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| **Abstract:** | This document provides the Draft report of JCA-AHF meeting (Ljubljana, Slovenia, 18 July 2018). |

Related links:

* [JCA-AHF webpage](http://www.itu.int/go/jcaahf)
* [Meeting documents page](https://www.itu.int/en/ITU-T/jca/ahf/Pages/201807-docs.aspx)

1. Opening of the meeting

The JCA-AHF meeting was held at 14:30 – 17:30 on 18 July 2018, chaired by Ms Andrea Saks (USA), JCA-AHF Chairman. The JCA-AHF meeting was collocated with the meeting of Q26/16 (16-18 July) during ITU-T SG16 meeting held in Ljubljana, Slovenia.

1. Agenda and allocation of documents

The Chairman introduced the draft JCA-AHF meeting agenda and document allocation as contained in JCA-AHF [Document 336R2](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/JCA-AHF%20Doc%20336R2%20Draft%20Agenda%20(clean).docx). It was approved by the JCA-AHF with additions: 1) 8.1 Video – Deaf/Blind VRS + RTT; 2) 11 FG on vehicular multimedia. The complete list of participants is available on JCA-AHF [Document 346](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/JCA-AHF%20Doc%20346%20Final%20list%20of%20participants.pdf).

1. Approval of the last JCA-AHF meeting report

The last JCA-AHF meeting (8 May 2017) report (JCA-AHF [Document 331](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/14Feb2018/JCA-AHF%20Doc%20331%20report.docx)) was approved by the JCA-AHF meeting.

1. Accessibility organizations in Slovenia

A Slovenian attendee from the Hard of Hearing community Ms Darja Pajk expressed during the meeting the opinion that diversity is very important and there is a need to convey the right message. She felt that the hard of hearing community is underrepresented and the current situation needs to be improved with more hard of hearing persons being employed by the organisations rather than by just being volunteers.

Mr Matjaž Juhart of ZDGNS (The Slovenian Association of Deaf and Hard of Hearing Societies) explained off line that there are 13 societies of deaf and hard of hearing. He stated that there are 8 people employed by the ZDGNS association and that some are deaf, others hard of hearing and some are hearing. At least 5 hard of hearing persons are also employed by the societies. This year they were honored to organise the IFHOH and EFHOH general assemblies and the IFHOH conference in Ljubljana.

1. Summary and follow-up of JCA-AHF workshop on Achieving an Inclusive Society by Designing and Implementing Accessible ICTs, 22 March 2018 at WSIS Forum 2018

Mr Masahito Kawamori briefly reported the workshop (JCA-AHF [Document 335](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/JCA-AHF%20Doc%20335.docx)). It was discussed issues on how to promote accessibility services adopted in countries and one of the outcomes agreed at the workshop was to suggest work to compile information on statistics on accessibility services, or make a status report. Indicators may be based on requirements for ITU-T standards. As ITU-D works on ICT statistics, collaborative work between ITU-T and ITU-D is requested.

After discussion on the item 6 below about subtitling/captioning data in Balkan countries where EFHOH is also involved, there was an interest expressed in gathering data through a questionnaire. It was decided that a Liaison Statement would be sent from JCA-AHF mentioning SDG to ITU-D Q7/1, ITU-T Q26/16, copying EFHOH, International Federation of the Hard of Hearing, and DAC to start collaboration on this area.

1. Review of some of recent ITU accessibility activities
   1. ITU-D

Ms Amela Odobašić, Vice-Chairman of ITU-D SG1 and Rapporteur of ITU-D Q7/1, who participated remotely, presented the work of ITU-D Q7/SG1 and the work plan for the study period 2018-2021.

Ms Odobašić highlighted the importance of collaboration with the other ITU sectors and outside organizations regarding persons with disabilities. ITU-D Q7/1 members have agreed to refer and work with the JCA-AHF as the cross-sector coordination group on accessibility in the ITU.

Ms Odobašić also emphasized the importance of the role of regulators in ensuring accessible ICTs. At the policy level, in many countries, the regulatory framework is in place, but the implementation level is quite low.

Ms Odobašić, who is from Bosnia Herzegovina, also presented the challenges and opportunities in ensuring accessible ICTs in the Western Balkan countries. One example of a challenge is that the percentage of the TV or video programmes with captioning is only 1 or 2 percent. Mr Christopher Jones, who directly represents members of the Deaf community in the UK, commented that the UK Communication Act 2003 stated that broadcasters must caption 100 percent of programmes in UK. The new channels can begin with captioning at only 10 percent of their programmes to start with, and look to reach that maximum level over a certain period of time. Ms Odobašić mentioned that she was aware of this good example and has been in contact with OFCOM, UK.

Ms Lidia Smolarek-Best, Vice-President of European Federation of Hard of Hearing People (EFHOH), expressed her interest in having more information on this subtitling/captioning topic from the Balkan region. The EFHOH’s reports ([2011 version](https://efhoh.org/wp-content/uploads/2017/01/EFHOH-State-of-Subtitling-2011-English.pdf); [2015 version](https://efhoh.org/wp-content/uploads/2017/01/EFHOH-State-of-Subtitling-2015-English.pdf)) on this topic don’t have such information. (See item 5 above for the result of the discussion.)

Mr Dušan CAF, Director of Digitas Institute, Slovenia, also commented on the regional situation in the Balkans. He agreed that the role of regulators to implement accessibility policies should be strengthened, and that was the one of the motivating factors behind [GARI](https://www.gari.info/) (Global Accessibility Reporting Initiative) lobbying and the report of which was presented at Q26/16 session on 18th July 2018that day).

Ms Odobašić mentioned that the sharing of knowledge, such as regional initiatives was important. She suggested that Slovenia should join the meetings of Western Balkan countries (Bosnia Herzegovina, Serbia, Macedonia and Croatia) on this topic.

* 1. ITU-T
* **SG20**

Mr LEE Yong Jick briefly presented the work on accessibility for IoT and smart cities in Q2/20 (included in JCA-AHF [Document 334](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc334.zip) ). He stated that there are two ongoing work items on the topic. This work was especially important for smart public transportation services: Y.Accessibility “Accessibility requirements for the Internet of things applications and services” is targeted for consent in December 2018; Y.ACC-PTS “Accessibility requirements for smart public transportation services” was just initiated in May 2018.

* **SG16**

It was announced that [ITU has been awarded by Zero Project](https://zeroproject.org/policy/pol183048gbr-factsheet/) for ITU-T F.921 in Vienna in Februarly 2018. This was the first time that ITU has received an award for accessibility work by an exteternal body.

* **SG2**

Mr Grigory Miloradov from World Global Telecom (WGT) presented JCA-AHF [Document 338](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc%20338.zip) which explained WGT’s project. The project is an assisted global conference call platform that will enable simultaneous conversations for persons with disabilities according to their specific needs. The prototype of the first service of the platform has been presented at ITU-T SG2. The SG2 meeting agreed to advise the Director of TSB to proceed with the application from WGT for an E.164 Trial Identification Code (TIC) under the shared E.164 Country Code 991 and an E.212 trial-MNC under the shared E.212 Mobile Country Code 991 in the light of the revised E.164.2 “E.164 numbering resources for trials”and the new Annex to E.212 “Assignment of shared E.212 mobile country codes (MCC) for trials”discussed in Q1/2.

Mr Christopher Jones expressed his interest in seeing this project progress. He made an important comment that not all persons who are deaf can read their national written language, but they use their national sign language instead. This comment was noted by Mr Miloradov. It was also noted by the JCA-AHF Chairman that every country has its own sign language and that all sign languages are not the same.

* 1. ITU Plenipotentiary Conference 2018 (PP-18)

Then, the JCA-AHF Chairman briefly reported that she was involved in preparing a contribution from US, proposing an updated revision of the ITU Accessibility resolution, [Resolution 175 (Rev. Busan, 2014)](https://www.itu.int/en/ITU-T/accessibility/Documents/ITU%20PP-14%20Resolution%20175.pdf), and it would be discussed at ITU Plenipotentiary Conference 2018 (PP-18) in Dubai which will take place from 29 October - 16 November 2018. She encouraged the JCA-AHF meeting participants to have a look at the current Resolution 175 and to provide any suggestions so as to be taken into consideration.

1. Liaison Statements (LS)
   1. Incoming LS

JCA-AHF took note of Incoming LS received since the previous JCA-AHF meeting in February 2018:

* LS on CD IEC TS 63134 Active Assisted Living (AAL) use cases [from IEC SyC-AAL] (JCA-AHF [Document 332](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc332.zip))
* LS on collaboration on multimedia application frameworks and broadcasting [from ITU-D SG1] (JCA-AHF [Document 333](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc333.zip)),
* LS on accessibility matters [from ITU-T SG20] (JCA-AHF [Document 334](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc334.zip)).
  1. Outgoing LS

Mr Christian Vogler from Gallaudet University submitted and explained a draft LS ([JCA-AHF Document 341](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/JCA-AHF%20Doc%20341.docx)) on the Urgent need for a standards-setting activity for wireless connectivity between hearing devices ( I.E. Hearing aids and Cochlear implants) and consumer electronics. This document has been submitted by Mr Vogler to the JCA-AHF Secretariat on the day of the JCA-AHF meeting and at the discretion of the JCA-AHF chairman, it was accepted for discussion. The draft LS is addressed to European Hearing Instrument Manufacturers Association (EHIMA) and Bluetooth SIG. The LS describes the concern raised by hearing device users (i.e., persons with disabilities), as they are at great risk of being left behind regarding advances in consumer electronics, not being able to use them particularly with respect to wireless connectivity. The trend toward the disappearance of 3.5 mm audio jacks in consumer electronics exacerbates this problem and leaves some consumers without viable connectivity options.

As ITU-T SG16 has a coordination relationship with IEC TC100 which develops consumer electronics standards, as well as with SyC-AAL, the JCA-AHF meeting decided to forward this draft LS to ITU-T Q26/16, so that Q26/16 issues a LS to IEC TC100, EHIMA, Bluetooth SIG and ITU-T IRG-AVA. (Note: the forwarded LS has been discussed at WP2 plenary on 19 July 2018, then issued by Q26/16 as suggested.)

1. Discussion by topic, event
   1. Overview of real time text (RTT) interoperability today, interoperability gaps, and future outlook

Mr Vogler described the situation of the current real time text (RTT) interoperability between different mobile phone manufacturers in the United States. (As a background document, see also JCA-AHF [Document 322](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/14Feb2018/JCA-AHF%20Doc%20322.zip) on “Real Time Text matters” which has been presented at the previous JCA-AHF meeting in February 2018.) Mr Vogler also stated that RTT should be able to work on fixed line phones as well. He then showed a video demonstrating a video relay service that is accessible for both deaf and deaf/blind persons. This showed that is possible to make and receive calls that take place between a deaf person and a deaf/blind person. This service enables simultaneous communication via signing, RTT and braille, all transmitted at the same time.

Using the same technology, international calls with text relay services could be and should be accomplished in the future. The barrier of interoperability on the international level, which is one of the big challenges faced by persons who are deaf could and should be removed. All people should be able to communicate with each other regardless if they have a disability or not, both domestically and internationally. RTT could provide the key.

A work item [FSTP.Intl-Relay](https://www.itu.int/itu-t/workprog/wp_item.aspx?isn=14348) has been proposed by Mr Vogler and created within ITU-T Q26/16 in 2017, to figure out how to make relay service work across international borders.

Mr Kawamori stated that the discussion on the above work item led to the realization of several issues that would need to be cleared with other ITU-T Study Groups: roaming; funding; and numbering. It was suggested to invite ITU-T SG2 and SG3 to join the discussion.

* 1. European ICT report

Ms Smolarek-Best presented the PowerPoint slides contained in JCA-AHF [Document 340](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc340.zip). The presentation highlighted recent updates on work done by EFHOH as part of EDF (European Disability Forum) on: the Audio Visual Media Services Directive (AVMSD); the European Electronic Communications Code; and the European Accessibility Act (EAA). Regarding the EAA matter, EFHOH signed a joint letter with other European organisations addressed to the European Commission and Parliament calling for the mandatory and common accessibility requirements for the service handling of emergency calls. To make emergency services accessible, public safety answering points (PSAPs), the centres that answer emergency calls, must be able to appropriately receive, answer and handle accessible communications, using RTT or [Total Conversation](https://www.itu.int/en/ITU-T/studygroups/com16/accessibility/Pages/conversation.aspx) services, just as they answer and emergency voice calls. It was noted that this is not sufficiently specified in EN 301 549.

Mr Vogler commented on this presentation. There is the same challenge regarding PSAPs in US, as the only requirement is that a PSAP must have a TTY (the early and first form of text telephony for persons who are deaf still in use today), and does not specify anything else.

1. Future Events

WSIS Forum 2019 will be held in Geneva, from 8 – 12 April 2019. There will be a special focus on Accessibility, including ICT accessibility track with workshops for a full day and showcasing. Financing this track will be explored with potential funders. JCA-AHF will be involved in the coordination.

1. Open discussion from the invited guests on their experience on attending ITU-T Q26/16 meeting

The JCA-AHF Chairman requested the invited guests to express their views in attending ITU-T Q26/16 meeting (Ljubljana, Slovenia 16-18 July 2018).

Miss Gamze SOFUOGLU, Turkcell Iletisim Hzm noticed that more topics for blind persons could and should be discussed. To this end, she suggested collaboration with blind associations, e.g., National Federation of Blind (NFB) in US, RNI in UK, as well as associations in Turkey. She would like to participate in the future meetings and make contributions on such topics.

Mr Avi BLAU, vice-president of International Federation of Hard of Hearing People, Israel, as well as Mr Matjaz DEBEVC, University of Maribor, Slovenia, also stated their satisfaction in participating in the meeting, and highlighted the importance of standardization on ICT accessibility.

1. AOB

Mr Olaf MITTELSTAEDT, Daisy Consortium, briefly introduced that Daisy has been providing entities, including UN agencies, training sessions on how to make documents accessible. As a recent example, Daisy provided the secretariat of WIPO with a training on how to make their templates accessible in April 2018 (Note: official training sessions are on a cost recovery basis). Word documents of a daily use can be easily accessible with some knowledge and tips.

1. Closing of the meeting

The Chairman closed the meeting, thanking the meeting participants, the interpreters, the caption writer and ITU staff for their support.

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