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| **Contact:** | Andrea SaksChair of JCA-AHF; G3ictUSA | Tel: +44 1242 820 800E-mail:andrea@andreasaks.com |
| **Contact:** | Christopher JonesCo-Vice Chair of JCA-AHF; G3ict, USA, UK | E-mail:acceque@btinternet.com  |
| **Contact:** | Lidia BestCo-Vice Chair of JCA-AHF; G3ict; EFHOH, USA, UK | E-mail:best.lidia@gmail.com  |
| **Contact:** | David Fourney Co-Vice Chair of JCA-AHF; G3ictUSA, Canada | E-mail: david.fourney@usask.ca  |

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| **Abstract:** | This document provides the draft report of JCA-AHF meeting (Geneva, 22 January 2025). |

**Related links:**

* [JCA-AHF webpage](https://www.itu.int/en/ITU-T/jca/ahf/Pages/default.aspx)
* [Meeting documents page](https://www.itu.int/en/ITU-T/jca/ahf/Pages/2501-docs.aspx)

**Actions:**

- **JCA-AHF** to submit the agreed updates to the JCA-AHF Terms of Reference to TSAG.

**- TSAG is invited to** review the JCA-AHF and endorse its continuation in the study period 2025-2028 (Recommendation. A.18 §6.9) with its updated Terms of Reference.

**- TSAG** is invited to appoint a new JCA-AHF Chair at its meeting in May 2025.

Executive Summary

The JCA-AHF meeting was held on 22 January 2025 in Geneva, chaired by Ms Lidia Best. Real-time captioning and British Sign Language interpretation were provided. The meeting was collocated with the sessions of Q1/21 during SG21 meeting in Geneva.

The meeting began with the announcement of Ms Andrea Saks' resignation as JCA-AHF Chair, with Ms Best acting as interim Chair until TSAG appoints a new chair in May 2025. The meeting agreed on the updates to the Terms of Reference for TSAG’s approval. Reports from ITU-T Q1/21, Q2/21. ITU-T SG20, ITU IRG-AVA, ISO and IGF DCAD were provided.

1. Opening of the meeting

The JCA-AHF meeting was held in Geneva on 22 January 2025 (14:30-17:30) chaired by Ms Lidia Best, G3ict (USA) and EFHOH (UK), a co-vice Chair of JCA-AHF. The meeting was collocated with the sessions of Q1/21 “Multimedia system, service and application accessibility for digital inclusion” (20-22 January 2025) during Study Group 21 meeting in Geneva (13-24 January 2025). Human generated real-time captioning as well as British Sign Language (BSL) interpretation (with two deaf interpreters and two hearing interpreters who provide voiceover reading the real-time captioning text) were provided. It was highlighted that persons with hearing disabilities need an eye break every 40 minutes for 5 minutes, thus appropriate breaks were taken in addition to a scheduled coffee break between 13:45-16:15.

The list of participants is available in JCA-AHF [Document 523](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-AHF-Doc523.docx).

1. JCA-AHF Chairship

The Chair of the JCA-AHF, Ms Andrea Saks, G3ict (USA), announced her resignation from the Chair of JCA-AHF as found in document JCA-AHF [Document 520](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-AHF-Doc520.docx). The meeting participants appreciated her longstanding chairship of JCA-AHF and her work for persons with disabilities, especially for persons who are Deaf or hard of hearing as described in Document 520. Following this resignation, Ms Lidia Best was requested by Ms Saks to chair the JCA-AHF meetings in the interregnum period until TSAG designates the Chair of JCA-AHF officially. The meeting supported the motion.

1. Action: TSAG is invited to designate a new JCA-AHF Chair at its meeting in May 2025. Approval of the agenda

Ms Best introduced the draft meeting agenda and document allocation as contained in JCA-AHF [Document 516](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-AHF-Doc516.docx). It was approved by the JCA-AHF meeting.

1. Approval of the last JCA-AHF meeting report

Ms Best introduced the draft report of the last JCA-AHF meeting (3 December 2024) contained in JCA-AHF [Document 515](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2024/JCA-AHF-Doc515.docx), which was approved.

1. Draft updates to JCA-AHF Terms of Reference

Ms Best introduced the draft updated JCA-AHF Terms of Reference. She highlighted that the suggestion to add to the draft that "all meetings of JCA‑AHF will be fully accessible to experts with disabilities, as requested, with realtime captioning as a standard accessibility provision in addition to any other accommodations requested".

The draft updates to ToR available in JCA-AHF [Document 522](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-AHF-Doc522.docx) was agreed by the meeting (available in Annex to this report), and it will be submitted to TSAG for its endorsement.

**Action:**

- **JCA-AHF** to submit the agreed updates to the JCA-AHF Terms of Reference to TSAG.

- **TSAG** is invited to review and endorse it.

1. Report of ITU-T Q1/21 meeting

Mr Avinash Agarwal, Q1/21 Rapporteur, reported the discussion at ITU-T Q1/21 that has met on 20-21 January 2025. He explained that the group has reviewed 12 contributions and a few TDs, as follows:

One draft Recommendation was updated by this meeting for consent during the WP2/21 plenary meeting: F.ACC-AMCS; Two draft Recommendations were updated by this meeting for progressing at future meetings: J.acc-us-prof, and F.930-rev (V2); Three informative texts were updated by this meeting for progressing at future meetings: FSTP-ACC-AI, F.ACC-RSC, and H.MD-DiDRR; Three new work items were agreed to be started including two new Recommendations and one new Technical Report.

There are now 24 work items under Question 1, some from ex. Study Group 9 and some from ex. Study Group 16, and three created in this meeting itself. One interim meeting is planned before next SG21 meeting.

It was also agreed not to remove any stale work items from the work programme at that meeting.

The presentation was noted by the JCA-AHF meeting.

1. Report of ITU-T Q2/21 meeting on Safe Listening and Accessible health topics

Mr Masahito Kawamori, Q2/21 Rapporteur, reported the work of Q2/ 21. Updates included the establishment of work items on dosimetry for safe listening devices and standards for safe viewing for people with photo-sensitivity.

In addition to Safe Listening devices standard, work has concluded on the safe listening guidance for gamers.

Further collaboration with WHO on new areas has also started with regard to photo-sensitivity and TV program, which is significant advancement of the issue.

The presentation was noted by the JCA-AHF meeting.

1. Report of ITU-T SG20 accessibility activities

Mr Yong Jick Lee, Rapporteur of new Question 8 of Study Group 20 (Q8/20), presented a short report. This new Question is titled "Human-centric digital services enabled by Internet of Things and smart sustainable cities and communities related to digital health, accessibility, and inclusion". and just started its work during the SG20 meeting which took place in parallel with the SG21 meeting.

Q8/20 discussed seven contributions, including six contributions to five ongoing Work Items, which are all related to IoT and the smart city accessibility. And one new WI related to digital health was also proposed. Among the five WIs related to accessibility, two WIs are related to accessible smart cities, two WIs are related to accessible IoT services, and one WI is related to metaverse services supporting IoT.

The presentation was noted by the JCA-AHF meeting.

1. Report of ITU IRG-AVA

Mr Andy Quested, co-Rapporteur of IRG-AVA, reported the IRG-AVA meeting that has met on 21 January 2025. IRG-AVA continues actively discussing on the draft new Recommendation ITU-T J.acc-us-prof “Requirements for the semantics of a Common User Profile used to personalize audiovisual media”. There were also presentations on Easy-to-Understand Language: ENACT and WEL; VR and Inclusion: InclusiVRity and IMMERSE projects; and ISO/IEC 20071-24 presentation of sign language (ITU-T F.ACC-AVSL) for comments by IRG-AVA members. The next meeting date is still to be confirmed by the co-Chairs of IRG-AVA.

The report was noted by the JCA-AHF meeting.

1. Report of ISO activities

## 10.1 ISO/IEC 20071-24 presentation of sign language (ITU-T F.ACC-AVSL)

Mr David Fourney, co-vice Chair of JCA-AHF, presented JCA-AHF [Document 517](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-AHF-Doc517.zip). Mr Fourney reported the progress on the visual presentation of audio information in sign languages, discussing its importance for enhancing accessibility in audiovisual content. Key points included:

- Emphasis on diverse use cases, such as emergency broadcasts and news programming.

- Collaboration with global organisations, including the World Federation of the Deaf, to ensure inclusivity.

He invited the JCA-AHF members to review it and provide comments by 1 August 2025.

The presentation was noted by the JCA-AHF meeting.

## 10.2 ISO DIS 9241-171 software accessibility standard – Request for comments [Doc 518](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-AHF-Doc518.zip)

Mr Fourney presented JCA-AHF [Document 518](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-AHF-Doc518.zip). He invited the JCA-AHF members to review it and provide comments by 1 August 2025. Updates on this software accessibility standard highlighted its comprehensive approach to accessibility guidelines. With an emphasis on user needs, it aims to provide robust solutions for various disabilities, including vision, hearing, and cognitive impairments.

The presentation was noted by the JCA-AHF meeting.

1. EFHOH call for inclusive approach to hearing access

Ms Best, EFHOH President, presented JCA-AHF [Document 519](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-AHF-Doc519.zip) which shared the latest call issued by the European Federation of Hard of Hearing People regarding new Bluetooth broadcast Auracast being rolled out and Telecoil which are used by people with hearing loss to access sound clarity in public spaces**.** Ms Best called for a balanced approach in integrating new technologies like Auracast alongside telecoils in hearing aids and cochlear implants.

Removing telecoils for new hearing devices risks excluding many people from access and breach accessibility guidelines for public access. Lidia emphasised on ensuring the coexistence of established and emerging systems for a smooth transition in the next 15 years.

The presentation was noted by the JCA-AHF meeting.

1. IGF DCAD Accessibility Guidelines 2024- Accessibility and Disability in IGF meetings [Doc 521](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-HAF-Doc521.zip)

Ms Judith Hellerstein and Mr Muhammad Shabbir, co-coordinators of IGF DCAD, presented JCA-AHF [Document 521](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2025/JCA-HAF-Doc521.zip). They invited the JCA-AHF members to have a look at the updated IGF DCAD Accessibility guidelines applicable for IGF meetings. Key recommendations included: Inclusion of accessibility features like real-time captioning; International Sign interpretation; and quiet rooms; Proposals to mark accessibility needs on participant badges; and Collaboration with local hosts to ensure physical and digital accessibility.

Ms Saks proposed aligning IGF and ITU accessibility guidelines to create a unified framework. She highlighted that this collaboration could lead to a joint standard benefiting global accessibility efforts.

Action: Ms Saks to collaborate with Ms Hellerstein to align the IGF and ITU accessibility guidelines.

1. Future events of interest
* [TSAG](https://www.itu.int/en/ITU-T/tsag/2022-2024/Pages/default.aspx), Geneva, 26 – 30 May 2025
* [AI for Good Global Summit](https://aiforgood.itu.int/summit24/), Geneva, 8 - 11 July 2025
* [ITU-T SG21](https://www.itu.int/en/ITU-T/studygroups/2025-2028/21/Pages/default.aspx) meeting, Geneva, 6-17 October 2025 (TBC)
1. Any Other Business and date of next JCA-AHF meeting

To be advised in connection with dates of Q1/21 in October.

**Annex**

Draft revised Terms of Reference for the JCA-AHF

(Study period 2025-2028)

Scope

The Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF) coordinates activities related to accessibility and human factors in order to avoid duplication of work, and to ensure that the needs of persons with disabilities and persons with specific needs are taken into account, in accordance with [PP Resolution 175 (Rev. Bucharest, 2022)](https://www.itu.int/dms_pub/itu-s/opb/conf/S-CONF-ACTF-2022-PDF-E.pdf%22%20%5Cl%20%22page%3D283) of ITU Plenipotentiary Conference and [Resolution 70 (Rev. New Delhi, 2024)](https://www.itu.int/pub/T-RES-T.70-2024) of World Telecommunication Standardization Assembly (WTSA).

The JCA-AHF work includes:

a) increase awareness and help standard writers to mainstream accessibility features in telecommunication/ICT accessibility standards for the inclusion of persons with disabilities and persons with specific needs, including age-related disabilities, those with illiteracy, women, children, and indigenous people;

b) assist study groups in the identification of standardization opportunities and solutions that improve the accessibility and human factors aspects of their work;

c) communicate, cooperate and collaborate on accessibility-related activities with;

i. all study groups of ITU-T, ITU-D and ITU-R as well as all relevant ITU groups;

ii. external organizations including other United Nations organizations, ISO, IEC, SDOs, industry groups, academia, and disability organizations;

d) encourage and promote the self-representation by persons with disabilities in the standardization process so as to ensure their experiences, views and opinions are taken into account in all the work of all ITU study groups;

e) provide advice to improve, and ensure the accessibility of ITU facilities and services, including, but not limited to, electronic means and ITU buildings as a whole, to facilitate full participation of persons with disabilities in ITU events.

The JCA-AHF shall encourage the use of ITU-T Technical Papers, [FSTP-TACL](http://www.itu.int/pub/publications.aspx?lang=en&parent=T-TUT-FSTP-2006-TACL) "*Telecommunications accessibility checklist" for standards writers*", [FSTP-ACC-RemPart](http://www.itu.int/dms_pub/itu-t/opb/tut/T-TUT-FSTP-2015-ACC-PDF-E.pdf) "*Guidelines for supporting remote participation in meetings for all*", and [FSTP-AM](http://www.itu.int/dms_pub/itu-t/opb/tut/T-TUT-FSTP-2015-AM-PDF-E.pdf) "*Guidelines for accessible meetings*", as well as Recommendations [ITU-T F.790](http://www.itu.int/ITU-T/recommendations/rec.aspx?rec=9017) "*Telecommunication accessibility guidelines for older persons and persons with disabilities*" and [ITU-T F.791](http://www.itu.int/itu-t/recommendations/rec.aspx?rec=12624) "*Accessibility terms and definitions*". The JCA-AHF shall stress the importance of implementing universal design from the beginning in the creation of accessible telecommunication/ICT services, products and terminals and creation of accessibility guidelines, in accordance with the UNCRPD.

The JCA-AHF encourages active participation of all ITU Study Groups in the JCA-AHF; to invite the Study Group Chairs to give a reminder to meeting participants to take appropriate account of the above-mentioned Resolutions, Technical Papers and Accessibility Recommendations; to assign a liaison representative to each ITU Study Group/Sector, and/or appropriate Working Parties. These liaisons should be made responsible to communicate accessibility queries and any current work applicable to accessibility for Persons with Disabilities to the JCA-AHF.

The JCA operates under the terms of [Recommendation ITU-T A.18](https://www.itu.int/rec/T-REC-A.18-202407-I).

Administrative support

ITU-T Telecommunications Standardization Bureau (TSB) will provide secretariat and facilities required for JCA-AHF, within available resource limits.

Meetings

The JCA will work primarily by correspondence and electronic meetings. Any physical meeting considered necessary should be convened by the chair of the JCA. The JCA will invite all relevant ITU wide groups, and encourage the participation of persons with disabilities.

All meetings of JCA-AHF will be fully accessible to experts with disabilities as requested, with real time captioning as a standard accessibility provision in addition to any other accommodations requested.

Parent group and progress reports

The JCA-AHFwill report its activities to TSAG as its parent group and relevant study groups at their meetings. The JCA-AHF will copy all JCA-AHF reports to the Director of the TSB to facilitate the writing of the report to the ITU Council on the implementation of all accessibility-related resolutions.

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