self-regulatory measures) and public sector (e.g., regulation) alternatives, as well as any civil society and consumer actions.

5.2. Contributions suggesting specific wording and/or specific actions which are relevant for the scope of other Study Questions of Study Group 1 and 2, for ITU-T and ITU-R, as well as to other international organizations.

**Proposed results and tentative target dates for the 2010-2014 period**

| DATE | ACTIVITY / EXPECTED OUTPUT | PERSON RESPONSIBLE |
| --- | --- | --- |
| Autumn 2011 | Contributions by Member States/Sector Members. | Member States, Sector Members, and members of this study question Rapporteur´s Group |
| Contributions on mobile communications, websites, digital terrestrial broadcasting, selected ICT accessibility applications, and selected equipment or end-user devices. | Vice-Rapporteurs |
| Information, analysis and substantive input based on the regular work of BDT. | BDT Focal Point |
| Draft outline setting the general framework for the interim report. | Rapporteur |
| Autumn 2012 | Contributions by Member States/Sector Members. | Member States, Sector Members, and members of this study question Rapporteur´s Group |
| More in-depth contributions on mobile communications, websites, digital terrestrial broadcasting, selected ICT accessibility applications, and selected equipment or end-user devices. | Vice-Rapporteurs |
| (1) Draft outline setting the general framework for the final report, and (2) interim report. | Rapporteur |
| Autumn 2013 | Contributions by Member States/Sector Members. | Member States, Sector Members, and members of this study question Rapporteur´s Group |
| Update, if necessary, the contributions on mobile communications, websites, digital terrestrial broadcasting, selected ICT accessibility applications, and selected equipment or end-user devices. | Vice-Rapporteurs |
| Final report | Rapporteur |

**6. Collaboration with Question in the other Study Group, if any**

Question 20-1/1 will liaise closely with:

* BDT SG1 Question 7-3/1: Implementation of universal access to broadband services
* BDT SG1 Question 10-3/1: The impact of the licensing and authorization regime and other relevant regulatory measures on competition in a converged telecommunication/ICT environment
* BDT SG1 Question 12-3/1 Tariff policies, tariff models and methods of determining the costs of services on national telecommunication networks, including next-generation networks
* BDT SG1 Question 18-2/1: Enforcing national policies and regulations on consumer protection notably in a converging environment
* BDT SG1 Question 19-2/1: Implementation of IP telecommunication services in developing countries
* BDT SG1 Question 22/1: Securing information and communication networks: best practices for developing a culture of cybersecurity
* BDT SG1 Question 23-1/1: Strategies and policies concerning human exposure to electromagnetic fields
* BDT SG1 Question 24/1: Strategies and policies for the proper disposal or reuse of telecommunication/ICT waste material
* BDT SG2 Question 10-3/2: Telecommunications/ICT for rural and remote areas
* BDT SG2 Question 11-3/2: Examination of terrestrial digital sound and television broadcasting technologies and systems, interoperability of digital terrestrial systems with existing analogue networks, and strategies and methods of migration from analogue terrestrial techniques to digital techniques
* BDT SG2 Question 14-3/2: Information and telecommunications/ICTs for e-health
* BDT SG2 Question 17-3/2: Progress on e-government activities and identification of areas of application of e-government for the benefit of developing countries
* BDT SG2 Question 22-1/2: Utilization of telecommunications/ICTs for disaster preparedness, mitigation and response
* BDT SG2 Question 25/2: Access technology for broadband telecommunications including IMT, for developing countries
* BDT SG2 Question 26/2: Migration from existing networks to next-generation networks for developing countries: technical, regulatory and policy aspects
* ITU-T Question 26 SG16: Accessibility to multimedia systems and services
* ITU-T Question4 SG2: Human factors related issues for improvement of the quality of life through international telecommunications
* ITU-T JCA-AHF Joint Coordination Activity on Acessibility and Human Factors
* ITU-T Focal Point: The officer on Accessibility and Disability and Secretariat of JCA-AHF
* ITU-T Focus Group on Cloud Computing (FG Cloud), during its mandate
* Dynamic Coalition on Accessibility and Disability (DCAD) of the IGF (Internet Governance Forum) supported by ITU-T
* G3ict

**7. Mechanism of coordination with relevant BDT Programmes and Collaboration with other Sectors and Organizations**

Participants noted that this is a multi-sectoral question with multi-sector responsibility. It is important to coordinate with all BDT relevant Programmes, the other ITU Sectors and the JCA, and not to duplicate their work.

The BDT focal point is expected to actively contribute to the work of the group by providing relevant input and contributions developed in the framework of the regular work of BDT on the subject matter and assist the Rapporteur, Co-Rapporteur and Vice-Rapporteurs in finding relevant information and resources. The BDT focal point will also liaise with the other BDT Programmes, ITU sectors and divisions in order to benefit from the relevant work being done throughout ITU.

**8. Place and date of the next Rapporteur’s Group meeting**

Information regarding the date of the next meeting of the Rapporteur's Group will be communicated in due course.

**9. Any other business**

The Rapporteur thanked the Vice Rapporteurs, BDT Focal Point, JCA Convenor and all participants for their enthusiasm, which was echoed by the Study Group 1 Chairman.

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