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 (standing by).

>> Hello. This is Arun Mehta.

>> Hi, Arun, we are starting in a few minutes, okay?

>> Thank you, Alexandra. Hi.

>> Hi.

>> Hello.

 (pause).

 (static).

>> Hello.

 (echo).

>> Bonjour. (pause).

>> Hello?

>> Hello.

>> Hello, Alexandra.

>> ALEXANDRA GASPARI: We are starting in a few minutes.

>> Okay.

>> Can somebody see if the captioning is working?

>> ANDREA SAKS: John, can you log into the URL? It will be the same. I know, but the chat box, in case she needs some help. We will start in a minute. We have a few ‑‑

 (phone ringing).

Quick, water. (phone ringing).

>> Hello.

>> Hello.

 (echo).

>> ANDREA SAKS: A few technical delays. We have a flood.

>> Hello.

>> ANDREA SAKS: Hello, who is that?

>> It's Gerry Ellis.

>> ANDREA SAKS: Gerry, hang in there, please.

>> Thank you.

>> Can we put the captioning on the bottom of the screen, please? Because that would help ‑‑

>> It is okay now.

>> ANDREA SAKS: Can we take the water away? He is dangerous. We have a water spillage, so the captioning can understand why we are a bit delayed here. That is why it was a good idea to move the water.

On the bottom, are you having problems ...... (pause).

>> ANDREA SAKS: I thought it was for you. Everybody can see the captioning. That is great. We still have water. Let me check and make sure we are ready. (pause).

>> FLORIS VAN NES: Good afternoon, ladies and gentlemen. I'm glad that I as Rapporteur of Q4, that you can join this meeting of the JCA‑AHF and Q4/2. I hope we all have a fruitful agenda. And with this I think I'm going to transfer leading of the meeting to the lady at my right hand that you all know, the convener of the Joint Coordination Activity on accessibility, Andrea Saks.

And also we are here at the, how do you call this.

>> ANDREA SAKS: Podium.

>> FLORIS VAN NES: We are here at the podium, so there is Andrea, convener, then there is also here the vice‑convener for accessibility, Christopher Jones, at my left hand. And I'm the vice‑convener for the human factors part of AHF. And then we have, of course, how do you say that, the person we certainly cannot miss, Alexandra Gaspari, who is the, well, without her it would not be possible to have the JCA. She is the secretariat, ITU employee. With this I give the words or the floor to Andrea.

>> ANDREA SAKS: Thank you. We have a few housekeeping things to do. I'm going to briefly change the order of the agenda, because we have someone in India is going to give a presentation.

Having said that, because we have captioning, when you speak, even if I do introduce you for your name, can you say your name again, so that the captioner can be sure to get it.

Also, it takes time to open up the documents.

 (static.)

We have a system, and we have a lot of ... see that the agenda is big, lots of things have happened. In the approval of the agenda, I'm going to change number 5 with number 4, so that Arun Mehta who is in India can do his presentation before I do the review of the JCA activities, because that will take more time.

We also have a guest, please forgive me if I mess this up, but it's Dr. DeBrombic who is visiting us, and he is on the faculty of the electrical engineering and computer science, would you call it an industry? Or company? But he would like to be added to that. He's agreed he will go in any other business. He will be added to the agenda.

Then we do have a presentation for a relay service that's done on an iPad in the United States, which we showed several people in the focus group.

We thought it would be interesting to do it here. They would like to try to do that at 3:30.

We may interrupt the agenda for that particular demonstration.

Would anyone else like to make a comment about the agenda? Would you, Alexandra?

 (static).

We also have somebody on‑line called Gerry Ellis, who is blind. And I will stop the proceedings once in a while when we have questions, and ask him or ask people who are remote participants if they are there. We also have Christopher Jones, Christian Vogler from Gallaudet University, who is deaf. And that way we can check to make sure, because there is a delay in interpretation, sign language, remotely, because Christopher can see the hand‑raising mechanism that we have remotely.

It takes time for the translation between Christopher and the sign language interpreter. So we all have moments of gaps. It doesn't mean we are disconnected. It just means that there is a time lapse. For Gerry, Gerry would have to switch off his screen reader in order to sign the hand to raise it, because there are lots of problems with accessible meetings. We will be talking about that with the tools that we have to use.

Rather than have him do that, I after everything ask if there are any questions, if there are any remote questions. And Gerry will ask for the floor if he wants it, or watch for Christopher on the remote participation. Where is that? Can we look at that? How do we know? We don't have that up.

Remote participation. Oh, you do have it up. Sorry. I'm dyslexic and can't see anything.

Open to the floor. Would anybody like to change, add something to the agenda?

 (crackling noise)

Okay.

Do I have your approval for the agenda? Okay. The first thing I would like to do is to get the approval of the Joint Coordination Activity on Accessibility and Human Factors last meeting report, which is May 9, which has been on the web, and is in document 7.

Okay. We have got that. Now, are we going to call Arun now? Arun, are you on‑line?

>> ARUN MEHTA: Yes, I am, Andrea, hi.

>> ANDREA SAKS: Hi, how are you? We have to get your presentation up. Give us one minute. How are you doing?

>> ARUN MEHTA: I am doing very well. And thank you so much for giving me the opportunity to speak first.

>> ANDREA SAKS: Would you like to introduce yourself while we are getting your document up, as to who you are and what you do, and where you are?

>> ARUN MEHTA: Arun Mehta. I live in New Delhi. I'm 60 years old. I teach Tuesdays and Wednesdays at IIMT which is a two and a half hour drive away. And the rest of the time, I'm President of a very tiny NGO called BAPSI, the Bidirectional Access Promotion Society.

We look to really help those who fall between the cracks, people with the least access to information. And we are bidirectional access. You know, lots of times governments and even corporates are very happy for information to be flowing in one direction to the consumer.

We are keen that information flow in both directions. And we report in the name of the organisation. And I work a lot with children with mental challenges. There is a special school called Paula Angeli which I work with very closely. We are doing a singing workshop there with very interesting and very nice results for children with autism.

But what I will be talking about today is my work with the deaf‑blind and also really my dream project.

>> ANDREA SAKS: Your presentation is up. You may carry on. How is changing the screens? When you want the next screen, would you say "next screen"? Can you see it on your computer there?

>> ARUN MEHTA: I have, well, after the slide with my name on it is the slide that says about BAPSI.

>> ANDREA SAKS: That is up now. Before we go, can you say the next slide when you want the next slide. Alexandra will change it. Please, go ahead. Thank you.

>> ARUN MEHTA: Thank you. In the United States, for instance, a person with multiple and severe disabilities spends on an average $20,000 every year on technology, on finding out what technology to get, and getting the technology, on learning how to use it, on maintaining it, etcetera. This is not a model that is replicable in developing countries.

However ...

 (echo).

The scale of the problems is, if anything, far far larger, not just in terms of quantity, but also in terms of disadvantages. But that is a whole other story.

So our effort is to try and leverage free and open source software, and that whole process of development. I'm a professor at the engineering college. I have also students from other colleges coming and looking for projects, and as and when interest, projects open up.

 (echo).

DCAD, I was then in the company of Alexandra and Andrea and all my other friends. We were looking at where, who are the people not represented in the DCAD. The deaf‑blind was one such category. Fernando and I, we scratched our heads, and we thought that with modern smart phones it is not impossible to communicate with them.

The next student who wanted a summer project with me got to do that project. And this was the result, which allows a deaf‑blind person using the vibrate mode of a smart phone to send and receive text messages. The receiver is through Morse code. A short vibration is a dot and a long vibration is a dash.

What we were surprised to find is that not a single deaf‑blind person has used that software yet. What I always say is that the difference between an activist and other people is that when an activist looks at a problem, he or she sees an opportunity.

We applied to the ISIF, asking that couldn't you please help us with a little money, so that we can get this revolutionary technology to spread among the deaf‑blind. And we were very very honored to receive that award, which is between you and me several times our annual budget.

We are going to spend that in one year. We would obviously like to spend that in a way that is sustainable. We can move on to the next slide now ‑‑ I'm very sorry ‑‑ the ISIF award to bring electronic communications to the deaf‑blind.

What we promise to do is that we will do workshops, training, etcetera, and get a few deaf‑blind people to start using smart phones.

That we are very happy to be doing, but we want to do it in a much more sustainable way. We now come to my dream project. I'm 60 years old, and if I have any dreams left, I better start fulfilling them. One of them is this.

So what we are going to do is to set up an academy, the BAPSI Academy. We are now on the next slide already. The BAPSI Academy is a tentative name. We would like to name it after a stalwart of the disability sector, and we are still discussing that.

But our objective is that such, let's say, okay, what we are doing with the deaf‑blind I described yesterday to a friend as follows, that from a cyberspace perspective, this is like exploring Antarctica. This is like exploring a segment of humanity that so far does not have access to the Internet and electronic communications. We are trying to see what happens when they get on‑line.

What we want to say is that this should not just be a sporadic thing. We want this, we want to set up a process that does this.

We would like to use this award to make that happen.

The way that we want to do this, at minimal cost, is that we want to tie up with organisations that work with persons with severe and multiple disabilities. And there are plenty of them.

Then technical colleges like the one that I teach at, where students are looking to do summer training, projects, they have plenty of time during that window of opportunity to do something interesting, and schools. Now, how will we use, tie up all of these together? So we can go to the next slide, which is our strategy.

First of all, we have to start with the client, right? So with the disability organisations we want to identify individuals, and not just individuals but very specific clear‑cut problems that need solving, where technology can help, and that are within our ability and, you know, the technology that is available to do.

At the technical colleges, we have roughly a year that we can spend with a batch of students intensively teaching them the right kind of programming, teaching them the right technologies, exposing them intensively to whatever they need to, etcetera, etcetera, giving them things to do, and letting them loose on developing the technology.

Then comes the very important part which is now how does the technology enter the lives of the disabled people, which is where our current project had a problem. Here we want schools, students and voluntary system of schools to work with the disabled, to train them in the technology, to get feedback, back to the technology developer, saying, hey, this doesn't work.

Then when they become technology leader, to be much more creative and much better trained.

 (echo).

So, let me come very quickly to my last slide, which is what are the benefits of this approach. Well, of course, this is low cost. This is sustainable. We hope that this is easily replicable in other countries. And we would be happy to work with other countries that would like to do this.

These are the information portals who we are trying to help. These are the people who fall between the cracks. And we can make a difference here. If we can make a difference here, we can make a huge difference.

As far as the corporates among you, I'm very very happy to have your attention.

I think that these people, for them the phone would be such a lifeline that they would make huge usage of phones, and so you would gain a lot of business that way.

I think you would learn how to make much more user‑friendly phones. I think if we start exploring the tactile world, in terms of communication, then there is so much that the phone can improve in that direction, and the deaf‑blind are the best people to help you with that. Train recruits, people who know the latest technologies, who understand access issues and communications. They would be incredibly valuable employees to you.

We hope you will support this. For government, I mean, trying to get services through to people who have no information is a nightmare. We are trying to help you with that. Please help us back.

And we are hoping the NGOs that we work with will see, technology can do really important things. We should pay more attention to technology. And hopefully that will lead to a process where there is much more usage of phones and communications and so on.

I'm sure I overstepped my welcome here. (chuckles) I would like to thank you very much for this opportunity. The floor is yours, Andrea.

>> ANDREA SAKS: Thank you, Arun. I really appreciated you taking the time to stay up in the middle of the night to come in and talk with us.

We will make this Power Point available along with your details for anyone who would like to have more information.

I would like to ask the floor if there are any questions you have for Dr. Mehta. Are there any questions from the remote participants?

Alexandra would like to say something.

>> ALEXANDRA GASPARI: Thank you. Maybe Arun, do you want to add something about the WSIS?

>> ARUN MEHTA: Yes. When I described this, my dream project, I am looking for every opportunity to fulfill this dream. This forum, that brings together very diverse stakeholders to address these people who fall between the cracks. Alexandra and Andrea, who have both been such huge supporters of my work, Alexandra suggested that the WSIS forum would be a forum to take this forward. When we are talking about the information society, let us not start with the chronically information poor, the people who are excluded right from the start, who don't have a chance to begin with.

Let us have on our mandate that we will put every single human being in the information society who wants to be there. And who doesn't?

So we are trying to bring this discussion to the WSIS forum. And I have put some information up there, which is of a similar ‑‑ whenever I describe the problem, I describe it slightly differently.

So please take a look. Alexandra will, I'm sure, help you find that particular information. Thank you very much for reminding me to bring this up, Alexandra.

>> ANDREA SAKS: Thank you, Arun. We will definitely make a note that if anyone wants further information, we will be very happy to help them get them connected directly to you.

For the record, I just want everybody to know that Arun Mehta was one of the people that designed, correct me if I'm wrong, the software that helps Stephen Hawking communicate with the world, is that not correct?

>> ARUN MEHTA: Let me slightly correct you on that one. To the best of my knowledge, Professor Hawking is still using the original software that was written specifically for him. When he came to India in, I think it was 2001, he contacted software companies asking if people could help write software for him. We were very amazed that he needed to be contacting a small tiny broke company like ours, just gone bust after the dot‑com boom, to write software, when he was at Cambridge, and had like the world at his footsteps.

But it turned out that the software that he was using was running on hardware that was outdated, and when it would break down, he had no voice left. So he needed a backup. And also the source code for the software that he was using had been lost. So they couldn't rewrite it for modern technology.

That was what we offered to do, was to do this in a free and open source way, so that never again would that source code be lost. And so we wrote the backup for his software, not the actual software that he is using. But this is, this is being used by other people.

Basically, what it did was to open our minds to how much difference an engineer can make in this space. I would encourage people, particularly who are close to retirement and wondering how best to use their skills, to really find an individual, it doesn't have to be a superstar like Stephen Hawking, any person is potentially a Stephen Hawking, to find a way to address that person's problems through technology. And this will be so fulfilling for you as a person. And I would be very happy to help with that process, I mean if I can. Thank you very much, Andrea.

>> ANDREA SAKS: Thank you, Arun. May we congratulate you again on getting the Information Society Innovation Award, ISIF. That is really tremendous. I'm glad that it's going to enable you to continue your work. Thank you for supporting DCAD, which is the Dynamic Coalition on Accessibility and Disability for the IGF, and supporting the JCA here.

Thank you very much for staying up late, and we appreciate you doing this presentation for us.

>> ARUN MEHTA: It was an honor. Thank you.

>> ANDREA SAKS: Now we come to the boring part. We come to me. I have to tell you what has happened. Some of it isn't really that boring. You have all seen the report. Now I'm looking through addendum 7.... yes, I've got it.

Alexandra has very kindly printed everything out for me. Being dyslexic, I can't use the screen that effectively.

One of the things that we are following, and this is the update, because when we did the report in May, obviously a lot of other things have happened. What I'm going to give you orally today is document 7, addendum 1 to the report, about what is already, what has already happened since then.

As you may be aware, some of you were here, we have a focus group on audiovisual accessibility, which has been working since May, 2011 on trying to create a guidelines and possible deliverables that could become recommendations for persons with disabilities.

Even though it is a specific focus group on accessibility, it would mean that the work that they do would be included and mainstreamed into the work that study group 16, which is the parent group, would hopefully continue with.

Anyway, the two meetings that preceded the ones, I mean that came after the ones mentioned in the original report, were a fifth meeting in Tokyo, and the documents are there for you to take a look at, and the sixth meeting which happened in Toronto, Canada. I did say that and I would be very happy if Mr. Lee would give a brief overview of the focus group, because he is there and he is on the management team. Would that be possible? Thank you.

>> JOHN LEE: Yes, of course, thank you. This is John Lee. I am a member of the focus group on audiovisual accessibility. I'm the working group coordinator for group I, which is the mobile subgroup.

A quick update on the focus group. We are working currently towards producing an understanding of what is available right now, and the work that is currently available in all forms of media.

There has been a focus on some of the broadcast media as well as caption technology that exists, as well as what is possible to accomplish using mobile devices, secondary screens to primary display screens that are used to share, to enjoy media.

The meeting in Toronto was a drafting meeting, where several documents were created, including some of the documents that will be used to draft the recommendation of the focus group ADA. Thank you.

>> ANDREA SAKS: Thank you, John. The next item is a Dynamic Coalition on Accessibility and Disability, events that happened at the IGF Internet Governance Forum meeting in Baku. Peter Major is the co‑coordinator for the Dynamic Coalition on Accessibility and Disability.

He also is a member of MAG and very active in the IGF. I'm going to ask you, Peter, you have an opportunity to explain it here, if you would like, or wait to be number 8. What would you like to do?

>> PETER MAJOR: Thank you, Andrea. In fact, I also prepared a small presentation, just a few words about the activities. If you allow me, I would deal with the IGF itself and the presence of the data. Can I go ahead?

>> ANDREA SAKS: Please do. We didn't realize we had a duplication. I'm happy if you do it now.

>> PETER MAJOR: Neither did I. I was very glad to hear Arun just now, who gave us this presentation. He was supposed to give this presentation during the IGF workshop, DCAD workshop 129, which had the title, The Sustainable Benefits of Inclusion on the Internet.

While his presentation was kind of shortened, and it was given by Shadi, Shadi Abou‑Zahra, who was on the panel.

Having said that, the workshop was quite interesting. We had remote participation and remote panelists. Physically I think we were only two of the four panelists who were present. As I said, others were participating remotely.

The first presentation was by Jorge Plano, on the growth of the eBook market for accessibility. And it was followed by Shadi Abou‑Zahra's presentation. I myself gave a kind of summary of the activities at the ITU, and the United Nations Commission on Science and Technology and Development on accessibility for persons with disabilities.

This was followed by the presentation by Arun. In the discussion, it was quite interesting to note the great interest of the activities of DCAD in particular, and ITU in general.

During the IGF, DCAD participated also in workshop 52, which was a joint workshop with the Diplo Foundation on remote participation, reality and principles.

There was also meeting, people really contributed remotely as well, and those who were in the room. Finally, in the IGF we had a meeting which was also quite interesting because most of the participants were participating remotely.

So it went well. We had a great experience with remote participation. We hope to continue this way, because it has great advantages. We have encountered some technical difficulties, but this is also an experience we have to sort out.

Basically that is what I want to say about the IGF in Baku. Later on, I would come back to some part of the WCIT which was held in Dubai, and would like to say some words about the U.N. General Assembly's resolution on information and telecommunication systems. Thank you, Andrea.

>> ANDREA SAKS: Thank you. When we get to WCIT, I would be pleased if you would, because you were a big part of what was happening there.

We couldn't show you the Web Page on the other presentation. For some reason, it wouldn't connect. But in the report, the addendum, you can look at that. One of the things that this highlighted, if I can just add to what Peter Major has said, is that the technical difficulties that we had in remote participation often dealt with some of the things I've mentioned now, where we couldn't have people raise their hand, blind people couldn't call in, the different tools have different capabilities, and some are accessible and some are not.

Actually, the focus group is dealing with this and creating some guidelines. We are also working on this in question 26.

I'm going to ‑‑ and thank you very much, Peter. We really appreciate you coming down to tell us, and if there are any questions on this particular item from the floor?

Any questions from the remote participants? Alexandra says no.

The next thing is the World Telecommunications Standards Assembly in Dubai. We also have a duplication on that.

Just one second. We have a solution. I'm going to announce what happened, and then we will discuss in greater detail when we get to the different items. There was revision of A7 for the funding of focus groups, which was successfully passed. And there will be more details on that when we get to that on the agenda.

Also, resolution 70, which was the original accessibility resolution that was passed originally at WTSA in 2008, which became the template, which then created the ability for it to go to another resolution for WTDC and on to resolution PP 10175 at the plenipotentiary in 2010, we will go through those a little bit later.

The other thing is, the next item, and I'm going to put these two together, and if there are any questions, I would ask the people to hold them, because when we get to those sections, we will give you more details, that is the WCIT, World Conference on International Telecommunications.

This is just mentioned in the report with a link. That is when the first international telecommunications regulation for persons with disabilities was passed. Peter, I will definitely call on you when we get to that for you to give more detail on that.

But just for the record, I have the wording here. I'll read it. Or it's on the board. Is it on the board? But I will read it for the benefit of the captioning. What we finally ended up with was: Member states are encouraged to promote access for persons with disabilities to international telecommunications services, taking into account relevant ITU‑T recommendations.

So Peter, when we get to the WCIT which is down at 10, I will ask you to elaborate on the process that happened, and your country's role in seeing that this happened.

If you have questions, if you can hold them for that time.

We come to the fun bit now. We come to the liaisons.

I will pull those. Are you going to pull them up for me? We are going to do the review of the outgoing liaison statements.

The first one is document 8. I'm making noise with my papers. I'm paperless in some ways, but not totally. Just for the record I'm not trying to be naughty. It is difficult for dyslexics to focus. When you are on your own, you can do it at your own pace. Without the computer we would be completely strapped. It is easier for a dyslexic to write on a computer. I have a combination problem.

Floris, you were involved in this one. Your name is on it. You are aware of it. This is a liaison that went to question 20. It was in particular dealing with the funding of persons with disabilities to attend focus groups, for example, and also to pay for realtime captioning. This again is dealing with A7. And in the resolution A7, ITU‑T, which is the only group that can create a focus group, was prohibitive in paying anything towards the focus group.

It was decided that this could be changed. We were letting, I mean we were telling them that at this particular time that we would like to see it changed. Again we will go into detail with what exactly happened on that.

I'll keep that out, so I can refer to what it used to say.

That was to question 20. You can hold the questions for the WTSA and WCIT until we get to more detail on that. This was also a liaison to question 20. Christopher Jones' name is on it too. They are the co‑conveners.

Basically, this was again the provision regarding WCIT, where Hungary, which is Peter's country, proposed a, we were telling that they had proposed a contribution to WCIT asking for an ITR, an International Telecommunications Regulation, as a stand‑alone to be created.

That was sent to the question 20, which is the accessibility question in ITU‑D, so that they would be aware of that. It was also in the report.

So we have done that one.

We haven't finished these two, have we? Same as above. Okay.

Without her I'd be lost. We are now doing a review of incoming liaison statements, and document 2. Document 2? Yeah. This is just to let us know that there was a creation of a focus group on disaster relief systems network and resilience and recovery. Because of the tsunami, obviously, it was extremely important that they address the situation of persons with disabilities, because many people who were in wheelchairs and had other problems were not able to be rescued or even notified that they were in danger.

They wanted to let us know that this focus group was in existence, and if we would like to contribute. At this point, if there is anyone who wants to make a comment on that particular liaison, since we are going to have to do a reply; my suggestion is that we simply send a reply saying that we were glad that they notified us, and that we have brought it to the attention of our members, and there is some interest, and we will be in touch in the future.

Does that sound all right to everybody else? Okay.

Then that is what we will do.

I've just been corrected by the wizard. It is for information only. So we don't have to reply. So we won't. Is that right? You don't want any more work? Okay. (chuckles).

Thank you.

I'll read that. I missed that. The next one is in document 3, a liaison statement from study group 13. This again deals with a specific area that is important to us, cloud computing.

This is a response to one that we sent to them a while back, because they are telling us that they are welcoming our representative. One of the things that I haven't explained to new people here is that the JCA has representatives in all the study groups who are spies; they tell me what is going on. Leo Lehmann is the representative of the study group 13. He is now the representative to the cloud computing focus group.

We ask them to use the accessibility checklist, and they have responded that they will do that. For those of you who don't know what the accessibility checklist is, that is something that we created some time ago to allow standard‑makers to have an idea of what to look for when they wanted to make accessibility inclusions, when they are mainstreaming accessibility features in standards.

They are saying they would like to work with us which is very nice. So far, does anybody have any comments on this?

>> Andrea?

>> ANDREA SAKS: Yes. Who is speaking?

>> Gerry Ellis here in Dublin.

>> ANDREA SAKS: Go ahead.

>> GERRY ELLIS: Hello to everybody in Geneva from Dublin. Later on we will be speaking about guide 71, which relates to inclusion of people with disabilities and older people in standards. If you are talking about a checklist there, maybe you could also bring guide 71 to their attention.

>> ANDREA SAKS: Okay. I'm going to actually bring that you have done so. Guide 71 is from ISO. It is out of date. It is being updated. Gerry, you are going to be talking about that. Why don't I leave that to you to go into greater detail about guidelines. In S790 which is a guideline that we have done for persons with disabilities, we reference guide 71. Gerry, can I trust you to take that job when we get to you?

>> GERRY ELLIS: Sure.

>> ANDREA SAKS: Perfect. Thank you. Next page.

 (paper shuffling).

A lot has been happening. The ITU is getting accessible.

This is document 4 for those of you following. This is the one that has been knocking back and forth about hearing aids. We have received a response from working party 5A which is in ITU‑R and a copy for information to ITR that also deals with study group 16 and the focus group AVA.

John, could I ask you to comment on that particular document, please?

>> JOHN LEE: This is John Lee. This liaison is, came about as from the JCA 16 as well as the FG‑AVA. It relates to an update that the working party 5A has been willing to do in one of their guidelines related to this issue, where we are looking at a global allocation of radio frequencies for hearing aid and VHF and UHF bands, for to allow people to travel using a single hearing aid in multiple jurisdictions, and still not have to switch frequency bands in order to make use of it.

The change occurred. Because of the back and forth that's occurred, there has been a little bit of a confusion as to which is the latest version. I do believe we have the latest version here. They have agreed to update some of this, some of their working statements in order to accommodate this and explore this issue. Thank you.

>> ANDREA SAKS: Thank you. This also ties into the next item, which is a reply liaison from the focus group to ITR from working group 5 on technical characteristics. It is under study under BR. John Lee is actually very involved with the communication backwards and forwards.

We will keep you updated on that. Dealing with BR is a little different because it's on a treaty level. And the process of getting information actually addressed on the agenda is not as straightforward as it is in the ITU‑T.

Would you like to make any comment regarding that? Go ahead.

>> JOHN LEE: Sure. The typical process it takes to get allocation from the WRC involve bringing it to the WRC, which means you have to go through a preparatory meeting which is proposed to be talked about for the addition to the agenda. Then when the meeting occurs, the item is added to the agenda. Three to four years later the discussion occurs regarding the allocation.

Right now, if we were to start this process, it would be anywhere of eight to ten years before any global decision could be made if there are no major opposition.

It is one of those things where the process is a really, takes a really long time. We are trying to communicate to see if there are things that could happen to quicken this process, as the devices do need the appropriate bands in order to function properly. Thank you.

>> ANDREA SAKS: Thank you, John. We also have with us a BR representative, Mrs. Juneco who is coming from the ITR sector. Are there any comments that you would like to make regarding this particular subject?

>> Thank you, Chairman. At present I don't have any specific comment on this issue. But I will look into it during the meeting, and also the colleague responsible for this issue. So I will be, I will get back to you I think if I get some updated information. Maybe this is my first time to attend this meeting, because my colleague left for Japan and I took over his position. So this is my first time. Thank you.

>> ANDREA SAKS: Thank you. We welcome you. Sorry to get you on the spot. But I'm saying that I'm pleased that you are here, and thank you for giving your time and being our representative, and the representative of ITR to the JCA. Thank you. We look forward to any communication that you would send us. Okay?

We are now up to, we are not doing too badly, to 7.5. Liaison from the focus group, smart grid, for information only. I'm going to refer back to our main representative, who is the focus group representative, John Lee. You want to do another ‑‑ sorry if I'm going to abuse you, but you are good at it.

>> JOHN LEE: Thank you. This is John Lee again. This is a smart grid issue. Yes. This was sent to pretty much everybody. It is to announce creation of this new JCA on smart grid and home networking, and informing that there are issues that it would be of interest to the world related to how those interfaces occur, and what you would want to, what kind of standards you would want to see when related to accessibility in the home environment, as you add smart grids and home networking basis, in fact how each individual devices could be used. So thank you.

(pause).

>> ANDREA SAKS: The next item is the reply liaison to us on audiovisual accessibility, for information only. Oh, dear.

I'm not going to bother you with this, John. They are saying they are happy to coordinate with us, which you are happy to do, and announcing the next meeting, which we just had in study group, we have just had in conjunction with the study group here.

John would like to actually ‑‑ I think you can add to what happened here, if you want to do a brief ‑‑ you don't have to tell everything. Masahito Kawamori, let's give you that job. He is the Vice‑Chair of the focus group. We will give John a break. Would you like to carry on, please? Quick overview. Thank you.

>> MASAHITO KAWAMORI: Thank you, Madame Chair. What would you like me to do? Sorry. This is Masahito Kawamori speaking. The focus group activity, and what will happen later on, very briefly, we have decided to have two phases, phase I and Phase II. Phase II will be dedicated to creation of recommendations as much as possible.

Phase I will end at the end of March. Then we will continue to work on draft recommendations extracted from the content from the collected documents, which will continue until October, the next SG 16 meeting. And during meetings planned, one of which is decided to be in June, alongside with, co‑located with IP GSI in Geneva, in that focus group meeting plenary, we will try to approve the deliverables, as well as try to edit as much as possible on the draft recommendations to be. So that is our plan. Thank you, Mr. Chairman, I mean Madame Chair.

>> ANDREA SAKS: Thank you. Could you repeat for the captioning again when the next meeting is? It is not a definite date yet? Or is it a definite date?

>> MASAHITO KAWAMORI: The date is definite. I think it is 24, somewhere in 24, 25, probably 25, 26, Tuesday and Wednesday, June in Geneva ITU. Thank you.

>> ANDREA SAKS: Thank you. We seem to have left something off here. I'm going to put it at the end. That is the date that didn't get into the agenda, but I caught it. If you would bear with me, Olaf, I will have you come on in a minute. But since some of these are repetitive and what we have not for a long time, so I'm going to get through these as quick as possible. This is document 13, and this is again from ITU‑R. And we already have an answer that we will get more information. This is again about the hearing aid situation and wireless communication systems for persons with impaired hearing.

 (paper shuffling)

We have just been given it for information. And we will be hearing later from ITU‑R about what is going on.

I'm going to knock that one off and let me see where I am.

This one, 22, this is document 22. The ITU‑D is creating a handbook on emergency telecommunication. It is the third draft, the 8th of January. It is a request for comments.

Roxana, are you familiar with this work that is going on? Just thought I'd ask. Roxana, I'm going to mess up the pronunciation of your name. Say it for everybody, please, with the mic.

>> Roxana Widmer.

>> ANDREA SAKS: Roxana will be talking about ITU‑D later. She has kindly come to help us. Since I do know about this, I will say that we have been offered an opportunity to make comments. The draft is on the web that we have. If you would be interested in making comments on accessibility for persons with disabilities, on emergency telecommunications, we would be grateful for anybody volunteering. And you can let us know regarding that. I myself will be looking at that personally. But any experts who wish to do that, I'll need.

Is there anybody on the web making a comment that we need? Anybody? No. Okay, Alexandra. The draft is on the web. Do we have that listed on the JHA Website? Yes, I have document 22. It is attached to document 22. Thank you. It is attached to document 22. We would be interested if anybody is interested in making a contribution towards that. I'll give this to Alexandra who has more information.

>> ALEXANDRA GASPARI: Thank you. FG‑AVA for action, and a few experts will look into it, some experts from NHK, Japan, because they have the tsunami. So they were looking to this handbook, and they will reply before the end of the month to the convener for the handbook. Thank you.

>> ANDREA SAKS: Just for the record, it's vital that persons with disabilities, people who are blind, people who cannot understand this spoken word have the ability to get information when there is an emergency that they are trying to warn people about. And some of the techniques involved that we have, in question 28, might be applicable ‑‑ did we send that to 28 and 16? I don't think so. Actually it might not be a bad idea. It didn't go to 28. I would like to make a small proposal from the Chair, if anybody has any objections or comments, that this liaison be actually forwarded to question 28 of study group 16. Question 28 of study group 16, John, you have been attending those. Can you give us a ‑‑ sorry, Mr. Kawamori, would you like to do that? Take note of document 22, please. 28 is emergency, yes? E‑health. Yes. That was an interesting point of view, that e‑health has to do with hospitals, and it's related. I make everything related.

I'll tell you what. I will deal with this off‑line. Maybe we don't have to send a liaison. But I will make you aware of this particular document. I had intended that actually give question 28, and I slipped up. So I'll make a note of that.

Check with the floor. Are there any questions so far? Or comments? And on the phone? Anything? On the web?

We are still housekeeping all these liaisons that we have gotten.

Number 30, we have a liaison from the focus group on smart cable. It is a meeting plan and milestone which is for information only. We don't really have to respond to that. We have taken note of the work that they are going to be doing.

Are there any comments? How many did we get? Okay. We are now on document 31? 31. Sorry, John Lee, would you like the floor?

>> JOHN LEE: Thank you. I had a comment about smart cable. I believe we had previously talked to them, right, about making sure that accessibility information was not prevented from going through the equipment? I'm not sure if that had been purposely sent. But that is an important point in technology, where whatever cable exists, that information that are marked or that have absolute parameters did not prevent it from going through. And there are issues right now with some of cables where that is happening.

>> ANDREA SAKS: John, since you are the Rapporteur for question 26 and study group 16, and you have the technical responsibility, responsibility of the technical aspects, did we handle this in question 26?

>> JOHN LEE: Thank you. We have not. This did not come to question 26.

>> ANDREA SAKS: I'd like to make a proposal that we send liaison from here, copy question 26, recommending they communicate with you, that we feel it's appropriate for you to be involved. You don't want to do that?

>> JOHN LEE: Thank you, Madame Chair. It may be more appropriate to keep it at the JCA and reply back directly, I believe, cc'ing question 26 regarding the issue.

It is an issue that is related to multi‑media. However, it is very much more of an equipment type issue. And if they are talking about the programme related to smart cable, I think that would be more appropriate to remain here. Thank you.

>> ANDREA SAKS: Since your expertise is a little further than mine, could you give us a hand, Alexandra and I, writing an appropriate liaison. And can I have the approval from the floor that this liaison, and we will send it out on the reflector for everybody's approval before it goes out, is sent to the focus group on smart cable. We will copy 26. Any comment from the floor?

So you understand, this is the boring bit. It gets more fun later. But this is what we do. We try and make sure that other people know what everybody else is doing. Some of this will be interesting to you and some of it you will go, uggh, I don't want to know about that. But we are trying to get people to co‑coordinate. What have we done? We have lost everything. Actually, this is probably a good time, because I apologize to Olaf, I'm going to allow him ‑‑ he wasn't even on the agenda. And I picked up his document and realized as we just checked, we have from the focus group a liaison to the DAISY Consortium on audiovisual accessibility.

I would like Olaf to be able to say a few words about Daisy and audiovisual accessibility in standard developing context of electronic publishing. Do you have a copy of document 10? What does this mean? I don't understand that sign language. Oh, you don't.

>> I don't have a copy.

>> ANDREA SAKS: You can speak, great. It can go on the captioning. They can't see you at home. Would you like to comment on the DAISY Consortium, since this applies to your domain?

>> OLAF MITTELSTAEDT: Sure. Thank you, Madame Chair. DAISY Consortium standards have been joined with the ePub standards it now is called, whatever it is called, I call it Daisy ePub 3, which allows just about anything that can be printed to be rendered accessible in a digital format, and then some including my all time favorite of publishing a newspaper in a indigenous language that doesn't have any script. The DAISY Consortium itself is ITU Sector Member, and is standards maintenance and software developing organisation.

>> ANDREA SAKS: Thank you very much, Olaf. Olaf, would you like to identify who you are, please?

>> Sorry, that is true. My name is Olaf Mittelstaedt. And I'm with the DAISY Consortium. (pause).

>> ANDREA SAKS: How would you like a job? I've just been told, can you not reply ‑‑ (pause).

Ah. Okay. Thank you. Actually, can you reply to this liaison, because it was sent to your organisation, the DAISY Consortium. We will give you a copy of that. This was sent to you. We will give you a copy of this. This has been sent to us for our information. But I've been told by Alexandra, who is a secretariat of the focus group AVA, that they are awaiting a reply.

If we give you a copy of this, can you refer it to the DAISY Consortium?

>> OLAF MITTELSTAEDT: Yes, most certainly I will.

>> ANDREA SAKS: Thank you very much.

>> MIKE PLUKE: Hi there. Mike Pluke, from ETSI. Referring to the previous issue, but you didn't see the waving hand. It was just a suggestion to John Lee that in fact, on the smart cable and preservation of accessibility information, of course, we actually have some draft text related to that in the draft European 76, so that could be potential picking up more of the same text from the consistency point of view to get the point across.

>> ANDREA SAKS: Would you like to communicate that information formally? I'd like a copy of it, please. Thank you. So we know what you are up to. Thank you very much, Mike. Christopher, did you have a comment? No?

We do have a small demonstration, which we would like to do. It is 3:30 now. We are going to take a break. But I think for those ‑‑ you want to do it after the break or now? After the break. We are going to take a small break because we have a lot to do, for 15 minutes, to let everybody go run around. Then we will have this demonstration from Simon Horn. Should we do ten minutes? You are going to do five or ten minutes.

We will take a ten‑minute ‑‑ she just told us we can only have ten minutes. (chuckles).

Okay. You get ten minutes. Actually, that would mean ‑‑ we will give them 15. Can you come back, please, promptly. And Simon will set up a demonstration on a relay service that is done from a smart pad, an iPad. Okay? Thank you very much.

 (break)

 (standing by).

>> Hello? (pause).

Hello?

>> ANDREA SAKS: We are having a demonstration. (pause).

We will do that in a minute. Then we start. (pause).

 (voices in the background).

>> ANDREA SAKS: Are we ready? (pause).

Welcome back. Those of you who stayed, we got to see the demo in the break, and also a little bit in the ‑‑ are we in there? We are almost in there. We do have some time problems for certain individuals.

So moving right along, I'm going to give the floor over to Roxana, then to Alain, and then to JM, so they can get back to their jobs. I'll introduce you properly. I'm moving on down the road.

I would like to introduce Roxana ‑‑ I'm going to say it wrong again ‑‑ Widmer. Please go ahead.

>> ROXANA WIDMER: Yes, thank you. I'm Roxana Widmer, working in ITU‑D, which is BDT sector development, one of the ITU. I'm working in special initiatives, which also among other special groups deals with persons with disabilities.

We would like to share briefly with you our activities for the last year, and to let you know a little bit about our future intention.

ITU‑D has also study group question, it is question number 20, which deals with accessibility issues. We are trying to promote the e‑accessibility tool kit developed in partnership with G3ict. We also continue to give rise to the connect school, connect community tool kit module. We have a dedicated module in ICTs for the education and job training of persons with disabilities.

We also developed the making TV accessible report. As you know, this report was prepared by Mr. Peter Looms, the Chairman of ITU‑T focus group on audiovisual media accessibility.

And the focus of this report is to look at how TV can be made more accessible. In addition, we developed a second report in making mobile phone accessible. This was prepared by a team of experts, and it explains in concrete terms what we mean by accessible mobile phones. It also talks about development of accessible mobile application as well as with regard to business opportunities, and some case studies which are shared on this report jointly with some policy guidelines.

I'd like to share with you that we also target to share the accessibilities issues particularly to all our meetings and workshops, and in particular with the most important, as for instance the GSR. So the global initiative for ICT has done a presentation in the GSR that took place in last October. The presentation was done by Mr. Axel Leblois, the executive director of G3ict.

Actually, the goal was to have together the public/private partnership to share innovation strategies for bringing broadband closer for persons with disabilities.

Also ITU held the Telecom World 2012, as you know, in Dubai. Here, we have a session led by ITU‑D high level managers on M‑enabling, leveraging new demographic opportunities for mobile application and services.

Here the aim was to share some successful strategies, and to present case studies for mobile operators, of course, to identify business opportunities and critical success factors to reach out new markets.

With regard of the future, we are in an ongoing process to deliver a cert report. This report will aim to provide policy guidelines and framework to all ITU member states to offer some specification and context for regulators and policymakers to help them to develop their own accessibility policies based on their own needs.

Also this report will target to make available a range of options enabling policymakers and regulators to identify, as I told you, and select their solution, based on the specific needs of their citizens in their respective countries.

At the end, this report aimed to present some case study of successful policy development and implementation. It is not very sure, but our challenge is to make this report available in 2013, including its publication.

So we will be very happy to share all this with you. In addition, as you know, the ITU‑D also it's a member of the U.N. interagency support group on accessibility issues. Here the U.N. agencies are working together and coordinate on the essential issues of accessible ICTs, as well as ITU accessibility task force led by the Deputy Secretary‑General of the ITU.

Thank you for your attention.

>> ANDREA SAKS: Thank you, Roxana, the deputy director of the ITU, for those guests who are not here, would not necessarily know that, is Alan Zhao. And also we had a brief discussion off‑line that question 20 was not copied on this liaison, that Hans Zimmermann sent to us. I believe now that my memory has been tweaked he was operating out of study group 2.

I believe that. So I will track this down, and make sure, if it's all right with everybody else, we will send the liaison to everybody for approval. But we will copy you at the B.E.T., and bring this up with Hans, since Hans realizes this needs to go to question 20, as well as I think question 22 in study group 2, I believe is emergency, and I'll forward it out.

But if that would be all right for everybody, I will make sure that information is communicated to question 20, and appropriate other questions in study group 2.

>> ROXANA WIDMER: Thank you, Andrea. To complete this, I think perhaps we also have to keep in mind that I think the ITU has a dedicated focal point on emergency telecommunication, which up to my knowledge was Mr. Cosmas Zavazava. So the comments you are expecting, they should be also directly addressed to him in particular, that he is a technical person.

>> ANDREA SAKS: One second. I'm going to pass the floor to Alexandra. (pause).

Can you turn up the microphone? (pause).

That is horrible. Wait a minute. Let me turn this down. I don't know what happened to it.

Okay. What I'll do is that, Alexandra and I had a quick word, we will make sure that Mr. Zimmermann communicates with Dr. Zavazava about this. We will take care of that too. That will be done. Thank you for that particular information. Thank you for coming.

I'm going to kiss you good‑bye, because I know you have to run. I'm going to now turn the floor over to Alain Mutwe, who is the architect in charge of making the ITU accessible for persons with disabilities. Alexandra is going to assist, because Mr. Mutwe's mother tongue is French, and we don't have translation. Well, your translation. We have the document in English and in French.

How are we doing this? Presented in French, and she is going to show it in English. Go for it, Alain.

 (static).

>> (speaking French).

>> ANDREA SAKS: Go ahead and make a comment.

>> I would like to make a comment in English.

>> ANDREA SAKS: You can make a comment in English.

>> I read your document in English, Mr. Mutwe. And I particularly like the two times that you refer to the fact that, to make a document or apparatus or building more accessible, that in the end everybody will profit from that, because that is very often forgotten, that if you do something for people that have some handicap, most generally it is in the benefit of everybody. So that will be a big emphasis.

>> Thank you, first of all, for your contribution.

 (speaking French) (pause).

>> ANDREA SAKS: What I also wanted to say was ...

 (speaking French).

I asked if the whole building was going to come down for the building in Varembe, which is the one in the middle, and it is not very accessible.

 (speaking French).

>> ALEXANDRA GASPARI: The building, which is the BR building, would be almost probably replaced, but consume a lot of energy, almost ... a year, in terms of ... heating, etcetera. It is a big cost for ITU, so most probably it will be replaced with another building which meet the requirements and regulation.

>> ANDREA SAKS: It is incredible.

 (speaking French).

Wrecking ball, how do you say that? I'm saying can we have a piece of the building after they knock it down like the wall of Berlin.

Very good news.

 (speaking French).

Thank you very much. Keep continuing the information. Christopher wants to say something. So we can know what is going on. Thank you. Christopher has a question.

>> CHRISTOPHER: This might not be something that is relevant to Alain. But it is linked to the building itself. In terms of museum, this afternoon I popped up there for the first time with two other deaf and hard‑of‑hearing colleagues.

There is no captioning at all on the smart tablets, as you go around. So that is not really accessible for people like myself. I was quite shocked actually, so were my colleagues; just to raise that.

>> ANDREA SAKS: Thank you, Christopher. That is going to go to the next bunch of speakers, because that is something that they can deal with, because they represent the accessibility task force.

That is a very important point. Now that Alain has disappeared, I'm going to turn the floor over to Jose, I call him JM. I'm going to let you say that because I can never say that. I have a terrible time. Go ahead.

>> Coordinator of SPM and policy analyst, have been doing a great help in writing down the future policy.

>> ANDREA SAKS: Over to you.

>> JOSE: I need to pass every time, yes, okay. So good afternoon, everybody. It is a pleasure to be here in this meeting of the Joint Coordination Activity. We are here to present progress ITU has made with regard to having a accessibility policy.

This group is aware of the context, but ITU has accessibility for persons with disabilities which is defined by resolution 175 approved in Guadalajara, which is asking us to work on ITU accessibility. It is asking us to make ITU a more accessible organisation.

Those are the two broad mandates of this resolution.

Next slide. Basically, on this second part, making ITU more accessible, the resolution is asking us to look at the financial implications of making ITU more accessible, review ITU facilities and services to make them fully accessible for persons with disabilities, prepare a report to our bodies, council, with possible actions that could be taken to make ITU more accessible, and send the report to the next plenipotentiary.

Up to today, the way we have dealt with these actions is ad hoc basis. I see noddings. People, delegates with disabilities have suffered this experience. It can be illustrative. The way we have done it so far, in ITU there is a process for everything, even to get a glass of water. Every time we have access to certain service ‑‑ next slide ‑‑ sometimes we have a person with disabilities who is asking for a special, for reasonable accommodation. The way we have dealt with this is by trial and error.

We will try one approach. If it doesn't work, we try a different one. Maybe it is too expensive. After that we try another approach, which at the end reach the final result. Next slide.

This has been a measure which we started in several things. First of all, frustration for our delegates who patiently, thank you for that, who have been in this situation. Sometimes we want to help and don't have the tools or budget to help for everybody. But in particular we don't learn, because next time we have to redo the whole process again. We don't evaluate if a solution that we adopted was the best one, most efficient. As I said we don't get lessons learned.

Next slide. The way we think it should be is through a definition of concrete steps that are already predefined in the services. This is what the ITU accessibility policy is about.

Everybody has, expect we have a predefined sets of policies and principles. Everybody knows what to expect and when do you have to ask for the reasonable accommodation. I really, based on best practices, U.N. agencies, other organizations, with a proper allocation budget and with the approach we allow to do regular predetermined evaluation, so we can improve quality. For the first time we will not get to the best solution but then on different iterations we can improve.

Hopefully, this will result in savings, because some of the services, if you purchase in block, you can get better price; for instance, captioning. We could have a single captioning contract per year, and probably we will get a better rate or interpretation for that.

That is the idea of the accessibility policy. The new policy will give us principles and guidelines to make ITU accessible to staff. We are also talking about staff, and delegates, of persons with disabilities.

The policy will be focused on defined barriers in ITU services. We are using services in the most broad term. Services can mean publication, Website, documents that we are submitting, any service that you will use as a delegate or staff are covered by the policy. The idea is to define the principles, and to simplify the decision‑making process.

Next slide. We to prepare this policy have used a methodology based on consultation with staff, also with delegates, with experts in the field. We have been contacting all the U.N. agencies to do a benchmarking. We have hired an expert to advise us on the policy. The goal, the outcome will be accessibility policy.

We are still in the process of, we have the first draft of the policy ready. We are now in the process of technical consultation. As soon as we have a green light of the first draft, we will share it with delegates, so we can get your views. We will be happy to get all your views. For the time being, we can share with you the outline here. You can see in the slide the different sections that are covered.

We have the first section which defines the vision and principles, definitions, guiding principles of the policy; then a second section which covers every service, employment of people with disabilities, procurement processes, where we purchase new equipment, be accessible, by design let's say, ITU premises, ITU meetings, any ICT tool you are using, Websites, Ties account, etcetera. Every tool you will use, ideally we will provide reasonable accommodation, our communication tools, our publications, incorporating ITU accessibility into our programmes and development sector and standard sector.

Then two final sections define the review mechanism for the policy, and of course the budget, financial implication, that it wouldn't be complete if we wouldn't include the final part. As I said ‑‑ next slide ‑‑ we are already done with the first draft. We will have a meeting next week internally to discuss, to get some first round of comments internally.

When the first draft is approved internally, we will consult with experts. And the final goal is to have this presented next June in ITU council, which hopefully will endorse the policy which will make it become implemented.

That is the background. I will be happy to answer any questions that you may have or provide more information. Thank you.

>> ANDREA SAKS: Thank you, JM. Are there any questions from the floor? Because I'm wondering, I have a feeling that Gerry Ellis is on the line, would probably have a question.

Would you like to go first, Christopher? You have some questions? Go ahead.

>> CHRISTOPHER JONES: Christopher Jones. I'm extremely happy to see the development of this policy. That's good news. I envisage some teething problems in terms of implementing the process. But I'll approach it from my perspective, and also I've spoken with Andrea.

We will be happy to actually monitor the accessibility that you are trying to provide. But there is an expectation that we want staff to do it. I'll give an example, how they booked the remote captioning, because myself and Andrea run around like lost chickens or like headless chickens trying to make sure that it has been booked. So what we are saying is, my comment is, if it is deemed to be accessible, then you need to implement it as well, once that policy is written.

>> ANDREA SAKS: If I can make a small comment, it was bad before, because it was crazy. We didn't know what we were doing. But now, it is pretty smooth with Alexandra and Mark Antoine and Kevin, who we don't have that problem too much anymore. But what we did have a problem with is letting us know, the delegates know that it was booked, earlier on in the process. And I think Alexandra now understands that when it is booked, to let those people know that this is going to be part of that meeting, and that it's okay, because there was an unknown problem.

Part of that problem dealt with A7, for the focus group, because the ITU‑T, even though resolution 175 had been passed, was not allowed to pay for anything on a focus group, whether it was for a purple hat or standing on your head, which included for services for persons with disabilities.

So a lot of these things are being solved as you say in an ad hoc thing.

It is not as bad as it was when we were talking about it the other week. It was crazy. But it's fine in some respects because we are getting clearer on what we need to do. Gerry, I want to ask if you are there, Gerry Ellis.

>> GERRY ELLIS: I am indeed.

>> ANDREA SAKS: I know, I can feel it in my bones you want to say something. Will you go, please.

>> GERRY ELLIS: Your bones are correct. First, I'd like to say congratulations to ITU. Like Christopher, I think it is a wonderful idea that you have a formal policy; magnificent, and congratulations and at long last.

My one concern, from what I've heard, is that the consultation seems to be still internal. And you intend, your plan is to have this in place by June. If you look at universal design, and the main thing is that you try to get real users involved at the earliest possible stage.

And I just have a concern that maybe you can correct me on, that users, real users have not been involved yet, maybe should be a little bit more. Would you like to answer that question?

>> ANDREA SAKS: Go ahead, JM.

>> JM: Excellent point, which we are taking note. As I said, we will have the first meeting to discuss the first draft next week. One thing that we incorporated in the policy is that the first year of implementation will be on a pilot base. So probably when we are addressing this, as I said, we take note, could be that the policy that is specially to council this year is a test, and that we can test it for one full year, take note of all the lessons learned, make necessary changes, and then the final policy is approved by the next plenipotentiary, 2014, one year after. That is one way of addressing it.

The final policy will be first pilot, also identified as one of the principles, because we understand that it is constant testing, is a constant improvement that will need to be incorporated into the process. I don't know if I answered your question.

>> GERRY ELLIS: It does. My concern, that the users are involved at a very early stage. I have a similar question for Alain earlier when he was talking, particularly about the use of colors. What I was going to say, use of colors is wonderful for one group of people. But it may cause problem or may not be effective for say people who are color‑blind.

It wouldn't be useful. So no two people with disabilities are the same. I'm blind, and I know lots of other blind people whose needs are different to mine. I think that is why you need to try and get people with disabilities, real users involved at the development of the policy stage, not after the policy has been completed. I would strongly advise that. Thank you, Andrea, for the opportunity.

>> ANDREA SAKS: Jose, would you ‑‑

>> JOSE: One thing I have to mention is that we also interviewed staff for ITU who have disabilities. One thing of the policy, we haven't been collecting information or participation. The policy has as one principle that we can make indicator of success is increased participation of people with disabilities. That is our ultimate goal. We want to have more participation of people with disabilities, staff and delegates.

I can tell you in the process we identified only one staff member to date in ITU who has a disability, who is deaf, in the process. To address the limitation that we have only one staff, we have also consulted with delegates who have disabilities, someone from the Mexican mission who also is blind. We are very concerned about this, that they be involved, people with disabilities, in the process. I take note of this comment. We will make sure that this will be, there will be extensive consultation before the policy is approved.

>> ANDREA SAKS: I'd like to interject here. I think we have a group of experts that might be useful. And it jumped in my head now. The Dynamic Coalition on Accessibility and Disability has a group that advises the IGF on accessible meetings and premises. I wonder if you agree before you get too final on your first draft, after it's edited, to allow the Dynamic Coalition on Accessibility, because most of the people on that particular panel are persons with disabilities. Also Christopher Jones is a person with disabilities who is the co‑convener. If we could have this it's a core group, in fact they have had experience.

I'm wondering, Gerry if that would satisfy. JM is nodding his head yes. That might be a possibility. Alexandra is the Secretariat. You are the representative. One of the things I might ask you to hang about for is, Gerry's report on the updating of guidelines 71. Where is it on the agenda? I don't know.

I think that ‑‑ sorry? (pause).

Alexandra just said maybe Gerry can present it now. We never follow the agenda. I tell you what, fine. Can you hang out and listen to what he has to say? Because the guidelines are going to be impacted. Gerry is our expert. He also advised ISOC on their Website.

The point is, Gerry, are you prepared to go for it now? This would be a good time for you to tell the ITU task force exactly what has been going on regarding that, and add whatever comments you want to with regarding what we have just talked about. Would that be a good idea for you, Gerry?

>> GERRY ELLIS: Suits me very well, because I'm at home and children will be coming home from school soon. So it suits me very well. This is the real world coming into ITU. (chuckles).

>> ANDREA SAKS: The real world coming in. Before we do that, can I make sure that anyone else in the room has a comment about what JM has presented? Yes, okay. Olaf Mittelstaedt would like to say something from DAISY Consortium.

>> OLAF MITTELSTAEDT: I'd like to pick up on the words that the off‑line participant was saying, that although he is blind, no other, his colleagues don't have the same problems as he does.

It is a problem. We all know that accessibility and inclusion is not a one size fits all kind of an approach, but one size fits exactly one person.

I think the ITU would be well‑advised in order to find economical viable compromise between the vast variety of disability needs from our community, and employ the monitor that exists around inclusive design.

>> ANDREA SAKS: Thank you, Mr. Mittelstaedt. I'm not pronouncing it right, either. Say it one more time so I say it right.

>> Mittelstaedt.

>> ANDREA SAKS: Thank you very much. I think JM gets the point. Thank you very much. John, would you like to say something? John Lee, Rapporteur of question 26.

>> JOHN LEE: Thank you. This is John Lee. I would like to make a comment, in that any tools that is developed for accessibility needs to come up to a level that is similar to all the existing tools, such as the teleconferencing system and other systems that we currently have, so they can be accessed by anyone for any meeting they wish to hold, and are not special provision allowances. I'd like to make that comment. Thank you.

>> ANDREA SAKS: Thank you, John. There is something that is related to that. Gerry might want to comment on this too. We have discovered that accessible meeting tools are different. They have varying degrees of accessibility. Not everyone can use them.

We have to make, allowances and concessions when we hold meetings, what the deficiencies are and how we handle them. Anyone else wants to make a comment regarding this?

This is Gerry's, yes. That is what I'm going to go to next. Document 34, Gerry, go ahead, please. The floor is yours.

>> GERRY ELLIS: Thank you, Andrea.

Document 34, as Andrea said, and what this is, is a report of a meeting that I attended recently. Within ISO there is a group called JTAG, JTAG. That is a group which was set up to revise the ISO and IEC guide 71, that to international standards organisations. This document was also adopted for (echo) as guide 6. CEN and CENELEC are two European organisations. The guide describes the needs of people with disabilities and elder people (echo) for accessibility to products, services, facilities or whatever you like. When you are designing a computer programme, or building a house, or designing a car, what we are trying to do is come up with a set of guidelines to help anyone who is developing standards in any areas. That is the target of the group.

The first meeting of that group, I didn't attend. The second meeting took place in March in Dublin. I partially attended. The third meeting took place in October in Dublin again. And I fully attended that. The fourth meeting just took place on the 14th to the 17th of January this year, in Sydney, Australia, I attended that on behalf of ITU and EDF. EDF is the European Disability Forum, which represents the views of 80 million people in Europe.

People at this meeting, there were 20 people there from Australia, Canada, Denmark, Germany, Ireland, Korea, Japan, the UK, and the USA. They are from all over the world. It is not just from one region within the world.

We are represented, we have representatives from IEC, ISO, ITU and EDF.

We used remote participation to call Cisco's Webex tool, to allow people who couldn't get to Australia for financial or other reasons. This worked fairly well. But this is a tool which is not accessible to blind people. When a person wanted to attend, a blind person from Germany wanted to take part remotely, he needed to do it by phone.

There were some connectivity issues and other problems. But overall (echo) the remote participation tool worked well, except the fact that it wasn't accessible to blind people.

Prior to the meeting, we had circulated a previous version of the document. We got comments back that it is overly complicated and over a bit long. The meeting itself agreed with that.

We also said that there was a lack of cohesion between the various sections of the document, even though each section by itself was good.

The meeting process we had in advance intended to have a short meeting and break up into groups called work forces. Each work force would look at one or two sections of the document.

But we thought it would be better that we stay together as one group, because that would help the cohesion between the different sections.

We spent most of our time in these session and much shorter time in work forces. This worked well to allow us to identify text, to reorder text, to add extra text, to propose initiatives that helped cohesion; that worked very well in that regard.

A question, because we want to shorten the text, a question still remains as to what we are going to do with the piece of stuff we take out, because there is a lot of information to gather. What are we going to do with it? Are we going to add it as annexes? Would it appear in the ISO Website as supporting information? Would it be dropped all together? Will there be a separate companion document? That is a, that question is still there because we don't want to lose the information. But we do want the guide to be short and concise.

The main issues that were covered, apart from those that were already mentioned, we decided to include information, for instance, how do you use the World Health Organization's ICF browser, to use internationally recognized and accepted terms, disability related terms.

We also wanted to include information, if you want to find out what are standards that relate to disability on ISO or IEC Website, how can you achieve that, because it can be complicated and confusing.

The other thing, we wanted to look at the economic benefits of inclusion.

 (echo).

This includes demonstrating that what is good for people with disabilities and older people is also good for a large section of society that are traditionally not included in those groups. I might give an example of that. If you are driving, looking at the screen of your phone, making a phone call or doing a text, trying to hear a text, so you might be disabled by your environment.

Those kind of ideas make this much more economically beneficial to include the need of people with disabilities and older people.

The implication of this is that we won't just look at the needs of people with disabilities, but user needs in general.

A major part of the document is a set of principles. The aim of these is help standards development to identify how to implement the guide. It is no use ‑‑ it doesn't need to be a pie in the sky. It needs to be implementable and practical, principles of doing that.

We spent time in the plenary session to do that. I also took part in the work force which was specifically on that, because it was an important area.

Next steps, two further meetings planned, one in Geneva in April, one in London in September. In the meantime, certain drafts of the various sections will be brought together by the various groups, and they will be circled, it will be circulated to all JTAG members. So it is not just a small group looking at each section. We will have better cohesion by every inhabitant of them.

That is the report of the JTAG in Sydney of January of this year.

>> ANDREA SAKS: Thank you. Going back to the task force, also I want to point out one thing. There is a document that has been given by Kate Grant of Ninetiles, who broke her shoulder outside the ITU building the other day, and is not able to be here. She has made a very short report about that. I'm not going to go into detail because we are running out of time.

But everybody wants to have a look at that.

But back to the policy, I think I would like to ask the task force to consider giving one of the drafts, when you get to a point where you feel it's stable and edited, to the Dynamic Coalition accessibility group.

Aamal is shaking his head. They will have a good go at it. It will still be within a select group, and people like Gerry, like Fernando Barcelo, who is also blind, Christopher Jones who is deaf, and some of the other people, and working also with Axel Leblois of G3ict, who knows all these people as well, that we give it a good going over.

It is impossible, Gerry, I think to get everybody involved in this, and like they say, it will be a pilot programme. It may not be the most perfect method. But would that be an agreeable solution to you, to try and at least catch some of the things that you think are omitted?

>> GERRY ELLIS: There are two things there, Andrea. One, I don't know if that is allowable under ISO rules. This is being developed under the auspices of the International Standards Organisation.

Whether I can take a draft document and send it to people willy‑nilly, I don't know if that is an out. But I certainly will check.

But the other thing that I would say is, part of the process for the guide is that there will be a public consultation, but I don't know when that will take place.

There are two options. One, I will certainly ask the secretary, can I circulate the guide as it currently is or after its current editing is completed. But further down the line there will be a public consultation. Certainly we will make sure that you are involved with that. Does that sound okay?

>> ANDREA SAKS: Gerry, we were talking about something else, but this is actually a very good idea. We got it. You are going to do that with guideline 71. I was thinking in terms of the policy document that the task force is producing for the ITU.

I was kind of flipping over to that subject, because I asked Diane to be sure to be here with Aamal so they can listen to what you are saying. But that is an excellent idea on guideline 71. I was going back to the policy document.

>> GERRY ELLIS: I didn't realize.

>> ANDREA SAKS: No, hey, because sometimes the way things get mixed up is actually, it becomes clearer. Jose Maria is in agreement that they would, but can you confirm that verbally for the captioning that you would agree that, and he will show you his if you will show him yours kind of a thing. (chuckles).

If that is possible for the task force to show the Dynamic Coalition on Accessibility and Disability, though we have some real input, but what about a public ‑‑ I don't know if you want to do that. That is scary for the ITU, I know, to put a document out in public. Can I go back to Jose Maria, please.

>> JOSE: I can suggest the following, that we are going to discuss this and define next steps. I will note that I will raise this concern, that we have to consult extensively with the group of users. I will present these options. One could be consultation by the committee. The second one that you are suggesting, inviting selected or people who is already working on ITU Dynamic Coalition, that could be a good solution.

Somebody of the persons we contacted suggested also as a possible approach inviting some of the experts who are working around the Convention on the Rights of Persons with Disabilities.

So the expert group, that could be another solution. When we put together, we will include this kind of consultations with you, and I can get back to you to say what was the agreement the task force ‑‑ I cannot agree for the tasks force, but I can commit to bring the issue to the task force, so we are clear this is going to be one of the next steps to be defined.

>> ANDREA SAKS: Thank you, JM. Gerry, I see both of these things. You are updating the guideline 71, which is for persons with disabilities, and Jose Maria who is leading the task force, writing the policy, is parallel and similar activities.

What you are doing is in terms of the policy and how you are involving, how they are involving persons with disabilities, because I know we had to fight to get you there, and there were not many persons with disabilities in that group if I'm not mistaken.

Am I going in the right track as far as you are concerned with your concern with the policy, and also with regarding guideline 71? Would that be useful for Jose Maria to have a look at?

>> GERRY ELLIS: I think it would, yes. That would be good to try to get that link. But the only thing that I can say is I don't know if I can share the guide as it currently is. I'll have to check that. I can certainly share my knowledge and am more than happy to do that, and the knowledge that is there. But the actual document itself, I don't know if I can circulate that.

>> ANDREA SAKS: Okay. I'm going to have to move on. Basically what we are going to do is note in the report that the two groups may be able to co‑collaborate, that definitely we are going to get a response of Jose Maria on who we can show it to when they are at a point they feel it is showable. You are going to check to see how far you can show us what you are doing.

That will come back to the JCA and we will be in communication. I thank both of you for the work that you are doing. I think we have questions. We have another question from John Lee.

>> JOHN LEE: Thank you. This is John Lee. I have a comment related to the report itself, the example, the report from JTAG that Gerry gave us and related to the example he gave about a driver who may be distracted.

There is a focus group on driver distraction that is currently ongoing. Within that focus group, we had a discussion about this, where we started using the term drivers with temporary disabilities to describe people who may have certain senses that are taking up, have potential deficit in certain senses due to environmental conditions. We are trying to develop use cases around that in the G.UIA or P.UIA document that is currently ongoing in the focus group for driver distraction. They will forward it to the question 27, study group 16.

I wanted to bring that up. Some of the terminology may be something that we can benefit from understanding and getting a common terminology around that. But I thought I'd bring that up. Thank you.

>> ANDREA SAKS: Thank you. Will you keep us posted on that? Thank you. John Lee will keep us posted on that. Are there any questions from the remote?

No. Any more questions from the floor? Thank you very much, Jose Maria. Thank you very much, Aamal. I appreciate you coming and taking the time and spending so much time listening to our liaisons. I'm going to make a suggestion: Can we do the liaisons at the end? (chuckles).

The next thing we are going to do is, we are going to have to rearrange how we do this agenda. He's done that already, but I'm going to have Peter, I'm going to combine two issues, Peter. One is for WCIT and one is for MAG. Handle them like you would like.

>> PETER: Thank you, Andrea. You have already touched upon WCIT in your introductory remarks. I want to remind us what's happened concerning the script. There was a new article introduced into the International Telecommunication Regulations during the conference, third conference on International Telecommunications which was held last year in Dubai.

The proposal came from Hungary, but basically the preface work has been done here in the ITU. I will try to update the DAISY Consortium and to the DCAD. The proposal from Hungary later on was seconded by India. And it was a common proposal. And after some discussions, very heated discussions, the idea of having it as a resolution was rejected. And in the end it was included in the regulation, which is a significant step forward concerning countries where regulations are mandatory, where regulations are mandatory and resolutions are just optional.

So this is a kind of argument that parliamentarians can bring up during the debate, when they are touching upon questions of accessibility for persons with disabilities.

I think this is a great achievement. As you requested me to talk about some words about the activities of the multistakeholder advisory group, the IGF, I'd rather like to talk about the last U.N. resolution which was last December in New York, and there was a resolution of the General Assembly on the communications technology for development.

I would like to quote one part of it, which is, takes note of the report of the working group of the Internet Governance Forum, and request the Secretary‑General to submit as part of his annual reporting on the progress made in the implementation and follow‑up to the outcomes of the World Summit on the Information Society, information on the progress made in the implementation of the recommendations contained in the report of the working group.

Why did I quote this? As I have already mentioned to you in one of our previous meetings, this working group has come up with about 46 recommendations, and out of these recommendations, there are four recommendations about persons with disabilities.

We tried to include the checklist which has been mentioned by Andrea earlier in these recommendations. And basically, the work which has been done in this working group, we have relied on the input from DCAD among other contributions.

So I think it's a significant step that the General Assembly has endorsed these recommendations. And to conclude and getting back to the activities of the DCAD, I think 2012 was a successful year for DCAD. You might have seen the active participation, all active participation in the IGF itself. We had one of the ITRs in WCIT and finally the General Assembly resolution was also a success.

I hope we can continue in that way in 2013. Thank you.

>> ANDREA SAKS: Thank you, Peter. That is pretty complete. Thank you very much for that report.

I'm going to let everybody know, we have 25 minutes, and I'm shifting stuff around. In the beginning, it would have been nice if everybody told me their time problems, which actually didn't happen. So I have been shifting this agenda, like tossing spaghetti on a wall.

It is getting done. But the thing is, because some people are not here, I'm going to eliminate 14, other than the fact that I would like you all to know that that is happening and the dates are in May. And this is the World Society on Internet, World Summit Information Society and Telecom, which is going to be held in November. But we will have another meeting. And we will be able to get the representative to come here and explain what is going on, because we have been participating in Telecom with accessibility. Axel Leblois did it in Dubai. I did it last year in, I mean the year before, in Geneva, regarding digital cities.

We will deal with that one next meeting.

Since Kate Grant is not here, I'm not going to go into accessible meetings. We have discussed that peripherally. That is being eliminated.

What else am I eliminating? I have moved question 4 to the end. So we have Floris closing finally at the last minute.

The only thing about, we haven't covered really in great detail was the Global Standards Symposium, which there is document 14, and they didn't handle accessibility at all. I opened up my big mouth because I was able to at that time to explain that they had to include persons with disabilities. That is the significance of that.

And the highlights of WTSA, we have discussed it previously. I'm just going to say this. The dot A7 was updated to include persons with disabilities, they can be paid for by the G sector, including fellowships, including fellowships but it is not, because of the money situation, it is really kind of at the discretion of the director, and the situation regarding who gets to go of the focus groups, if they are, because they don't really have it defined clearly.

But it is a step forward. Also, that a database be kept on the specific needs of different people who are participating on a regular basis, so that their needs are always accommodated.

The other thing I wanted to say ‑‑ can you flip that to the document where we show the captioner for WTSA and WCIT?

Not that, sorry. The document with the picture. Both WTSA and WCIT were captioned fully.

 (paper shuffling).

That is document 16. And you will see, I want you to look at the picture. This is what this lady is doing. There you go. This is what, this is Heidi, who also captioned the plenipotentiary in Mexico. That is what she is doing. So one of the things that's happened is that captioning has become mainstream, because all of a sudden the ITU realized they had a transcripting service right there. And they could follow the meeting, go back, see what was said, and also publish it for the delegates, so that if there was any question about what was said, and that is a big first, because a lot of times there are confidential situations where they don't wish to have everything recorded.

But it was a Ties access only able to be done. Captioning is going mainstream. So that was the only other thing I wanted to do. And I won't go into detail about resolution 70 at this particular time. We don't have time. But that is available on the web as well, on the differences. What it basically did was recognize G3ict as a leading link in that. It recognized the JCA. It recognized the PP 10 plenipotentiary resolution 175 because they weren't in the previous document.

It expanded the work and the remit of the Joint Coordination Activity, us. You can see we have a lot of different people coming. One of the things they decided to do is change the order of the agenda, just between Alexandra and myself, because we had the focus group; we were not able to sit down and get it in a logical fashion. We just slammed it together, because there was so much coming in at a repetitive thing.

We will do better next time.

Where we are now? And there is a contribution from South Africa. What was that on? Yes. Okay, pop up 25 for one second. South Africa is not here.

I'm going to give the floor to somebody else in a minute. South Africa is becoming very active in trying to get disability ‑‑ and he was actually one of the main reasons that ITR got passed, because at the meeting, he stood up and said to everybody, the developed world has all these regulations. We don't have anything. Without this treaty we can't function; thus really disarming all the people who had reservations, and only wanted it to be a resolution, which has no teeth at all.

This is a very important document, and watching South Africa in the developing world is going to be very exciting. I hope to give more information perhaps next time.

What we are, the only other thing I need to go through very quickly is, there was a joint plenary of study group 9 and study group 16. And they are getting used to now cooperating in doing a, when they do a liaison to copy us, not only there but the focus group as well.

There is also a liaison which is here which we didn't cover, which was about ‑‑ sorry, which is about technical work that is going to be going into, regarding smart cable and ‑‑ we did that one already. Sorry. There is one that we got ‑‑ that is not the one I wanted.

It doesn't matter. We will go through. Basically there is a communication trying to start a group which has to do with audiovisual media, with the cable TV group, which is study group 9, wanting to start this particular thing. And I had to stamp my feet to say that it had accessibility implications, because they were testing the quality of audiovisual technology, with study group 12.

So they were afraid that, and this is the kind of prejudice we get all the time, that they would see that we were copied for information even though they were copied for action, and they wouldn't do anything because they would think it was just about accessibility.

I nearly went through the roof. But we made a compromise due to the time problem that they would send me the liaison separately and I would deal with that. It is 31. Okay. Is it up? But in actual fact it went to another group of people.

I have complained about this, because people don't realize that prejudice is endemic in all of us, in some area.

In fact, Olaf was there and watched me do a little bit of a two‑fisted number there. But we will in fact be able to respond to what is going on there, because they have promised, once that group has responded back to us, they will copy us properly.

But it's been a bit of a fight. But it is really improving with, obviously with study group 16.

The only thing left here other than going through what are the new events is that Mr. Kawamori, is there any, number 12.1, is there anything that you feel you would like to talk about regarding question 13 and IPTV, question 28 and multi‑media framework. And there is question 26. John Lee, I'll get to you second. Anything you would like to add before I move on? First start with Mr. Kawamori.

>> MASAHITO KAWAMORI: Thank you, Madame Chair. I'd like to mention that question 13 is a question that in IPTV, and as part of our study, we are looking at accessibility as an application.

We have demonstrated an applications based on our standard that will work for closed captioning, for example. So we would like to continue this work in collaboration with question 26, as well as JCA.

As for question 28, question 28 is multi‑media e‑health group. We are working with outside organisations to provide a platform for application for e‑health. Especially we are interested in, I mean actually as a Rapporteur of IPTV as well, I'm interested in using IPTV as a platform for e‑health, which is a good interface for people with disabilities, as well as the aging people, aged people.

So e‑health and IPTV can be good partners for JCA. And I would like to continue this collaboration, fruitful collaboration between these groups. Thank you, Madame Chair.

>> ANDREA SAKS: Thank you. I know my way of doing these is different. John and I had a conversation about the fact that he never likes to deviate from the agenda. I tell him, mine never stays the same. We are going to have to make sure that people do say in the beginning what their time constraints are.

Thank you very much. John, is there anything you want to say regarding question 26? Because then I have Christopher's subtitle which should have stroke captioning thing to deal with on section 12.4. But is there something you would like to say in closing?

>> JOHN LEE: Thank you. This is John Lee. Before I move on to question 26, one of the things I wanted to bring up is that we did get the liaison from the American Drugs and, I believe last year, one of the liaisons that came through was related to e‑health applications, and it may be for us to pick that up and forward it to question 26 as ancillary information.

Moving to question 26, could we correct that, it is one of the main things we are working on was relay and relay services, specifically technical report on the matter. We will be having a Rapporteur's meeting in June.

We have tentatively set the location to Austin, but there is discussions to see if we can move that to Washington to coincide with the M‑enabling summit. But that discussion will occur later, and hopefully we will have a better view on that at a later time. That is it. Thank you.

>> ANDREA SAKS: Thank you very much. That is a good idea. We will dig up that liaison. That was the federal Food and Drug Administration. I know what it was, yes. We will send that to Mr. Kawamori for question 28, because I think that is applicable. We talked about using IPTV as a possible accessible platform for meetings. All these will be coming. Thank you both for cooperating. A lot of times ideas are born in this.

Christopher waited patiently as we jump all over. He has a document that he has, the JCA co‑convener, it is saying subtitle survey, but it comes from England. And they have a colloquial aversion to using the word captioning. Not Christopher. Christopher, would you like to be brief? I have to restrict you to five minutes. Since it has been presented in FAVA, some people have had that document previously.

>> CHRISTOPHER JONES: I have already mentioned a little about the survey. There are a couple of other documents that will be presented to the focus groups, to SG 16 and the other one and are related to question 26. About this particular survey, we are waiting, I'm waiting to get it to pass it on to the JCA. Then it will need to be passed on to focus group AVA and study group 16 relating to question 26. That is for information.

Okay. So to the study. In the UK, we have legislation and currently, let's say within legislation they need to provide nearly a hundred percent of captioned TV programs, which is fantastic for the deaf consumers who rely on subtitles.

But unfortunately, the quality of the subtitles isn't the best. A lot of people have complained. That is where it relates to this. They have done a survey. They surveyed 580 participants in relation to the quality of subtitling.

If we go up on the document, if we move up to, if you look at table 2, we can bring that one up here, what you can actually see here is the different complaints, depending on what type of programme that person was particularly watching on the TV.

For example, we have the news. Then we have entertainment and another category and so on. You can see these for yourself. I don't need to elaborate on them.

The graphic, just at the top of that, what that shows is that, we have got the word delay here in the largest print. That is where the biggest complaints have come from, where people are complaining about the delay in subtitling when the TV programme is being broadcast.

In table 3, it actually details what types of problems there are. I think that is very important information for the focus group to actually, focus group on AVA to consider.

Okay. I'm going to draw it to a close there and leave it with you.

>> ANDREA SAKS: Thank you. Okay. We are almost there.

We have a guest here today. Dr. Matthias Veric, and I did put him in because he spoke to me earlier, and I would like him to tell us what his work is and what he would like us to do. Thank you.

>> Thank you to give me possibility to present our work. We met together with experts from the Federal Institute of Technology, to do a study about comprehension of sign language with and without captions. In our study, the 59 deaf and hard‑of‑hearing sign language users in Slovenia, they found out that the comprehension of sign language together with caption was about 20 to 30 percent better than without captions.

That is why we suggest that deaf people and mainly sign language users should always use captions together with sign language translation video.

I hope this information could be a valuable contribution to this meeting. Thank you.

>> ANDREA SAKS: Thank you, Doctor. What we spoke about off‑line was that we would probably find that this would be valuable input into the focus group that is studying audiovisual media. And therefore, I would like to be able to advise if we could work with you ‑‑ can you wait one minute? Don't do that. Oh, you put it up. (chuckles).

That is your work. Thank you. I'm sorry, Beat, you can do that.

The thing is, that we actually help you get this information, John Lee is with the focus group and Alexandra is the Secretariat, that we submit and we do a liaison to the focus group saying that you came here, and submit your report to them, and see if there is any way we can get them to look at it. And you can contribute to the focus group, which is open to anybody who is not even, doesn't have to be a member of the ITU.

And if that is agreeable to the group, we will send a liaison to that effect. Great. That is what we will do. We will do that.

Thank you very much. Alexandra, do you want to say something? (pause).

The thing is, I would like, I asked him earlier, and he said he didn't really want to go to great length. He just wanted to say that and we needed to get it there. That is what we are going to do. The document is there. We will put it on, may we put it on our JCA ‑‑ it is already on our JCA Website. It is there for people to take a look at.

Okay. Now, we are down to, are there any questions that anybody would like to ask? While he is here, it is perfectly acceptable for anybody to discuss that. Christopher, go ahead.

>> CHRISTOPHER JONES: This is Christopher Jones. This is one little point. This relates back to what the doctor said.

When you are watching sign language and captioning, I think you said that the comprehension was improved by 20 or 30 percent, was it? 30 percent? And I think that is crucial. I wanted to bring that to everyone's attention again. If you think about that, in terms of comprehension, 30 percent is a massive amount.

>> ANDREA SAKS: Agreed. I'm sorry I don't have the time to allow you to present because, it's unfortunate, but we will actually put it in next meeting, so you can do it in greater detail and get it to the focus group. Thank you.

Okay. We are on to 18. This gives you the overview of the different accessibility events that are happening all over the world, that one of the most important ones is WSIS and Ten Beyond, which is inclusive of persons with disabilities, with UNESCO and WSIS in Paris at the end of February.

And we do have a DCAD meeting which is going to be determined. You can join DCAD if you want by going to the Web Page.

Now, the 8th annual digital broadcast over in South Africa, we will get more information on that for you. If you look at the JCA Website, you will see an update on these things.

There are other possible ‑‑ we don't have a date for the eGovernment in Africa and Uganda yet, but if you look on the Website, we will put those up.

The one that is coming up, which has been mentioned by John Lee, is the M‑enable summit in June, 2013 in Washington, D.C., organized by G3ict.

We will put up more information about that, again on the Website. So if you wish to go enroll in that, you will be able to do that.

The joint conference in Albuquerque, New Mexico which is TDI which is Telecommunications for the Deaf Incorporated, and persons with hard‑of‑hearing, and ALDA, which is the ‑‑ I never remember what it is. We have to remember to write our acronyms as well, instead of abbreviating. But it is an organisation of deafened adults who get deaf later in life. They are having a joint meeting in New Mexico. I will be going to that.

I will report back. What happened in 2012 was a deep conference in Canada, where that was working with the Toronto university. John, you were there. I won't go into the highlights of that. But that was also in conjunction with G3ict, and was very interesting because a lot of different people, educated, worked together. I had a meeting with the Canadian regulator about captioning regarding sign language captioning, which is VRS. And there is a meeting, there was a meeting with OFCOM, but we have discussed that in the focus group.

They basically saw the outcomes of that were discussed in question 26.

Unfortunately, I can't go into any more detail. I think we have covered everything fairly completely, but not as intently as I had wished to do. But that never happens in our group.

I'd like to turn it over quickly to Floris van nes, who will tell you about question 4.

>> FLORIS VAN NES: Thank you very much, Andrea. While in my one minute, I wanted to mention that the meeting of Q4, human factors created issues for improvement for the quality of life through international telecommunications, that was scheduled to start tomorrow in room L1 at the beginning of the day which is 9:00. It will be one hour later, because the new Chairman of working party 1 asked me if, because there has not been a plenary conference of working party 1 yet, if he could have that, because it is also important for, for instance, Q4/2 and of course you should have a starting plenary meeting.

So I gladly gave in that, which means that I hope that all of you persons will come to the site of the Q4 meeting around 10:00 in L1.

Thank you very much.

>> ANDREA SAKS: Thank you, Floris. With that, is there anything on the phone, anything ‑‑ sorry, Gerry, are you still there? You are not a thing. Are there any comments, since you are the only one left, on the floor, that you would like to make before I go to any other business? You think he left? Any comments that anybody would like to make from the floor?

Okay. Is there any other business? Do you have anything?

Well, looks like we have done it. I don't know how we did. We had three, what is it, three pages and a fraction. Thank you very much for coming. I appreciate everything everyone did. Thank you very much, Simon ‑‑ I'm going to go bananas. Your name dropped out of my brain. Thank you very much, Simon of Rantel, for giving us the demonstration on the VRH relay service technique that you have. That was brilliant.

Thank you very much, Olaf, for telling us about Daisy. The other people have left who have given presentations. But I appreciate, Beat Kleeb, you coming in, and Dr. DeBevic for coming in as well.

And John Lee, thank you for your help, and Masahito Kawamori also for helping us, and Peter Major. And madame, the new lady, Miran Choi, who hopefully after we get sorted out, is, they are considering her to be the new Rapporteur for question 4, and ‑‑ what? The representative from ITR, Mrs. Juneco, thank you very much for coming. I would like to thank the sign language interpreters, because ‑‑ Mike Pluke, I won't forget, thank you, Mike. You will be thanked more tomorrow when you do your song and dance.

What is this? I don't know what he is talking about.

>> I have to thank ‑‑

>> ANDREA SAKS: They are not here. (chuckles.) They know.

I wanted to thank Russell and Jo Ann, the sign language interpreters, for being here and are really working very hard. And Mary Kay, as usual, you are star captioner, you are one of my very special people. Thank you very much. Thank you, Alexandra, for putting this together. Thank you, Floris, for allowing us to take the whole day. And thank you, Christopher, for your help as well. And with that, with one minute to spare with the extra five minutes, I'm closing the meeting. I get to do this. Thank you. I close the meeting. Thank you, everybody.

 (applause).

 (end of meeting 17:35)

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