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| INTERNATIONAL TELECOMMUNICATION UNION | **Joint Coordination Activity  On Accessibility and Human Factors** |
| **TELECOMMUNICATION STANDARDIZATION SECTOR**STUDY PERIOD 2013-2016 | **Doc 212** |
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| Source: | Rapporteurs for ITU-D Question 7/1 |
| Title: | Report of the Rapporteur Group Meeting on ITU-D Question 7/1(Geneva, Wednesday 16 September 2015, 16:15 – 17:30 and Thursday 17 September 2015, 09:00 – 10:45) |

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| **TelecommunicationDevelopment Sector****Study Groups** |  |
| **INTERNATIONAL TELECOMMUNICATION UNION** |
| **Second Meeting of ITU-D Study Group 1** |
| **Geneva, 14 – 18 September 2015** |
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|  | **Document** [**1/REP/17 (Rev.1)-E**](http://www.itu.int/md/D14-SG01-OJ-0018) |
| **18 September 2015** |
| **Original: English** |
| Question 7/1: | Access to telecommunication/ICT services by persons with disabilities and with specific needs |
| SOURCE: | Rapporteurs for Question 7/1 |
| TITLE: | Report of the Rapporteur Group Meeting on Question 7/1(Geneva, Wednesday 16 September 2015, 16:15 – 17:30 and Thursday 17 September 2015, 09:00 – 10:45) |
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1. **Opening of meeting and adoption of the agenda**

The Co-Rapporteurs for Question 7/1 Dr. Miran Choi (Republic of Korea), jointly with the other Co-Rapporteurs: Mr Abdoulaye Dembele from Mali and Ms Amela Odobasic from Bosnia-Herzegovina and Vice-Rapporteurs: Dr. Mitsuji Matsumoto (Japan) and Ms Liliane Kalubi (Democratic Republic of Congo) opened the meeting by welcoming all ITU Members participants, exhibitors and collaborators.

The agenda [1/OJ/18 (Rev.1)](http://www.itu.int/md/d14-sg01-c-0152) was presented and adopted with changes related to the order of the documents to best enable time management development of the contributions and documents received for Question 7/1.

1. **Present/discuss contributions and relevant input documents, including Liaison Statements**
	1. ***Presentations and demo of ICT accessible technologies and solutions for global communication, education and inclusion of persons with disabilities and persons with specific needs were delivered by:***

Mr Ribback, Co-Founder of **VerbaVoice (Germany)**, presented the development of innovative and cost-effective solutions to remove barriers to spoken communication on television and the Internet (Document [1/184 + Annex](http://www.itu.int/md/d14-sg01-c-0184)). This includes solutions for (live) captioning and for visualizing content through sign language. VerbaVoice app is a communication aid for hearing impaired people, which makes spoken language accessible as live text and /or sign language video.

Mr Spoletti, Managing Director of **Sub-Ti**, presented an educational project “FRED AT SCHOOL”, (document [1/185 + Annex](http://www.itu.int/md/d14-sg01-c-0180)), a creative and innovative project whose primary goal is to enhance film literacy among young audiences (secondary school students). It is a completely inclusive project, which fully caters for the needs of young persons with sensory impairments. FRED at school is currently implemented in secondary schools in eight European countries and can be extended and customised to different countries and cultures.

Ms Alvarez, Executive Director of International External Affairs at **AT&T (United States)** delivered a presentation (document [1/226 + Annex](http://www.itu.int/md/d14-sg01-c-0226)) about Real‐time text (RTT), which is a text-based mode of communication where each text character appears on the receiving device at roughly the same time it is typed on the sending device, allowing for a conversational flow of communication, simultaneously with voice. RTT is the Internet Protocol (IP)-based, functionally equivalent successor to TTY technology that makes telephone service accessible to individuals with hearing and/or speech disabilities. The presentation concluded that there are many benefits of RTT for users’ operators and society as well as that Regulators should take a flexible approach rather than mandating a specific solution.

Mr. Peter Hayes, CEO of **VTC-Secure** **(United States)** presented (document [1/173](http://www.itu.int/en/ITU-D/Regional-Presence/Americas/Pages/EVENTS/2015/1104-CO-2ndAcce.aspx)), a cutting edge solution that helps to solve fundamental communication challenges. This new solution, which is freely available is called ACE (Accessible Communication for Everyone). Creating open source, standards-based software also allows for groups all over the world, such as governments, universities, non-profit organizations, crowdsource communities, and even private individuals to modify, improve, secure and redistribute the software to large numbers of users, while still maintaining interoperability with each other. Mr Hayes also pointed out that they are developing inexpensive and modular cloud-based software solutions that can be quickly deployed on servers anywhere in the world. By building these systems with web-based secure interfaces, agents can be anywhere in the world, allowing for easy setup of critical services. This human element will allow organizations around the globe to implement this services without technological barriers.

**The meeting continued on 17 September with the following documents:**

* 1. ***Reports on meetings and their outputs***

The **BDT Focal Point** presented document [1/152](http://www.itu.int/md/d14-sg01-c-0178) highlighting the events and meetings developed by BDT in area of ICT accessibility since the last Study Group on Question 7/1, and informed about upcoming related events until the end of 2015. The ITU-G3ICT [Model ICT Accessibility Report](http://www.itu.int/en/ITU-D/Digital-Inclusion/Persons-with-Disabilities/Documents/ICT%20Accessibility%20Policy%20Report.pdf) launched last year at [The 1st Accessible Americas − Information and Communications for ALL](http://www.itu.int/md/d14-sg01-c-0204)(available also in [French](http://www.itu.int/en/ITU-D/Digital-Inclusion/Persons-with-Disabilities/Documents/ICT_accessibility_policy_Fr.pdf) ), was highlighted. At the forthcomingevent [2nd Accessible Americas, Information and Communication for ALL](https://staging.itu.int/md/d14-sg01-c-0135)that will take place in Medellin, Colombia, from 4 to 6 November 2015, a Spanish language of the report will be launched. BDT raises awareness of this Report at all related meetings and events. The BDT brought attention to the ongoing development of two training courses which will be delivered through the ITU Academy, one on [“Public Procurement of accessible ICT products services”](http://staging.itu.int/en/ITU-D/Regional-Presence/Americas/Pages/EVENTS/2014/1112-BR-Accssblty.aspx?option=com_joomdle&view=coursecategoryextended&cat_id=:&course_id=881:online-training-public-procurement-of-accessible-ict-products-and-services&Itemid=476&lang=en), beginning in October 2015 and the other on “Media Accessibility” foreseen for the first quarter of 2016. Lastly, the participants were informed about the international conference on “[The Role of Information and Communication Technologies in the Development of Inclusive Society for Persons with Disabilities](http://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2015/ConferenceInclusiveSociety/The-Role-of-ICT.aspx)” which will be held from 8 to 9 October 2015 in Belgrade, Serbia, organized within the framework of EUR Regional Initiative EUR3 “*Ensuring access to telecommunications/ICTs, in particular for persons with disabilities*”.

**The Co-Rapporteur Dr. Choi presented** document [1/107](http://www.itu.int/md/d14-sg01-c-0094) with the main conclusions of the previous Rapporteur Group meeting in April 2015, highlighting the capacity building provided to ITU Members based on the Model ICT Accessibility Report in line with the work-plan of this Q7/1.

The representative from **Bosnia and Herzegovina** presented document [1/135](http://www.itu.int/md/d14-sg01-c-0202) mentioning the guidelines identified during the “[Expert Group Meeting on Accessible TV in the Converged ICT Ecosystem: Emerging trends and challenges”](http://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2015/AccessibleTVinConvergedICTEcosystem/Accessible_tv_Rome.aspx). The Expert Group expressed the need for better collaboration to facilitate appropriate networking and communication between relevant stakeholders and for identifying regional best practices and solutions, which can be implemented at the national level or which can serve as a starting point in increasing the accessible services in each country.

The representative from **Argentina** presented forconsideration a Draft New Resolution on Telecommunication/information and communication technologies (ICT) for persons with disabilities and persons with special needs (document [1/229](http://www.itu.int/md/D14-SG01-ADM-0002)), requesting to be submitted as a contribution to the Radiocommunication Assembly to be held in Geneva from 26 to 30 October 2015. The representative from G3ict (United States) asked to change the reference “*persons with special needs”* into *“persons with specific needs*”, as agreed at last WTDC 14. The content of the Draft New Resolution was unanimously supported and delegates from Paraguay, Cote d’Ivoire and Mexico particularly expressed their support. However, the procedure and mandate of Study Group 1 to consider this request, was questioned. In particular the delegates from the Republic of Korea, United Kingdom and the United States manifested their concern and requested to look at the procedures and working methods before the document goes forward for this request. The Study Group 1 Chair noted that participants substantively support this concept and called for coordination among the sectors in order to avoid duplication in order to ensure appropriate coordination. Therefore, the document will be put forward for consideration at the Study Group 1 plenary to clarify the Study Group 1 mandate in this respect and the procedure for communicate this document to ITU-R.

The G3ict representative briefed about the evolution of accessibility features available on mobile devices as presented at the M-Enabling Summit 2015 in Washington, DC (document [1/143](http://www.itu.int/md/d14-sg01-c-0143) by G3ict).

* 1. ***Up-dates on spectrum issues, captioning and copyright, guidelines on accessible meetings and impacting persons with disabilities and persons with specific needs***

The representative from **G3ict** continued with document [1/117](http://www.itu.int/md/D14-SG01.RGQ-C-0024) on the Protection in Spectrum Management for Assistive Listening Devices (ALDs) for persons with disabilities and medical Short Range Devices (SRDs) and make the participants aware that certain spectrums can become overloaded especially those that are short range devices (SDLs) and that can subsequently cause malfunctions by interference and even stop working due to blockage to their use. This was followed by a presentation of document [1/118 + Annex](https://academy.itu.int/index.php) on the DCAD Accessibility Guidelines 2014, accessibility and disability in IGF meetings which were accepted as an official output document. These guidelines not only apply to IGF, but can also be used as basis for any meeting by any group to include persons with disabilities and will be useful to assist in the planning of meetings held in developing countries.

Ms Andrea Saks also presented G3ict third party captioning and copyright (document c [1/119 + Annex](http://www.itu.int/md/d14-sg01-c-0119)). The document aims to take stock of this critical moment for captioning. It begins with an overview of closed captioning laws and regulations. It then turns to the potential legal conflicts between captioning and copyright law. It considers potential drivers behind the conflict, closing with an analysis of potential solutions including contracts, fair use, and legislation.

The representative from G3ict concluded with document [1/180 + Annex](http://www.itu.int/md/D14-SG01-R-0017) on the Global Initiative for Inclusive Information and Communications Technologies to the Working Party 5D (WP 5D) − IMT System pointing out that it is necessary to make everyone aware that certain spectrums can become overloaded especially those that are short range devices ( SDLs) and that can subsequently cause malfunctions by interference and even stop working due to blockage to their use. This can cause hardship to persons with disabilities who use ALDs (assistive listening devices) like hearing aids and can even cause dangerous situations for those who depend on certain medical devices and therefore further study is required to explain the problems more completely.

* 1. ***Education and employment***

The representative from **Japan** presented document [1/94](http://www.itu.int/md/d14-sg01-c-0118), which focuses on education accessibility for persons with disabilities and specific needs and it gives an example of related tool for access to telecommunication/ICT by them. The document introduces related tools for ICT accessibility by Persons with Disabilities which can be used in area of education and innovation as well as in case of emergency.

Document [1/222](http://www.itu.int/md/d14-sg01-c-0222) which was also presented by the representative from Japan outlines the fundamental problem from many challenges and propose solutions to those problems and processes though the deployment of the accessibility network, which is based on the Internet and Cloud Network. This Network will also increasing international communication and educational opportunities, and ensure interoperability in the cloud network, ensuring smooth communication environment by the Person with Disability.

The representative from **United States** presented document [1/178](http://www.itu.int/ITU-D/CDS/contributions/sg/index.asp) on the FCC's National Deaf-Blind Equipment Distribution Program which provides equipment needed to make telecommunications, advanced communications, and the Internet accessible to low-income Americans who have significant vision and hearing loss. Through this program, also known as iCanConnect, deaf-blind consumers who meet income requirements can receive free communications equipment designed for people with combined vision and hearing loss. The United States’ representative also, through document [1/179](http://www.itu.int/md/d14-sg01-c-0179) responded to a request from the Study Group 1 participants on how ICTs can help address the employment needs of persons with disabilities. The contribution gives examples of how ICTs can facilitate job creation, employment training and certification, and track relevant data than can help overcome existing barriers to employment.

The representative from the **Republic of Korea** presented document [1/204](http://www.itu.int/md/d14-sg01-c-0173) with the current standardization activities of ITU-T and other Standardization Organizations on e-Learning, speech and language technologies related with Accessibility. Among the activities are the standardization of language e-Learning, speech translation, accessibility for IPTV, and Question Answering service framework, etc. Various advances of user interfaces such as: touch and speech interface were presented. The question of privacy regarding wearable devices was raised and clarifications were provided indicating that in deed the privacy issue is insured. It was suggested that the information contained in this contribution be reflected in the final report of Q7/1.

The representative from **Intel Corporation (United States)** presented document [1/205](http://www.itu.int/md/D14-SG01-C-0231/en) with examples of how ICT can facilitate job creation, employment training and certification and track relevant data that can help overcome existing barriers to employment. In order to overcome exclusion for Persons with Disabilities, it is mentioned that ICT can help Persons with Disabilities obtain employment by opening new fields of work providing better access to education and training for existing opportunities and allowing Government and non-governmental organisation to track and organise employment initiatives.

* 1. ***Liaison statements***

The **Co-Rapporteur** presented document [1/120](http://www.itu.int/md/d14-sg01-c-0120), a liaison statement from ITU-R WP1B with information on a working document towards a preliminary draft new report ITU-R SM on Innovative regulatory tools. This report addresses possible regulatory solutions which may be implemented on a national basis in order to facilitate the share use of the spectrum and therefore, to encourage an efficient use of the spectrum by allowing applications of different and/or similar nature to coexist in an identified spectrum environment. Based on the experience from different countries, this report includes a collection of regulatory mechanisms which have been experimented and are recognised as best practices in terms of spectrum management solutions.

**Ms Andrea Saks** presented document [1/202](http://www.itu.int/md/d14-sg01-c-0185), a liaison from the Chairman of the ITU-T JCA-AHF (Joint coordination activity on accessibility and human factors), addressed for information to ITU-D Study Group 1, specifically Question 7/1, and Study Group 2 Questions. The JCA-AHF had a meeting on the 17th of June 2015 in Geneva. The report is a draft and will be approved at the next meeting of the JCA-AHF in October during the meetings of ITU-T SG16. Within are events on Accessibility with the ITU reported by the various representatives to the JCA-AHF and also from the representatives from the ITU sectors. There are various reports from the Vice chairs and presentations as well along with a list of future events and the date. Information is available on the JCA-AHF website at: <http://www.itu.int/en/ITU-T/jca/ahf/Pages/default.aspx>. Ms Andrea Saks introduced **Mr Beat Kleeb**, who is the representative to the ITU from the World Federation of the Deaf (WDF), and encouraged the participants to reach out to persons with disabilities and specific needs and include them in future meetings.

1. **Review mandate, expected output and outline for the Question 7/1**

The Co-Rapporteur reiterated the expected results of the Question 7/1 as mandated by the WTDC-14 and indicated in the [1/2](http://www.itu.int/md/D14-SG01-c-0002) (Section on Q7/1) and [1/231](http://www.itu.int/md/d14-sg01-c-0229) (Section on Q7/1).

1. **Review draft final report**

The Co-Rapporteur indicated that there is not yet a draft Report for Question 7/1.

1. **Work plan for the study period**

The Co-Rapporteur indicated that the work plan was already revised at the last Rapporteurs Group meeting on 13 April 2015. The up-dated work-plan is available in document [SG1RGQ/24](http://www.itu.int/md/D14-SG01.RGQ-C-0024).

In line with the work plan, the Ms Choi indicated that in a joint effort the Rapporteurs provided a document that considered the fact that one of the Q7/1 expected output is: “*the Development of case studies provided by Members on ICT accessibility, policy, strategies and best practices*”. The provided a template (see **Annex 1** to this Report) to be used by the Members for their contributions. The deadline indicated is 19 February 2016 (deadline for reception of contributions for the next Rapporteurs Group meeting for Q7/1 in 2016.

1. **Discuss collaboration with other Study Group Questions and mechanism for coordination with the other relevant activities**

The Co-Rapporteur thanked for the input received from other Study Groups Questions.

1. **Discuss collaboration with other Sectors and Organizations**

The Co-Rapporteur thanked the Sectors for their input and liaison statements to Question 7/1.

1. **Approve meeting output documents, including outgoing Liaison Statements (if any)**

The Co-Rapporteurs announced that all documents were approved and thanked the participants for their valuable contributions.

1. **Place and date of the next Rapporteur Group meeting**

The next Rapporteurs Group for Study Group 1 it is foreseen to be held from 4 to 15 April 2015 (document [1/ADM/2(Rev.2)](http://www.itu.int/md/D14-SG01-C-0107)).

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**Annex 1: Launching of the competition on the best strategies policies activities developed in ICT Accessibility by ITU Members**

Participants are invited to consider this document and template for action.

Deadline 19 February 2016 (Deadline for reception of contributions to the Rapporteur Group meeting for Q7/1 in April 2016

**Considering:**

1. **The revised draft work plan for Question 7/1 (**[**SG1RGQ/24)**](http://www.itu.int/md/d14-sg01-c-0205)

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| **Study Group September 2016** | **Carry out a competition** on the best strategy/ies, policy/ies and project/s developed by Members in the area of accessibility.**Collection of Members’ Contributions** | **All** **Rapporteurs and Vice-Rapporteurs and other active participants**  |
| **December 2016** | **Selection** of the best strategy/ies, policy/ies and project/s developed by Members in the area of accessibility; | **All** **Rapporteurs and Vice-Rapporteurs and other active participants** **BDT support** |
| **Rapporteurs Group Meeting 2017** | **Recognition provided to Member States** for the best strategy, policy and projects developed in area of accessibility; | **All****Rapporteurs and Vice-Rapporteurs and other active participants** |

1. **The items to be studied for Question 7/1:**
2. What changes must be made to existing legislation to promote ICT accessibility?
3. How to promote accessibility in public ICT spaces, such as telecentres and public pay phones?
4. Which requirements for public procurement, including commercial best practices relating to telecommunications/ICT, should apply to persons with disabilities?
5. What are the requirements for mobile phone accessibility?
6. What are the requirements for TV and video programming accessibility?
7. What are the requirements for web accessibility?
8. How can accessibility tools be used by people with difficulties mastering reading and writing?
9. What are the best strategies, policies and projects on accessibility that are already implemented?
10. What commercial solutions exist in the global ICT market place?
11. What potential practical applications can be identified to promote accessible e-education?
12. **The expected outputs for Question 7/1 (among which the ones indicated below):**
13. **Development of case studies provided by Members on ICT accessibility, policy, strategies and best practices;**
14. Enhance dialogue sessions on accessibility policies, strategies and best practices;
15. **Carry out a competition on best strategy/ies, policy/ies and project/s developed in the area of accessibility;**
16. **Select and recognize Members for their best strategy/ies, policy/ies and project/s developed in area of accessibility;**
17. Showcasing of existing commercial solutions;
18. Develop a report with recommendations and guidelines on accessibility issues.
19. **BDT’s work on:**

ITU Telecommunication Regulatory Survey:  <http://www.itu.int/en/ITU-D/Regulatory-Market/Pages/RegulatorySurvey.aspx>

**Question on Accessible ICTs - SECTION VI CURRENT REGULATORY ISSUES**

**Annex 2: Template for ITU Members’ contributions**

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| **NAME OF THE COUNTRY References of the Contributor (Name/Title/e-mail/telephone)*****We are surveying your activities, such as regulatory framework, initiative, project, program, etc. for persons with disabilities (PWD) in ITU member countries. Please fill in the following blocks, in less than three (3) pages.*** ***Your contribution to a broader understanding of this important field is greatly appreciated.*** **(Contribution to be submitted to ITU-D SG1 Q7/1 – deadline 19 February 2016 – at:** [**http://www.itu.int/ITU-D/CDS/contributions/sg/index.asp**](http://www.itu.int/md/d14-sg01-c-0117) |
| **Item** | **Indicate if any (regulatory framework, initiative, project) already in place your country****Indicate if aware of the consumers view regarding the issue.** | **Indicated if any (regulatory framework, initiative, project) in development in your country.****Indicate if aware of the consumers view regarding the issue.** | **Additional comments/remarks (web links and/or references if any available)** |
| Existing regulatory framework to promote ICT accessibility for PWD or if any change of existing regulation to include ICT accessibility for PWD |  |  |  |
| Promotion of accessibility in public ICT spaces, such as telecentres and public pay phones;  |  |  |  |
| Accessibility tools available for people with difficulties mastering reading and writing; |  |  |  |
| Practical applications for accessible e-education; |  |  |  |
| Public procurement, including commercial best practices for PWD; |  |  |  |
| Web accessibility for PWD; |  |  |  |
| Mobile accessibility for PWD; |  |  |  |
| TV /video programming accessibility; |  |  |  |

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