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**ITU-T STUDY GROUP 16**

**JOINT Q26/16 & JCA\_AHF SESSION**

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>> ANDREA SAKS: I'm glad to see you there. I'm going to turn off my mic now, because Masahito will be taking over in a few seconds and I will stop my video because I don't want to use too much bandwidth. So I'm here. And if everybody could say their name as we have been requested before you speak, and only use your video when you are going to speak.

Over to you, Masahito!

>> MASAHITO KAWAMORI: Okay. Thank you. Hello, everyone. So this is the third day of Question 26, Study Group 16 meeting. And as always, I would like to take a roll call before we start. My name is Masahito Kawamori, I'm the rapporteur of Question 26 Study Group 16. My associate rapporteur Mohammed cannot make it this time, because of his emergency situation at home.

And I would like to invite everyone to say hello. So I would like to start quick. Christopher. Christopher, please introduce yourself.

>> CHRISTOPHER JONES: Christopher Jones. I had there, I'm Christopher Jones I'm a delegate for G3 ICT. I am also one of the three vice chairs of JCA‑AHF. Thank you.

>> MASAHITO KAWAMORI: Thank you. And I would like to invite Damian Barry. Sir Damian.

>> DAMIAN BARRY: Hello, I'm Damian Barry. I'm a guest on this meeting, working with Lidia and Christopher Jones on the campaign for captioned telephones in the UK.

>> MASAHITO KAWAMORI: Thank you. You are hard‑of‑hearing?

>> DAMIAN BARRY: Well, deaf, hard of hearing.

>> MASAHITO KAWAMORI: And Lidia?

>> LIDIA BEST: Hello, I'm Lidia Best, and I am the delegate for the G3ict and one of the vice chairs of JCA‑AHF. Thank you.

>> MASAHITO KAWAMORI: Thank you. And Andrea.

>> ANDREA SAKS: Hi. I'm Andrea Saks, I'm the chairman of the JCA‑AHF, which means the Joint Coordination Activity On Accessibility and Human Factors. And I am the head of delegation for G3ict. Thank you.

>> MASAHITO KAWAMORI: Thank you. And Grigory.

>> GRIGORY MILORADOV: Yes thank you, Mr. Chairman. Good afternoon, colleagues. I'm Grigory Miloradov, and I have the global equal opportunities social services. I'm glad to be with you today.

>> MASAHITO KAWAMORI: Thank you. And Seth?

>> SETH BRAVIN: Hello. My name is Seth Bravin. I'm with T‑Mobile in the states. Thanks, everyone. Hi.

>> MASAHITO KAWAMORI: Hi. Thank you.

And Mr. Daisuke Yamaguchi.

>> DAISUKE YAMAGUCHI: Hello, everyone. My name is Daisuke Yamaguchi, I'm a delegate of the initiative of Japan. Nice to meet you, everyone. Thank you.

>> MASAHITO KAWAMORI: And Ms. Zhu know.

>> KAORU MIZUNO: Hi, everyone I'm Carew Mizuno, from TSB, and I'm the delegate for JCA‑AHF. Thank you very much.

>> MASAHITO KAWAMORI: Thank you, and Matjaz.

>> MATJAZ: Thank you, I'm working at the university. And I work on the expert group or the World Federation of the Deaf and I'm also a delegate for G3ict. Thank you.

>> MASAHITO KAWAMORI: Thank you.

And I'm sorry, Cre.

>> Hi, I'm cre Engelke working as a guest. I do research and development in closed captioning telephony. And because of the pandemic, I haven't had a haircut in a year. So forgive the appearance in a year.

>> MASAHITO KAWAMORI: Yes, you changed ‑‑ gather than growing your beard, you turned to growing your hair. Anyway.

>> KRE ENGELKE: That's right.

>> MASAHITO KAWAMORI: And Mr. Nagaya.

>> Yes, I'm yoshiaki Nagaya from the ministry of communication and information in Japan. I'm very happy to join this meeting. Thank you very much.

>> MASAHITO KAWAMORI: Thank you.

And Sheila, you are from GSB?

Okay.

Lise Hamlin.

>> LISE HAMLIN: I'm the director of public policy at Hearing Loss Association of America.

>> MASAHITO KAWAMORI: Thank you. Welcome.

And Merisa mitt sue Fuji.

>> I'm a delegate for MIC. Happy to be a delegate here today.

>> MASAHITO KAWAMORI: Thank you.

And Dusan.

>> Hello, my name is Dusan Caf, I come from Slovenia. I serve as a representative of the ‑‑ (Inaudible).

Thank you.

>> MASAHITO KAWAMORI: Thank you.

Olaf.

>> Hi, I'm ‑‑ my name aOlaf Mittelstaedt. I am represent today Daisy India. I guess you know the work of daisy consortium. And my work in India has little to do with daisy and more with integration.

>> MASAHITO KAWAMORI: Okay. Thank you.

And let's see, Andy. Hi. Welcome.

>> Andy Heath: Hi, Andy Heath. I'm acting chair of the national ‑‑ most of my work currently is with SC35. And I'm interested in promoting the application of user needs approaches to accessibility, rather than approaches that suit organizations.

I'm sorry, why put my camera on today.

>> MASAHITO KAWAMORI: Thank you.

Welcome. And I would like to try Sheila Mentkowski again. Maybe she's not able to speak. Oh, Sheila. Hi.

Can you introduce yourself, please.

>> ANDREA SAKS: Put the information in the chat box for her.

>> MASAHITO KAWAMORI: Can you do that for me?

>> ANDREA SAKS: Yep. All right. One second.

I'm trying to find her on the list here.

>> MASAHITO KAWAMORI: Waiting.

>> ANDREA SAKS: Hang on. She's just written to me. Just a minute.

She's with TD I.

>> MASAHITO KAWAMORI: Okay.

>> ANDREA SAKS: But I just asked her to introduce herself in the chat box.

Can you read the captioning, Sheila?

>> MASAHITO KAWAMORI: I remember ‑‑ okay, so Sheila represents DTI, right, they represent the deaf and hard‑of‑hearing people for relay services, as well as caption telephone and things like that.

>> ANDREA SAKS: It's the ‑‑ can ‑‑ can I just say it's the telecommunications ‑‑ oh, God I have even forgotten. TDI, telecommunications for persons who are deaf and hard of hearing, is what the correct title is.

>> MASAHITO KAWAMORI: Great. Thank you.

All right. So this first half or the first part of this session is dedicated to the discussion of Question 26, rather than JCA‑AHF. And we have about half an hour to discuss all of the small details of what we will do. Well, I think I have someone running the ‑‑ Mr. Tonkikh. I have another person.

And Mr. Sergey, I think from Russia.

But anyway, so we will have about 30 minutes to discuss the ‑‑ the leftovers from yesterday. And the thing I would like to discuss today is primarily about liaison statements, as well as future plans. And then I will hand over to Andrea. Is that okay.

>> ANDREA SAKS: Yes, that will be great. Thank you.

>> MASAHITO KAWAMORI: Okay. I will be quick because JCA‑AHF has a lot of documents to be discussed. So can you see this draft meeting report and I just ran through this. Oh, this is not Question 26.

So what I would like to do is just briefly review the meeting report I have drafted. I haven't finished it yet. So I will post it in the mailing list so that everyone can have a look and also make comments.

So we have one document for approval at this meeting which is HSTP.ACC.UC. We didn't start any new work item. And we received ‑‑ we primarily worked on four things, four documents. ACC‑rempat and, F.ACC, TPI, and we have received these contributions, as well as TDs, temporary documents.

We have reviewed the interim activity, ePeting. And we have several incoming liaison statement, specifically from SG2, as well as from SG9, and IRG‑AV ax. These are the most important liaison statements incoming.

And there were several other liaison statements. We just took note. And we discussed briefly about these two. One is immersive subtitling and Christian suggested that we work with XR access and also there is a contribution from ITU‑R, I mean, liaison statement from ITU‑R on disaster management system, AI.

We discussed ACC‑UC and we approved to propose it for approval at the approval, AC C.‑Re mPart, we haven't approved this yet. We will discuss this more.

ACC‑humanitarian, we didn't actually touch the document itself, but we will issue a liaison statement from this meeting. We also reviewed the liaison statements from SG2. There's actually three liaison statements. They all inform us of the updates on their status of humanitarian‑related of draft recommendations and technical reports.

The newest one is TD601. This is the status of work on international numbering resources for the provision of services of a humanitarian nature, and they inform us of a new work item draft recommendation on humanitarian nature.

FSTP.TRS‑KPI, we didn't have an opportunity to update the text itself, but I'm sure that Cre can fill us in on this developments in the United States later.

We had some discussion on common user profile, based on the two liaison statements, one from IRG‑AVA and the other from SG9, and we agreed to have a joint work together and joint meeting together somewhere in June. And also we received IRG‑AVA liaison statement which informed us of a revision of IRG‑AVA terms of reference and we approved the changes.

Another document, there is one document from China of the proposal on a new work guideline, and the ‑‑ I'm sorry this is not the right one. We discussed the elderly gap digital divide.

So I think I will change this number.

This is wrong. So this is ‑‑

And this is not MIIT.

So ‑‑ and we agreed that this is an important matter, but we didn't have any specific preposals. So we asked the contributor to come back to us with specific proposal. Okay? And then we agreed to send two liaison statements. One is for collaboration on humanitarian numbering. Grigory has drafted a text. I will review it and modify it and finalize it and I will send it to Working Party 2.

And one ‑‑ the other one is SG9. We will are report on the result of our discussion on common user profile and we will welcome the collaboration and we will suggest some dates for joint work.

And I would like to ask if there's any other liaison statements that we would like to issue from this meeting? Is there anyone who would like to propose a liaison statement from this? I was expecting Mr. Yamamoto may want to issue a liaison statement from this, but maybe we have an opportunity to discuss that during the Working Party 2 plenary. So I will leave that.

>> ANDREA SAKS: I have a request, please.

>> MASAHITO KAWAMORI: Okay.

>> ANDREA SAKS: Thank you, Masahito. I would like to have the liaisons also sent to Question 7, Study Group 1, ITU‑D, and also to Working Party 4 and 5 of study ‑‑ of ‑‑ I have to get you the correct Study Group number, but that would be for ITU‑R. I will get the right information for you.

>> MASAHITO KAWAMORI: On what? liaison statement on what?

>> ANDREA SAKS: Whatever you spent to the others. I have been speaking to Mario Manowitz and the two groups are the ‑‑ I just don't have them in my head and written down, and I'm sorry, it's my fault. I will get you the correct information, but it's in keeping those particular groups informed because I have been talking to Mario Manowitz, who is the director.

>> MASAHITO KAWAMORI: Well, I think you can send that from JCA‑AHF, and not from Question 26, because I don't think there's anything specific to report to them. We didn't receive any liaison statements from them. And I don't think we agreed to send any liaison statements.

>> ANDREA SAKS: Okay. I will do it that way. Thank you.

>> MASAHITO KAWAMORI: Okay. Thank you.

And for future meetings, as I said, we will probably have two meetings before the next January meeting.

I hope. And one is ‑‑ one is probably in June and the other is probably around September. And the June meeting will be dedicated to the work on common user profile. And the September meeting will be dedicated to other aspects like RemPart and FCC humanitarian. And that's about it.

>> ANDREA SAKS: Masahito, your voice cracked.

>> MASAHITO KAWAMORI: Any questions or comments? Any other business?

>> ANDREA SAKS: Masahito, your voice cracked on the meeting in June as to its purpose.

>> MASAHITO KAWAMORI: Okay. Andrea?

>> ANDREA SAKS: Your voice cracked when you gave the reason for ‑‑ it didn't come up in the captioning, for ‑‑ for the purpose of the meeting in June.

For Question 26. Could you just repeat?

>> MASAHITO KAWAMORI: It's written there.

It's a joint work between question 11 of Study Group 9 and 26 of 16 to progress work on common user profile.

>> ANDREA SAKS: Thank you. Had.

>> MASAHITO KAWAMORI: Any other comments, questions?

Andrea, can you lower your hand?

>> ANDREA SAKS: Yep. All done.

>> MASAHITO KAWAMORI: So I would like to ‑‑ okay. So this is the meeting report draft. The draft meeting report. I will finish it and send it to Working Party 2 as soon as possible because we don't have much time before that plenary. And if you find anything you would like to add or if I made some mistakes or something like that, please let me know and I will correct.

And I hope after this meeting ‑‑ I mean the JCA‑AHF, we will be talking about TRS, and KPI and telephone relay‑related issues and also possibly on ASR, automatic speech recognition. And I would like to invite those people who are interested to make contributions to our Question 26 meetings in ‑‑ probably in September so that we can make progress on the current work items.

Any questions?

Any comments?

Andrea?

>> GRIGORY MILORADOV: May I, Mr. Chair? Grigory. I have one question.

>> MASAHITO KAWAMORI: Are you okay?

>> GRIGORY MILORADOV: Hello.

>> ANDREA SAKS: I do not have my hand up Masahito. Sorry. I put it down. I believe someone else would like the floor.

>> MASAHITO KAWAMORI: Your hand is up.

>> GRIGORY MILORADOV: I tried to raise my hand.

>> MASAHITO KAWAMORI: Okay. Go ahead.

>> GRIGORY MILORADOV: So my question is regarding the purpose of the liaison statement to Study Group 2 on humanitarian topic. It is now marked as informed. We're speaking about supporting the efforts at Study Group 2. It looks to me more like an action.

>> MASAHITO KAWAMORI: Okay.

>> GRIGORY MILORADOV: If possible.

>> MASAHITO KAWAMORI: Any other comments? Any comments?

Andrea, I think your hand is still up. Can you lower it or you can't?

>> ANDREA SAKS: I am having trouble. Sorry. Just a moment.

>> MASAHITO KAWAMORI: Okay. So Grigory, is this okay? Anything else?

>> GRIGORY MILORADOV: Yes, yes. Thank you.

>> MASAHITO KAWAMORI: Any other comments, questions, requests?

>> ANDREA SAKS: Sorry, I cannot lower my hand. So ignore me for a while.

>> MASAHITO KAWAMORI: Okay.

Any question?

Okay. I see none. Oh, I had khsadi.

>> I work for the WTC we can accessibility initiative.

>> MASAHITO KAWAMORI: Okay. Thank you.

All right. So it's been just half an hour from the beginning. And since there's no more questions, requests or any other business, I would like to stop here and finish the question 26 meeting and hand the chairmanship to Andrea.

So that she can start JCA‑AHF. Is that okay?

>> ANDREA SAKS: Thank you, Masahito. It's fine.

>> MASAHITO KAWAMORI: Thank you very much. And everyone, thank you for joining Question 26. But the rest of the meeting will be JCA‑AHF, but it's kind of a joint meeting.

Okay. Thank you.

>> ANDREA SAKS: Okay.

Kaoru Mizuno is our Secretariat and she's going to put up the agenda and I'm going to explain a little bit first which is welcome everybody, and for those of you who are new, I'm going to explain a little bit about what the JCA‑AHF is.

Firstly, the letters mean the Joint Coordination Activity On Accessibility and Human Factors. It has in its terms of reference, a mandate to be able to communicate and participate in all three sectors, and everyone in all three sectors ‑‑ which means the radio sector, the development sector, and the T sector which does telecommunications and standardization, which is what 26 is a part of, and that we are meeting jointly with, is where its home is and where it's created, but it has inter‑sector rights.

It also ‑‑ because it is a joint sector coordination, it has the openness to allow persons who are not members of the ITU to be able to join the meeting upon invitation, because not all persons, for instance, with disabilities or from other smaller groups or individuals who wish to give a report at the request of another member for the ‑‑ for clarification on certain subjects can join the ITU in an easy way or it may not be appropriate or possibly financially possible for them to join. But in this specific JCA which deals with inclusion of persons with disabilities and those with the age‑related disabilities who we sometimes call the elderly ‑‑ but that's a the moot point. I'm elderly, because I'm 74. I'm telling everybody how old I am, because I'm really young. That's the background for those of you who have never attended.

I want to say thank you very much for a lot of people who have turned up for the first time from the United States at an ungodly hour. Thank you very much for joining. If you have any questions, if you see at the bottom, please hit the question button. I'm having trouble with mine. I have Kaoru Mizuno, she will interfere with me and tell me if I missed somebody and she will be putting up the different documents. She has put up our agenda.

Does anyone have a question about the JCA that they would like to ask at this point?

Okay.

Can we go back to the beginning of the document, Kaoru. Thank you.

Okay. First thing that we do, we had a previous meeting. So we need to ‑‑ we have another report. So we have to have the approval of this agenda and the allocation of documents. If there is something you wish to add to this meeting, now is the time to speak. And I would like to add something which is a discussion on the possibility ‑‑ if there's time, on having a standalone JCA‑AHF meeting to be able to have a longer period of time and to be able to organize more information coming in and the specific reason has to do with relay services, global accessibility to relay services, and what issues have to be explored in order to possibly in the future achieve access for persons who do not have a relay service in their own country. That's the reason.

So I would like to be able to have a standalone meeting. So I would like to add that to the agenda at the end under any other business if we have time to discuss that. Is that okay with everybody? And silence is a yes.

Okay. And I believe Kaoru will pop that in there. Going back then, the report of the last JCA‑AHF, we met in November of 2020. That was also collocated with Question 26. The report is online, because of the time problem and since we're meeting remotely, I'm not going to go through that report now unless someone has a specific issue or question regarding that report.

Okay. Silence is a yes.

Now Masahito, you are number four, collaboration with UNSCAP and ITU AP regional office on VRI and other aspects.

Would you like to take the floor, please, and explain what all of these letters mean to everybody?

>> KAORU MIZUNO: A Drayia, Shadi Abou‑zahra, is only available to 4:00.

>> ANDREA SAKS: Right, okay.

>> KAORU MIZUNO: And they agreed to discuss this agenda item after agenda five. So ‑‑

>> ANDREA SAKS: Thank you.

>> KAORU MIZUNO: Please go to agenda item 5, please.

>> ANDREA SAKS: Okay. That's fine. Thank you very much for organizing that. I am aware that Shadi wanted to speak and had a time constraint. So we will change the agenda and move over to Shadi Abou‑zahra.

>> SHADI: Hi, Andrea. I ‑‑ I understood that there was an invitation to talk about collaboration. So I ‑‑ I'm here to respond to any questions.

>> ANDREA SAKS: Can you explain ‑‑ we have some new people on. What W3C is. What WebRTC is and, of course, Masahito is involved in this particular aspect. So I will give the floor to Masahito and you to explain what W3C, you do that one, and then Masahito can talk about WebVRI. Is that okay with both of you.

>> SHADI: Okay. That gives me a concept, the Worldwide Web Consortium, the W3C is an international organization, a standards organization that develops web standards in comparison to the ITU. It's much smaller and much younger organization.

(Chuckles)

I'm putting the URL in the chat box. The address is w3.org. And so W3C works on web standards very generally. Many times of standards, as many of you know the web is increasingly converging with other technologies and other formats, telephony, television, whatnot. All sorts of things.

So part of the work is on realtime communication, RTC. And the standard web RTC is a W3C specification that allows direct browser‑to‑browser communication. So, for example, teleconferencing platforms like we're using right now could be completely browser‑based rather than based on proprietary software and standards.

Another part of W3C called the Web Accessibility Initiative that I work for, focuses on ensuring that the W3C standards have accessibility built into them. So in WebRTC itself, the technology, there are accessibility provisions and accessibility considerations built directly into the ‑‑ into the specification, but some considerations are also application based. So they are higher level than the specification itself.

For example, that the ‑‑ this is a comment that was brought forth by Lidia Best, for example, that the communication ‑‑ the captioning communication is under the same privacy policy as the voice communication channel, when you are in a ‑‑ in a session, for example.

So this is something that is partially related to the spec but partially also related to the application that implements the spec and the features that it's based on.

So I'm putting another link in the chat window. Read out the URL 3.3.org/TR/RAUR for RTC accessibility usability requirements, this is an informative document. So it's not full W3 standard. We call it Working Group note. It explains some of the user needs, some of the accessibility user needs for realtime communication. And we did get input ‑‑ some input from, I believe, Masahito and Lidia, and also from Total Conversation amongst others. We always welcome input.

I will say one more thing because I see in the document projected right now, there's also the mention of WebVRI. Another part that we're working on is immersive environments. So this could be augmented reality or virtual reality. Actually, I'm confusing things. WebVRI is web‑based services. I will stop here and let mat aheat toe.

>> MASAHITO KAWAMORI: Thank you, Shadi. W3C has many good standards based on web technologies and ITU‑T Question 26 has adopted one of those technologies called WebRTC that Shadi has just described, and we approved a technical paper call ACC.webVRI. VRI stand as for video remote interpretation, which is like remote sign language interpretation, based on video.

And that technical paper recommends the use of WebRTC. For the security and the convenience of the persons with hard‑of‑hearing as well as deafness. And one thing we discussed during our collaboration was as just Shadi suggested, that we in ITU, we have the concept of total conversation, and we also reviewed the document that Shadi has just showed us, and we suggested some changes.

And then here we have Dusan, as well as Olaf, who are very familiar with WebRTC, as well as web technologies who might be interested to add some more collaboration points between W3C and ITU‑T, especially in the area of WebVRI, Dusan, Matjaz, or Olaf, do you have anything to say?

>> ANDREA SAKS: Let's start with Dusan.

>> DUSAN CAF: Yes, we are doing a lot in this area with Armenian and other countries and we believe that this topic is very important, very relevant, and I think that going forward, to develop standardized solutions, not only basic building block, but also solutions that could be used for ‑‑ by persons with disabilities, especially those who are deaf and hard of hearing.

We are just now working on the ‑‑ on the telecommunications law and we see how important it is that we have not only technical knowledge and that we understand the needs of people, but that we also know how to frame the legal requirements of the law.

So I think it's cooperation and exchange of views in this area is very important. Because there are different practices, different applications used across Europe and also across the world and it would be really great if we could exchange ‑‑ collaborate and exchange our experience, knowledge, and, of course, also practices of how to ‑‑ how to frame the legal framework and the partnership between different stakeholders.

So, yes, I'm for cooperation and collaboration with ‑‑ with ITU and all of you involved in this.

>> MASAHITO KAWAMORI: Okay. Thank you.

Matjaz.

>> MATJAZ: Thank you. Thank you very much, Chairman. I would talk that from our expert group of accessibilities for both the World Federation of the Deaf, we are interested in such technology, it should be independent. It should be easy to use, and above all, it should be usable on all platforms. Therefore, we want to develop this and we hope that the requirements will be not only for deaf and hard‑of‑hearing but also for other people with disabilities. Thank you very much.

>> MASAHITO KAWAMORI: Thank you. And Olaf?

>> OLAF: Yes.

>> MASAHITO KAWAMORI: Go ahead.

>> OLAF: Yes, I don't really know too much about the Deaf. I know of applications for the blinddeaf that basically works from a SmartPhone to a refreshable braille typer and back. And that's kind of the communication that is there. Its totally unstandardized and works on some hand written protocol. That's as far as I know from an actual technical application to communicate with the blinddeaf. I would have to go to the DA ISY technical department to know if they know more on the standards work on that or the attempt to do standards work to find out if they have anything on the ‑‑ the idea that you have, Masahito. But I ‑‑ I find the idea totally fascinating. It's kind of a big ‑‑

>> MASAHITO KAWAMORI: Yeah, great.

I think one thing is the RAUR document that Shadi just showed us is a very important document. So I think ‑‑ I think we should all review the document and make comments on it. That's one thing. Another thing is WebRTC, realtime communication, and specifically for audio/visual, but as Matjaz once suggested, that textual information or communication is also important on WebRTC and especially for WebVRI. So I think it would be good to add some textual, you know, characteristics to web VRI, as well as from WebRTC perspective. That's another thing.

And one more thank, as Olaf suggested, that this WebVRI and or WebWTC, is not just for deaf and hard‑of‑hearing people.

It could be used by blind people as well in this sense of total conversation. So, for example, you can use audio describe things and blind people can be helped by the audio navigation, the audio description and for that we can also use WebRTC. So I think it may be interesting to sort of expand this WebVRI technical paper that's more in line with the total conception and include things for textual communications, as well as communication for blind people as well as deaf, deafblind people, and to collect requirements so that maybe ‑‑ I don't know if it's going to be part of the standards from W3C, or it's just an application layer suggestions or recommendations. I think it would be very beneficial to the persons with disabilities communities. That's ‑‑ that's my understanding.

What do you think, Shadi. Oh, this' Andy's comment.

>> LIDIA BEST: Yes, Masahito can I speak?

>> MASAHITO KAWAMORI: Yes, thank you.

>> LIDIA BEST: Thank you very much, to you and to Shadi for widening the whole subject of WebRTC. From my side, it's quite a lot of discussions going on in the UK mostly. We have employers or health professionals who are really concerned about the speech‑to‑text or as they call it ‑‑ they realtime captioning here, and how actually safe it is, and how private it is. So that's why I really welcome the initiative and I believe it to provide some directions if someone is very concerned about the privacy of the discussion when there is a way of doing it to ensure that the person with disabilities for using realtime captioning are not disadvantaged by security reasons. Thank you.

>> MASAHITO KAWAMORI: Thank you.

And Andy, you want to say a few words on this?

>> ANDY HEATH: No, no, I don't. I note that you said it was useful to blind people, and deaf people, but all of these technical solutions are important to all sorts of people in all sorts of situations and it's not limited to people with disabilities. That's the only thing I wanted to say.

>> MASAHITO KAWAMORI: Shadi?

>> ANDY HEATH: In my opinion it's the context that may disabled people, but it might be other things.

>> MASAHITO KAWAMORI: Okay. Shadi, do you want to add some ‑‑ yes, you have use cases.

>> SHADI: Yes, just very briefly to react to some of the comments. Yes, first of all, we definitely follow multi ‑‑ universal design approach where we want to consider all disabilities, also disabilities that may have seemingly competing requirements. We have seen time and again in accessibility that this can be addressed through appropriate mechanisms. So one place that I want to reiterate of what Masahito was saying. We welcome comments on the RT C. accessibility user requirements. We are trying to log as many different accessibility user needs as possible that we can gather for any times of people with different types of disabilities and from this, it will inform on the one side the technical specifications, the WebRTC but we are working continually on updated versions the web content accessibility guidelines. Some of you may have heard of WCAG which defines accessibility requirements. So it's a specification, but it doesn't ‑‑ yes, it's a technique Al standard but it's not a specification in such that it defines a protocol, but it defines accessibility requirements. And here, we will also be using this this document that we have as input.

And then another thing that I want to point people to, the Working Group in W3C, are working on realtime communication, has published an updated draft of its next version use cases just this March. So it's still time to provide comments, if you are aware of use cases that are not well addressed. This could be an additional place to provide input if there's technicallible compatibilities with ITU standards or things like this, it would be a place to send such comments to.

I will read out the web address, in case somebody is not looking at the chat, w3.org/tr/webrtc‑nv‑use‑cases.

Sorry. A bit of a longer URL there, but that's ‑‑ there you can see the use cases that the Working Group is looking at to define its next version of the standard. So, again, it's a very critical time here to provide input to influence how the standard will develop. We are interested in interoperability of the web and with converging technologies and this is why I'm here and look forward to your input.

>> MASAHITO KAWAMORI: Great. Thank you.

>> ANDREA SAKS: Thank you. Masahito, I just have a question for you. We put this in the JCA, because we could, and we didn't have to follow any specific rigidness in making contributions. Do you not think that this work should maybe go in to Question 26? If so, how? If not, why?

>> MASAHITO KAWAMORI: Okay. First of all, I think yes, it might be a good idea to have Question 26 work item on this issue, but at this stage, I think it's more productive for experts to get together and make comments to the ‑‑ the new use cases as well as requirements documents from W3C so that they can update their standards.

And if there are any standardization issues, that we might work together with W3C, Question 26 might take over, but for the time being, I think I can invite experts like Olaf, and Matjaz and other people to make comments on the draft standard from W3C, and to ‑‑ to, you know, help them develop their standard. Next stage of their standard.

I think that will be a more productive way.

>> ANDREA SAKS: Okay. I think what I would like, that you keep the JCA in the loop, because the JCA can communicate with the D sector, and can also communicate with the R sector and keep track of the work over a general basis, Kaoru and I can probably keep it together where we know what everybody is doing and that way there's a central place to record. If that's agree to you, Shadi, can you do that?

>> MASAHITO KAWAMORI: I think he has to leave soon.

>> SHADI: I'm sorry, Andrea, I missed.

That sorry, can I do what? I'm sorry, I missed that.

>> ANDREA SAKS: I will rephrase the question. Okay. We have got interest in working with you from several members of this meeting, one. Two, something has to ‑‑ there has to be a group that has an overview, either it's Question 26, and I think it should be as the general rule, but the JCA can also be a part in being in copy so that we can perhaps prevent or encourage ‑‑ we want to prevent duplication of work but encourage collaboration with the other sectors, the R and the D should there be an interest. Can you keep us in copy, the JCA‑AHF is what I mean, of what you are doing?

>> SHADI: Yeah. Let's see, I can forward announcements when we have updated versions or call for reviews, but also I can encourage interested people we have an announcements list. Also we push out our notifications through Twitter but also through an email announcement list. It's very low frequency. Let me give you a link so ‑‑

>> ANDREA SAKS: Okay.

>> SHADI: I'm sorry. These are ways ‑‑ I just had to get the link. I wasn't prepared for that. So here's ‑‑ I sent it to somebody privately. Sorry.

>> ANDREA SAKS: That's okay.

>> SHADI: Here is the link, w3.org/WAI/news/subscribe. There you can find different ways of getting information include, as I said an announcements list that only has announcements when we have updated drafts or updates documents and there you can get firsthand in case I forget or something, but I will try to make sure that if there are relevant updates to these documents, to forward that to maybe Kaoru and she can then forward it to the right people?

>> ANDREA SAKS: Perfect. Perfect. Kaoru is exactly the person I had in mind. Kaoru is that okay with you.

>> KAORU MIZUNO: Yes.

>> ANDREA SAKS: She says yes! Thank you very much, Shadi, for taking the time to be here and I know you have to leave. Any quick question for Shadi before he disappears?

Nope? You are okay. You are free. Thank you. And we'll send you a copy of the captioning and a copy of the report of this meeting.

>> SHADI: Thank you, Andrea. Always good to be here and see so many friends and collaborators in accessibility. Bye, everyone. Thank you.

>> MASAHITO KAWAMORI: Yeah. See you.

>> ANDREA SAKS: We have to go to Egypt again.

>> Bye‑bye, Shadi. Stay safe.

>> ANDREA SAKS: Okay. Thank you very much, Masahito, for your intervention.

>> MASAHITO KAWAMORI: Andrea, may I suggest there are some newcomers. So maybe you can introduce those new ones, newcomers to this.

>> ANDREA SAKS: Yes, I could do. I could do that. I think it would be good for those people to introduce themselves, but I will do that.

That's a great idea.

>> KAORU MIZUNO: One other thing is we may need to have a quick break, maybe five minutes break for sign language interpreters and captioners.

>> ANDREA SAKS: Thank you. We'll take ‑‑ shall we take it now?

Kaoru?

>> MASAHITO KAWAMORI: Yes, I think it's a good time to take a break.

>> ANDREA SAKS: All right. We'll take a five‑Min.

>> INTERPRETER: It's not a break for the sign language interpreters but the deaf and hard of hearing people. They need the break to rest their eyes.

>> ANDREA SAKS: Thank you very much. Okay. Right. We will come back at ‑‑ what time is it now? We'll come back at 10 past ‑‑ what is it ‑‑ I have English time. Ah. 10 past 4:00; is that right?

>> KAORU MIZUNO: In Geneva, yes.

>> ANDREA SAKS: All right. 10 past 4:00, we'll be back.

(Break).

>> ANDREA SAKS: Okay. According to my time in the computer, it's 10 past the hour. So we're going to come back. Masahito made a suggestion that I introduce the new people and what I will do is something a little different, because I think that puts people on the spot and they may not be prepared to speak and sometimes the situation is they don't know how to use what we got here. As they are ready to declare what they are doing, I think they can make interventions and explain who they are or I can help with that or they can put it in ‑‑ in the message chat box if they feel comfortable doing that.

I think because we have 15 points to cover. So I think for me to take the time to take everybody and introduce them and dig them up and everything, it's going to be a little too difficult. So I'm going to move on. It's a good idea and, please if you would like to say more about yourself, when you are speaking, either in the chat box or via sign language, or via voice, please do so.

Now the next thing, Masahito, you are back on the agenda again with you and ESCAP, an ITU‑AP regional office on VRI and other aspects. Do you want to briefly go over that at this point, please?

And that's document 425.

>> MASAHITO KAWAMORI: Yes. Thank you, Madam Chair.

We have ‑‑ okay. So I was invited by UN ESCAP to participate in their webinar last year, last May and I started the discussion with UN ESCAP on how ITU‑T can collaborate with them within the region of Asia Pacific especially, Southeast Asia area.

And so I suggested that we send a liaison statement to UN ESCAP and we did so last year, I think, I believe ‑‑ November 26th. And we got the reply. And today, we have a representative from UN ESCAP, Ms. Aiko Akiyama who is on the list now, and I think it would be a good idea to introduce UN ESCAP and what it is and what they are doing and how we can collaborate.

And I suggest that you introduce Ms. Aiko Akiyama.

>> ANDREA SAKS: I think that's a great idea. I will mess the pronunciation up again.

>> Yes, Andrea. Good evening from Bangkok Thailand. I'm just showing my face visually say hello, but I will turn off the camera.

>> ANDREA SAKS: You can keep it on while you're talking. In fact, I would like you to do that so people can see you.

>> Okay. So my name is Aiko Kakiyama.

>> ANDREA SAKS: Go right ahead and do what you would like and speak about what you would like. You have the floor.

>> Thank you very much, Madam Chair. I would like to share a couple of PowerPoint slides to ‑‑ just to introduce who we are. And then we can take it forward in terms of potential areas of collaboration for all of you. So I will do the share screen.

Okay. So I want to say that ESCAP is a part of the UN system. Part of the UN Secretariat. On the chat, it's in the middle and along with other four regional commissions, we cover Asia and Pacific, zealing with economic and social developmentish ‑‑ dealing with economic and social development issues. So we cover geographically speaking, 58, what we call Member States, the western side, the most western side would include countries like Turkey, Iran, and then eastern side would include United States, southern part would be New Zealand and Pacific Islands, and northern part would be Russian Federation.

Now, our organization has been very active in disability inclusion issues since 1993, simply because we have our regional initiatives called Asian Pacific Decade of Persons with Disabilities. We are one year before the conclusion of the third decade of persons with disabilities in Asia and Pacific. And our guiding document is called "InchEon Strategy" to make the right real for persons with disabilities in Asia and the Pacific. The poster of which is on the slide with 10 disability‑specific development goals.

We designed this document ‑‑ I mean, in terms of our substance to follow the same structure as sustainable development goals.

One of the goals is focusing on accessibility, including, of course, access to information and communication services. So the target as it is outlined there, is in accessibility and usability of information and communication services under which we have two indicators which we will ask later this year, our Member States about 58 of them, whether ‑‑ I mean, about this data.

So I will read this two indicators. One is proportion of daily captioning and sign language interpretation of public television news programs.

The other one is proportion of accessible and usable public documents and websites that meet international recognized accessibility standards.

So a key part of our work is to work with our Member States and promote implementation of this interim strategy, assist Member States in implementing information and accessibilities through providing internationally recognized technical standardizations and so on.

For that purpose, we also have our regional knowledge products one of which was the pubcation called "Disability At a Glance." At the later stage of 2019, we had this publication focusing on accessibility investing in accessibility. Of course, we talked about information accessibility. I think Mr. Kawamori provided insights, particularly with regard to sign language interpretation.

But our basic conceptual approach which is indicated in the title is that we like to promote it not as a welfare measure but an investment in society to benefit, of course, persons with disabilities, but a larger population and society at large, and economic. We had the paper on disability inclusive public procurement in which many ‑‑ sorry, many governments or intergovernmental organizations such as EU promote inclusion of accessibility standards and compliance with accessibility standards into a condition of tender to participate in public process.

We currently would like to assist the government of Thailand to develop policies and implementation of that approach.

And now, of course, as many of you know, we are very active in implementing and promoting the UN disability inclusion strategy, two key indicators in there. The mat errs of concern here, accessibility and conferences and events. We at ESCAP have, we have started to make our conference more accessible now that, like everybody was speaking before my presentation, how we would make online platform more accessible for persons with different disabilities, certainly a matter of concern. We do our best, but we also understand many Member States are interested in knowing ‑‑ the know‑how and internationally recognized practice or standards of this kind of thing.

In addition to my role as a person with disability, focal point on ESCAP, I would like to mention that I'm currently the chair of interagency support group on the Convention On the Rights of Persons with Disabilities, which is as the name indicates, it is a networking of different UN organizations and information sharing on the implementation of CRPD, which also, of course, includes issues of accessibility.

So to me, it is an honor to be part of this forum, today. This is first time I will be happy ‑‑ I will be more than happy to ‑‑ (Coughing) you know, Liaise people in this group to that group and also I would like to find specific areas of collaboration with in group, about implementing information accessibility in Asian Pacific. Thank you very much.

>> ANDREA SAKS: Thank you. This is a wonderful surprise. May we post this particular presentation on our website?

Oh, this you are! You are big! Great! I can see your whole face.

>> My whole face? Too big!

>> ANDREA SAKS: That's okay. When somebody does something on their end, it changes my end. We're using Zoom, not my meetings and this has been a little bit of a challenge. Not everybody ‑‑ it's kind of strange. But never mind. We're getting there. Thank you very much.

I would like to have your permission to post your presentation, if that's okay.

>> Perfectly fine by me.

>> ANDREA SAKS: Thank you. If you could send a copy to me or Kaoru.

>> I will do that right after. This.

>> ANDREA SAKS: And if you go to J. CA page and register with us, you will get all the updates and join us again on keeping us informed. That would be wonderful. Thank you very, very much.

Okay. Moving right along, we have a small problem with the technical thing. I would like Gent to look at.

>> MASAHITO KAWAMORI: Andrea, the presentation is okay, but I would like to also sort of officially agree upon what sort of collaboration we will be doing with UN ESCAP. So one thing I proposed is the VRI, video remost interpretation in Asian Pacific area, using ITU‑T standards. Another thing I'm thinking of is since there's an interest among the deaf and hard‑of‑hearing community about caption telephone, as well as text relay service, for hard‑of‑hearing people worldwide, and I was thinking if UN ESCAP can help us get some information from each country in the region, whether they have an official telecom relay service.

>> ANDREA SAKS: Okay. That's going to take a little research. I know off the top of my head there's 28. I don't have a list in front of me, but there are 28 countries that have relays which isn't very many considering the world, but that is a good project. Aiko, is that a possible idea for you to work with us on that?

>> Yes thank you, Andrea. Yes, it is. And forgot to mention that we are also currently working with the World Federation of Deaf and Nippon Foundation to create ‑‑ what you call? Like a ‑‑ you know, say guidebook, a booklet on sign languages because many people in Asian Pacific, policymakers, they understand the barriers of sign languages but they actually don't know what the sign languages are. So in a way, it's like sign languages for dummy, you know the book. So very easy to understand language we would apply to let the policymakers in the region to really understand the linguistic barrier of sign languages and why they need to promote sign language as a language, and then what Mr. Kawamori, the relay services and the sign language services.

>> ANDREA SAKS: Thank you. It is a wonderful idea. I wanted to check with Masahito, where should we put this work? It almost sounds like something that we should include to the ITU‑D as well and Question 7 and Study Group 1.

>> MASAHITO KAWAMORI: In that sense, I think we are also talking with it the regional office of ITU in Bangkok, and since this is an Asian Pacific project, I think that will be sufficient, I think UN ESCAP and ITU regional office and ITU‑T and JCA‑AHF.

>> ANDREA SAKS: If you keep us in the loop, because I suspect ‑‑ I think ITU‑D, we have a new director, will want to have some input on this and I think we could take this offline and maybe arrange a separate meeting for this particular subject. Is that a possibility and agreeable to both of you at some point where we can organize this more efficiently? And we'll put a note in the meeting report.

>> MASAHITO KAWAMORI: So ITU regional office is also representing ITU‑D.

>> ANDREA SAKS: That's true.

>> MASAHITO KAWAMORI: In Bangkok.

>> ANDREA SAKS: That's true. I'm aware of that. I'm being careful not to step on any toes!

All right. We'll have a separate ‑‑ a separate meeting situation regarding this specific subject. If that's agreeable to everyone, and then giving a report back to the JCA at a later date of what has transpired seems to be a little more logical than having too many people at one time not accomplishing anything. But the specific players carrying it forward and bringing it back. Is that agreeable to the two of you and everyone in the meeting?

>> Yes.

>> ANDREA SAKS: Good. Okay. All right. Kaoru will probably in her wonderful fashion have made a note of that. And Masahito, perhaps I can put you in charge of the coordination of this.

>> MASAHITO KAWAMORI: Okay. Thank you.

>> ANDREA SAKS: Thank you very much for accepting the job.

Great.

And, again, I'm really very interested in seeing the thing because sign language ‑‑ the D sector does not know very much about sign language. And it's very important that we explain more about it to people. I keep learning and there's one particular sign language interpreter who is interpreting for us now, and might be smiling that this is being taken up. Okay.

Any other comments that need to be made at this time?

Okay. With respect, I'm going to actually ‑‑ sorry go ahead. Who is that?

Who wants to speak?

>> MASAHITO KAWAMORI: Lidia.

>> ANDREA SAKS: Lidia, can you hold it because I will put you on next. So just hang on to yourself.

Okay. Lidia. You are next on the agenda. So I guess you can comment on this and then move straightaway into Question 28/16 safe listening and also your vice chair activities. So you've got three things and you can just fly. Is that a good idea?

>> LIDIA BEST: Yes. No problem.

>> ANDREA SAKS: Good you are on.

>> LIDIA BEST: Can you put me on screen share or I just speak about the documents?

>> ANDREA SAKS: What do you have to screen share?

>> LIDIA BEST: I don't. Kaoru does. I'm asking whether it's going to be screen shared or just speak about thes that everybody has read.

>> ANDREA SAKS: Okay. You want to make a comment on what I just said, fine. You go ahead and that's fine. And the next thing is ‑‑ sorry. You want to speak?

>> LIDIA BEST: Yeah. Thank you Chair and thank you for the presentation earlier on. It's really timely, and it's very good to see the collaboration like this, because actually, we had previously people from the power talking about the accessibility issues for hard‑of‑hearing people and captioning and so this is really timely place, you know, now to see what actually is going on in the Asia and Pacific area.

Thank you.

>> ANDREA SAKS: Okay. Thank you, Lidia. The next one is you anyway which is why I was going to just let you run. The next item on the agenda. Question 28, safe listening and accessible health topics. That's you.

>> LIDIA BEST: Okay. I'm on it.

>> ANDREA SAKS: Go ahead.

>> LIDIA BEST: Okay. So this is part of my short report from some of my activities which took place since November of last year. And one of them is G3ict has the abilities and the computer and brain interfaces. One of them cochlear implant and on the 25th of February which is international of hearing plans there was a cochlear implant experiment and driver for innovation webinar, where also Christian Vogeler who is here with us also participated and I would like to refer to the documents and the links, because the next webinar is exploring brain computer interNace and what it might mean to person can expressive communication disabilities.

So this is going to be interesting. And another safe listening initiative. It's held jointly with ITU and the World Health Organization. And recently a new testing has been ‑‑ a new document called HSPP‑H70 which is the testing of personal audio systems for compliance with ‑‑ the best guidelines for safe listening device system which is a global recommendation for safe listening, for example, mobile phones as well.

This is now approved, and it has gone for approval, because we need to ensure that the manufacturers are actually are claiming the right information in the point of sale information.

Accessible health, it was another meeting which has been organized and part of collaboration between ITU and World Health Organization as well. And it's specifically related to the issues we have ‑‑ many of us have had and known about, the persons with disabilities and telehealth, and remote care, and in many cases, the persons with disabilities have been disadvantaged by the platforms that are not accessible for them. And right now there's a current work on developing accessible telehealth which accessibility of telehealth services and there's been some updates lately. One of them game from G3ict.

Unfortunately, I have to make a note, that particular meeting was not accessible with captioning and I'm sure you will be improving on that. There must have been some miscommunication.

In addition, my last information related to activities is international government forum and the disability coordination accessibility ‑‑ oh, Andrea, you have to help me, what is actually DCAD standing for?

>> ANDREA SAKS: Dynamic Coalition On Accessibility and Disability. And it's part of IGF, the international governance forum.

>> LIDIA BEST: Thank you very much. I'm always forgetting some of the things I'm writing down and standing for.

So we have the coordinator ask us who has resigned due to personal reasons, but at the moment, we are looking for the new coordinator or coordinators and the temporary caretake seam is in place with Peter Crosbie and Judy Hellerstein and myself, who is now a delegate from JCA‑AHF.

And DCAD has specifically set up session for the members to be able to provide the accessibility information and suggestions.

So it is from me a special report.

>> ANDREA SAKS: Thank you Lidia. Did you have a mention you wanted to put up or something you wanted to show us? You mentioned it earlier.

>> LIDIA BEST: No, no, no, I was just asking if it will be shown. It's fine. Kaoru is doing it.

>> ANDREA SAKS: Is Kaoru going to put it up now.

>> LIDIA BEST: No, no, she put up the report now.

>> ANDREA SAKS: Great. Okay. Fine. Now I've got it. Okay. All right.

You have we have cochlear implant and telehealth on here, and not everybody may be familiar with what this was about. Can you just elaborate a tiny bit, please.

>> LIDIA BEST: On cochlear implant and telehealth?

>> ANDREA SAKS: Yes, because we have new people on. It's not the same old guys.

Young guys and young girls.

So is there something that you would like to make clear?

>> LIDIA BEST: In terms of cochlear implants, especially if we are looking at the webinar which was taking place on the 25th of February, and the webinar has been different to what normally we are accustomed to which is usually from a medical perspective, and presenting how ‑‑ how cochlear implants work and support persons work with the hard‑of‑hearing to be able to hear. For this particular one, we really wanted to show the users' points of view. And we brought this down through innovation and so it was driven by the user requirements. Then we had music appreciation to the cochlear implant and music, which is very challenging, as many people will know who have been using cochlear implant and those who have not, this is what is the maybe issue.

Another topic was streaming and connectivity between the devices we are ‑‑ I'm myself a cochlear implant user and so Christian as well Vogler, and what type of challenges we come across and how we bring with them for improvement.

And then we had global advocacy, which is taking place now to ensure that user voices, persons with disabilities are loud and clear among the ‑‑ this particular part of persons with disabilities experiences.

Then in terms of the telehealth, there is there is a lot of issues relates to persons with disabilities whose needs are either not even acknowledged sometimes by the medical professionals and in many countries, the primary care doctors will be calling people with deaf or hard‑of‑hearing without any means of accessibility which in some cases meant that some other people would simply need vital access to help and that is an important part, but actually, the whole document from accessible health and Masahito Kawamori is here as the rapporteur for Question 28/16, and he can elaborate on that is to look at all different persons with disabilities and how telehealth is affecting them by being inaccessible.

In addition to providing guidance on what needs to be in place for any future platforms, software which are being used between the medical services. So this is my expanding on those two subjects. I hope that's enough.

Thank you.

>> ANDREA SAKS: Thank you. I'm glad you elaborated. I think it's important that some of the people who have not attended before understand what our work is. If everybody notes in Lidia's document there is a link. So you can watch the recording of the seminar. Is that seminar captioned?

>> LIDIA BEST: Yes, absolutely! And has sign language as well.

>> ANDREA SAKS: What sign language is being used?

>> LIDIA BEST: For the cochlear implant one, the recording link is the document, has been American Sign Language, and also Christian was using it. However, for the new one, which ‑‑ the current webinar, I think the information is only captioned in English.

>> ANDREA SAKS: Okay. Okay. Thank you.

Kaoru, could you move the document up just a tiny bit, please, so we can see what's underneath accessible telehealth?

I don't know ‑‑ thank you and DCAD is there. Okay so if you ‑‑ okay. That's fine.

The ITU used to run DCAD, but when we lost the funding it was turned over to the Internet Governance Forum and became a separate entity in itself. And they were able to pay for the website, which we were no longer able to support.

So Lidia is the official liaison for the DCAD.

I'm looking at the relay services and Christopher Jones has done a document on KPIs. I will have somebody standing by who can also contribute in this particular subject which is the status work of the humanitarian document, which is Grigory Miloradav. Are you there, Grigory? Are you on? Grigory, are you still there?

Oh. Maybe not.

>> LIDIA BEST: Andrea?

>> ANDREA SAKS: Yes, Lidia?

>> LIDIA BEST: I'm sorry for interjecting but there is one more document, which is about the direct streaming to hearing aid devices.

>> ANDREA SAKS: It was ‑‑ it was ‑‑ Lidia, it was put after the relay service.

>> LIDIA BEST: A‑ha. Okay.

>> ANDREA SAKS: Do you want to do that do you? It might ‑‑ all right. It might even be more appropriate if you did it now, since you seem to ‑‑

>> LIDIA BEST: Lise Hamlin wanted to listen to this.

>> GRIGORY MILORADOV: I'm here Ms. Chairman. I couldn't press the button.

>> ANDREA SAKS: All right, Lidia, can we go to relay services or do you want to do the direct streaming into hearing devices? I think ‑‑ Lidia, why don't we get you out of our system. Go, Lidia. You do that and Grigory get ready join the relay service application and discussing what's going on in Study Group two, regarding the humanitarian number with Christopher. I will do Christopher first and then you come in. Okay?

>> GRIGORY MILORADOV: Yes, I'm sorry. I will just have to leave in half an hour to pick up my son from school.

>> ANDREA SAKS: All right. I'm going to switch that. Thank you for telling me. Lidia, can you go on hold and let the relay service, Christopher Jones and Grigory go before you talk about direct streaming?

>> LIDIA BEST: Yes, absolutely. No problem. I'm sorry. I didn't realize where exactly ‑‑ I forgot where the item was. I'm absolutely fine.

>> ANDREA SAKS: Okay. Fine. First of all, I'm going to ask Christopher to talk about KPIs, international relay, and to speak. Are you ready, Christopher?

Can we get Christopher up to see him, as well as the interpreters?

>> CHRISTOPHER JONES: Christopher Jones speaking. Thank you very much.

So first, before I go ahead and start my presentation, I would like to warmly welcome all of the new people here in this meeting. Lise, Helenea, Sheila, and Damian as well as Christopher. So welcome. Welcome.

So now I would like to go ahead and present for all of you. Thank you very much.

So to start, I would like to think about the global pandemic and the need to work to prioritize health services and the provision of those. There are several serious situations that have arisen in regards to telecommunications for deaf and hard‑of‑hearing individuals. This is happening worldwide.

As an example, in the UK, we have a VRS service currently but there's no national VRS service framework and solutions in place.

There are fragmented solutions.

>> INTERPRETER: Kal, would you like to take this?

>> INTERPRETER: Sure.

>> INTERPRETER: One moment.

>> CHRISTOPHER JONES: Currently there's no national VRS service. There's fragmented solutions in place, such as BSL111, and some local health authority budgets cover interpreting. So deaf people use BSL, British Sign Language, and there are 25,000 calls made by VRS to local primary healthcare and this is through charities in England.

But this is no longer been available since April of this year, particularly for healthcare.

So deaf and hard‑of‑hearing people have ‑‑ have serious telecommunication concerns during the coronavirus pandemic. There's been difficulties connecting with their local primary healthcare doctors, and they have been unable to use text relay services, which require a prefix number and there's an inability of deaf and hard‑of‑hearing people to receive calls because systems require switching between apps and telephone systems.

So there's difficulties connecting ‑‑ it requires simultaneous connection between an app and a telephone line at the same time. So text relay services are rendered inusable and many deaf people rely on family members and friends to make calls, which raises concerns of confidentiality and difficulty accessing face‑to‑face appointments. So deaf people feel like their equality has been ‑‑ is detrimented.

There's been ‑‑ there was a WHO IDDC workshop, and a UK‑based speaker gave details of the barriers that are encountered by deaf sign language users. So there's a link on the document, which you can click through to later, if you wish.

What is missing in the UK is there's a need for captioned telephone relay services and VRS services who are able to provide functional equivalents and there's a new campaign group that has recently been formed in the UK, the DAART. The Deaf Access to Alternative Relay Telecommunications. So one of DAART's priorities is to challenge the current KPIs for UK text relay, which don't take into account the technology developments and the variety of services required by diverse communities.

The current KPIs in the UK for text relay are inappropriate because different services require KPIs regarding compatibility. There is anecdotal evidence that issues described have not been mitigated in the UK.

And when we compare the UK to the US, we see a lag in relay services. There's an increased risk of artificial speech recognition within relay services.

>> INTERPRETER: I'm just clarifying with Christopher. Excuse me.

>> CHRISTOPHER JONES: Okay, this is regarding telecare. So there's an increased use of artificial automatic speech recognition for captioned telephone relay services, and regular captioned telephone relay with the communication assistance. So two different types of service.

Captioned telephone relay with no human assistant don't meet the terms of functional equivalents that are advised by international groups so the international federation of the hard of hearing, the World Federation of the Deaf. Also in the US, there's a consortium of deaf and hard‑of‑hearing organizations like HLAA, TDI, NAD, and many others who have expressed their concerns to the FCC.

Recent changes in provision for relay captioned telephone services in both Australia and New Zealand, where the national relay service was awarded to a contracted company which raised serious issues in both countries, who lost their captioned telephone relay services. The name of the company is Concentrix, with an X at the end and there was no experience in providing captioned telephone relay services.

Concentrix uses automatic speech recognition with a contract from ACE, so as a simple comparison, there is a quarterly report from Australia on the national relay services. And unfortunately, there's a change in format from quarterly to monthly reporting. So if we go way back when caption telephony was in use, this was from February ‑‑

>> INTERPRETER: Apologies.

>> CHRISTOPHER JONES: When Concentrix was using the services in February 2021, it shows 302 calls made. However, when CapTel was in use ‑‑ so this is taking it back some time, the quarter of 2019 ‑‑ the final quarter of 2019/20 showed 220,000 calls received.

So my concern is this is a significant drop in the use of captioned telephone relay calls from 220,000 calls down to 302 calls.

So this drop in the number of calls can potentially be explained by the change from communication‑assisted caption telephony to automated speech recognition.

Many elderly people found it difficult to make the change from text telephone or minicom telephones and the quality of services needs to be maintained.

So we need to promote ITU‑T together with ITU‑D and Question 26, Study Group 16 to organize a workshop looking at the topic of developing robust systems ‑‑ robust telecommunications framework which includes a range of different services.

So including VRS, captioned telephone relay, and text relay, which will therefore provide functional equivalents to the deaf and hard‑of‑hearing communities and offer choice according to the range of deaf, deafened and hard‑of‑hearing people who all have a variety of different needs and requirements.

The government's telecommunications strategy, and people responsible for public procurement in these services needs to be made aware of the issues and they need to communicate directly with organizations and groups representing persons who are deaf and hard of hearing, when developing these relay services and awarding contracts to ensure that services meet the criteria of functional equivalents.

Developing robust KP Is for captioned telephone relay is a matter of urgency.

And representatives ‑‑

>> INTERPRETER: I will just clarify this. Sorry.

>> CHRISTOPHER JONES: So a review should be made in response of regulators looking at the cases of Australia, New Zealand, the USA, and the UK so that robust procurement criteria can be established allowing for nations to have confidence in the services supplied to persons who are deaf or hard‑of‑hearing.

And I need to add one very strong statement. Obviously there are governments, regulators and the FCC who seem to put money before people. And that should not be happening. We need to ensure that many all people receive full functional equivalents in order to use the telephone system. Thank you.

>> ANDREA SAKS: Thank you Christopher. There are chats that are coming in with support for what you have said, Christopher from Christian Vogler of Gallaudet, and Lidia Best of the national association of deafened people, and the European federation of the hard of hearing, and there are others in the group who support what you are talking about, I being one of them.

I would venture to say since the '70s when we first started text telephony, you and I, way back in the mists of time, would you agree with me that we have gone backwards rather than forwards, Christopher? That's my question to you.

>> CHRISTOPHER JONES: Well, I think it's been a very, very difficult journey for people outside of the US.

In the US, they have been very lucky. They have really forged their way forward and I hope that the FCC will be told to behave themselves and ensure that these important relay services are kept functioning.

But outside of the US, really what we have seen has been very, very poor by comparison.

So the journey forward has been quite fragmented, and problematic and next year, Andrea, you and I ‑‑ we'll have seen the first TTY in England 50 years ago.

>> ANDREA SAKS: I want to read what Christian Vogler has just written in the chat for everyone. Christian Vogler is at Gallaudet. Professor and doctor, and he is experienced in this area beyond all knowledge that I have got now, but what's been happening recently. And this is what he has just said, I need to stress that the US captioned telephone relay system is facing an extential threat. We need to stop this slide everywhere. And that was one of my points. The reason why I asked you that question.

I feel very much since I brought TTY to the UK and started the ball rolling that, we are going backwards and I don't know quite how we can wake up the Next Generation, because you have to teach each generation. They don't get born with this information. And we have to fight for legislation on a global basis.

You are right about the US, but as Christian Vogler has just said, putting money before people is a problem.

I'm going to just throw this out here and anybody who wants to contact me about wanting to do this, I made a proposal to the TSB that we have a JCA meeting. Now, mind you, we cannot make a standard in the JCA. It's a talking shop. It's where we express ourselves. It's where we come up with ideas of how to go about something. But there is nothing to say that we can't do a statement and I want to have a special JCA meeting about relay on a global basis. I want to quickly ask before Grigory has to go, something about what he's doing which might work towards an international global relay service. Grigory, I hope you are still there.

>> GRIGORY MILORADOV: Yes, yes, absolutely, Ms. Chairman.

>> ANDREA SAKS: The floor is yours. Grigory works in Study Group 2 and comes to Question 26 and 16. Please go ahead.

>> GRIGORY MILORADOV: Thank you very much. Thank you very much.

I fully support the ‑‑ this ‑‑ the problematic of decreasing KPI, decreasing standards of quality. This is absolutely understandable that there needs to be done something about it. And we have, as I see the classical situation of lack of competition, of monopolized. The person can choose their bank, their electricity provider but they cannot choose the ‑‑ the relay service in this particular case.

The way to go forward, to solve such a situation is to introduce competition wherever possible, of course regulated, of course carefully monitored. The platforms, the marketplaces have already proven efficiency and improving quality.

The whole telephony situation, since the last 30, 40 years has gone from monopolized markets to competition, and we have ‑‑ we see dramatic improvements in quality of telephone services. This is slightly the same situation that can be here. We just need to switch on the global competitiveness, because the world economy is now globalized and we need to enable service providers that want to compete for ‑‑ for the clients, for the customers, for every person with disability, to provide the best possible service. And the way to do it is to have the marketplace‑type platforms who are able to meet the demand and supply. And let the best win the heart and the money and the budget that is given to the customer.

This is ‑‑ in our opinion, this is the way forward, and we ‑‑ we strongly support the discussion on that, on globalization. WGT supports the idea to have a special JCA meeting dedicated to relay, including also the topic of globalization of access to relay services. This is very important, and to move in this direction.

We have gone since last three years, we advocate for ‑‑ for making these movement into globalizing access to services. So here it is an absolutely right move to the direction and to allowing more ‑‑ more access for any company who would like to improve services. ‑‑ the customer in this case can vote by changing the supplier and this is the right of every person with disability to change the supplier if the quality is insufficient. This is an absolutely fundamental right of every customer and especially the customer who is communicating.

So here we favor the discussion with every administration, to try to create the environment, the regulated global environment for enabling the meeting of the demand and supply in an optimal way, increasing the quality, implementing the KPIs for ‑‑ on such platforms.

Very easy look case‑by‑case, scenario, by scenario. A person migrating from one country to another for a short period of time, for vacation, for a business trip or just reallocating from one customer area to another customer area, like from the UK to the EU, or backwards, for example. Or from America to Europe. From Europe to Australia. A company wishing to provide services to foreigners, how we could enable, what requirements have to be set for such companies wanting to open up such services.

>> ANDREA SAKS: Grigory, Grigory, I'm going to have to cut you short. What I would hope you to talk about is the international universal number, but because that would give international access to relay services. That was where I was hoping you were going to go.

>> GRIGORY MILORADOV: Absolutely yeah.

>> ANDREA SAKS: We don't have a lot of time. What I have to do is allow some other people to speak and your work ‑‑ it's Study Group ‑‑ it's Study Group two, isn't it? Yes, it is. We advocate for the global numbering source to serve for people with disabilities, for accessibility of services.

>> ANDREA SAKS: Would you allow me to explain that a little bit later to allow other people in, since you said you had to leave?

>> GRIGORY MILORADOV: Absolutely. I'm very grateful you have all the details of how this work is progressing in Study Group 2. Thank you very much for coordinating this. And I ‑‑ I fully rely on how present this work.

>> ANDREA SAKS: Thank you. Thank you. I will do that a little later. I want to bring in some people would want to comment on that. One of them is Christian Vogler. Christian, I will give you the floor for about five minutes, if you want to elaborate what's going on in the US, with relay.

>> CHRISTIAN VOGLER: Hi, this is Christian Vogler speaking. I will make this intervention very short. The problem in America right now is that we do have competition, but its not market based. The reason why is because the FCC has been paying the relay services per minute for their services. And it doesn't matter what kind of relay services they are providing.

So they use ‑‑ it doesn't matter if they use ASR or human‑assisted captioning, they are paid the same. So the price for relay services has now gone down, and the providers are struggling to figure out how to maintain their provision of human‑based services.

So it's a huge challenge right now in the states. And we're just going to have to see what happens. It's very unclear what will happen. The consumers and consumer advocate organizations are fighting to make sure we don't go to ASR, but it's a real concern.

So the point of competition being important is valid, but the framework of where that competition happens is equally important in terms of ‑‑ in terms of regulatory framework.

So we need ‑‑ it needs a regulatory framework to be able to support a market environment where this can be successful.

>> CHAIR: Thank you.

>> CHRISTIAN VOGLER: So my comment is basically, be careful when looking at the United States as a model, because we're facing some pretty big challenges as well.

(No audio).

>> LIDIA BEST: Andrea, are you there?

>> ANDREA SAKS: Yes, Lidia, I'm there. I'm going to ask Damian to speak first, if that's okay.

>> LIDIA BEST: Yes, that's fine.

>> DAMIAN BARRY: Hello, can you hear me?

>> ANDREA SAKS: Yes, quick.

>> DAMIAN BARRY: Great. Hello. Thank you for allowing me to speak. I wanted to go back to something that Christopher said in his presentation, which is we need to realize that with the COVID‑19 pandemic over the last year, it has actually forced the issue on its head, because I have just completed a survey which has not yet been analyzed, but what has happened is in last year, many deaf and hard‑of‑hearing people have reluctantly contacted their doctor and many times they have been afraid of what their health is going to be like because they could not get in contact with their doctor.

So I think we need to realize that COVID has brought everything to a head, and that's important. The second part that I quickly want to make is, yes, the US is facing some pretty difficult situations, but I think there's recently been a recent FCC report that using ASR alone has dropped the quality and there must somebody kind of human intervention in there. So that might be something that might help in the future. Thank you.

>> ANDREA SAKS: Thank you, Barry. I'm going to move right on to the next person who wishes to speak, but I'm just going to read what Christian has written to everyone.

>> CHRISTIAN VOGLER: Competition argument is exactly what the FCC is using in the US and what is killing the market now. So ‑‑ and hang on. Let's see ‑‑ I just want to read the chat box to everybody.

Completely agree with ‑‑ with Christian. Now, I'm going to have trouble pronouncing this name again, but I'm going to try. Aniyamauzala. You can call me ani or Jim.

>> ANDREA SAKS: Yes, please take the floor.

>> Greetings to all of you and apologize for coming in late. I was in the Ph.D. department meeting, I'm a user of hearing and hearing assistive college. And I'm a university candidate student and I'm involved in advocacy related to communication for deaf and hard‑of‑hearing persons in Uganda and across Africa.

So I just want to be brief on this point, I think. One, I want to bring the issue of research and data that is missing if we are to influence policies and programs. Masahito talked about it briefly when he was talking about the collaboration of the UN agencies in the Asia Pacific. One the things I want to recommend here is we need to gather data and evidence on the use and the gap related to use of services.

And then after that, we have to ‑‑ after gathering data, we need to bring together the group, what I call the consume or the users. One of the problems is the voice of the consumers or the users, it does not bring check and balances. So I would like to recommend that a group ‑‑ or we ‑‑ ex officio Working Group on pushing this agenda in terms of ‑‑ or working within the framework so that the World Federation of the Deaf. International federation of ‑‑ International disability Alliance work together, to build capacity, but at the same time, influencing probably a resolution of ITU to establish model regional centers or countries where other countries can learn from on relay services in building back better after COVID.

Because what COVID has showed is that information technology is part of life, whether you are in Africa, whether you are in America, and it's a public service. It's a public good. So we need to demonstrate through research, collaboration, partnership of users mainly at the forefront but working with the experts who have the technical knowledge so that we can influence the businesses, the governments in terms of having ‑‑ so that the way the market exists, the consumers can influence the process and the feedback and the complaint mechanism are part and partial of the market system so that the regulators can be able to ship the quality of the services and also be able that it's ‑‑ so it's a people‑centered service.

So in summary, I would recommend start mapping all the existing study especially during this COVID‑19 on the contents of the relay services and the gaps and the benefits, when establishing a wider group of users, bringing all the international partners, as I said, and then working on ‑‑ around country‑specific areas where we can have models that are supported through the government mechanism. In some countries, they don't exist. In Africa, we have one, and Asia Pacific, we have one. I would recommend that we work with a university or research agencies to ‑‑ in partnership, ITU to write the funding for the EU horizon 2020 on the innovations. So one university can host so that how can the relay services work through that innovation technology, because the EU is committed also in terms of bringing out innovation, especially for ‑‑ if this relay service could be one alongside other accessibility innovations.

So a partnership with the university could be good where ITU JCA could collaborate with other partners in expanding relay services through EU funded projects with the universities and the private companies.

But you demonstrate the benefits of relay services. Thank you so much. We can have a discussion, but I think that should be the direction and COVID‑19 provides us an opportunity to build back better. Thank you will.

>> ANDREA SAKS: Thank you very much for your comments. I don't think many people are going to disagree with you. As I said earlier, I'm formulating getting a bigger meeting together specifically on relay, and using the JCA as a vehicle because it is a ‑‑ it is not political, let's put it that way.

So I want to do is get everybody's opinion. Now, Lidia has been very patient. She would like to make a comment. Lidia, it's your turn, please go ahead.

But bear in mind, we've only got 40 minutes left.

>> KAORU MIZUNO: Yes, Andrea, sorry. This is Kaoru. Maybe we need to consider a short break.

>> ANDREA SAKS: Thank you. We are killing the sign language interpreters and the captioners and we can't have that. All right. Shall we do ten minutes or five, Kaoru, you tell me.

>> CHRISTOPHER JONES: This is Christopher Jones speaking. It's not the sign language interpreters and the captioners that need the break. It's the deaf and hard‑of‑hearing people that need a break because there's a lot of eye strain to follow the sign language interpreters and the captioner. It's not a break for the captioners and the sign language interpreters, just to clarify that.

>> ANDREA SAKS: Thank you very much. I'm sorry I didn't mention it. I do know that. I was born into a deaf family. Forgive me! I will remember that. Christopher, I will remember to say that as well. Thank you for reminding us.

Okay. I will give everybody ten minutes. Sorry. I'm going to give everybody ten minutes, and we'll be back at ‑‑ what's the time now? Actually, sorry, we will back at five, because we'll be back on the half hour if that's okay. Is that all right for everybody? Okay.

(Break).

>> ANDREA SAKS: Okay. I think we are due to come back now. I just want to point out that we don't have a lot of time and I just want to point out that this has been a very, very good, informative meeting and I don't want to cut anybody short. What I'm going to do is get so Lidia and allow her to do her two other presentations and she knows the time limit. So Lidia, Halloween you go ahead and organize how you would like to do the issues regarding virtual meetings, sign language, live captioning and include direct streaming to hearing devices at the same time if you can. Thank you. Lidia.

>> LIDIA BEST: Madam Chair, before I go into it, I would like to review something in the proposal, the document from Christopher Jones which is suggesting not just the JCA, which is the perfect vehicle, but also looking at having a global conference or global workshop and which hopefully could be done with ITU‑D because they usually attract the regulators or members of the governments who are members of the ITU. Just to start a dialogue and have a subgroup as well in mapping out the relay services.

>> ANDREA SAKS: Thank you, Lidia. That's already been taken into consideration with the planning. The JCA is cross sector. It is allowed to meet with the D, the R ‑‑ don't forget the radio sector too, which is important ‑‑ and the D. So that's already been taken into consideration in doing a wide open, three sector. And the JCA is the only group that can be open to the public and not necessarily just to ITU members. So that has already been taken into consideration in the beginning of the planning.

I copied you on the email that I wrote to Simao and if I didn't, I will later. We need to have a meeting but you can't do it in the ITU unless you are a member and the only way out is through a JCA that I can see at this time. Does that make it clearer to you?

>> LIDIA BEST: Yes, it does. But I would talk to you later on and not to waste time.

>> ANDREA SAKS: Thank you very much and we will get you involved. You may have wished you hadn't opened your mouth. Anyway, let's carry on. It's your turn. Go ahead and give us your presentations.

>> LIDIA BEST: Okay. Thank you. Kaoru, can you put up the direct streaming to hearing devices? Is Kaoru here?

>> KAORU MIZUNO: Yes. I'm preparing.

>> ANDREA SAKS: Kaoru is always there.

>> LIDIA BEST: Thank you.

Thank you very much, Kaoru, so this is a document sent out to JCA‑AHF for discussion. And the reason I have sent it is because I have looking in the U. K, different mobile phones, specifically, Android which can stream directly to the hearing ates, ASHA. What I discovered is in the uses in hearing aids and especially cochlear implants who are provided with a new upgraded processors are finding it difficult to reach mobile phones we can use, particularly using the ASHA features.

Manufacturers are not providing that information. And the ones, for example, Samsung. I love Samsung. The S20 ‑‑ the S20 Galaxy, S10. Now those ‑‑ those mobile phones in range in Samsung, are in the top of range and they are not in the medium. That means Samsung ‑‑ my new phone, expensive phone, they will not be using some of the options that the manufacturers are offering.

It's easy to resolve the situation in the actual manufacturers provide that type of information at the point of sale. Yes, the companies like Cochlear, and Med‑el, provide some examples here in the document. They do provide some of the information, as far as they are aware, what is compatible with the processors, but it's not always disclosed and it's not always very easy to find.

Even speaking directly to Samsung agents, I could not find all the information I needed. Therefore, I'm not so sure, but I think Andrea, we spoken before, you will suggested that maybe some type of liaison can be sent since many of these manufacturers are members of ITU, to request to provide information which is relevant with the hard‑of‑hearing people going to the shops and buying the devices not knowing really what we are buying.

Thank you. And I see Google Pixel, as well, they are quite affordable, but with all the information that people have with their phones or about the upgrade for the phone, for this particular make, and they may find that they are actually buying the wrong phone. So it's ‑‑ Andrea?

>> ANDREA SAKS: I'm here. I'm here. I think what we have to do is read out loud for the captioning what Christian said before you just answer it.

So I'm going to read it.

Christian Vogler wrote in the chat, some Google Pixel phones are quite affordable for your information, but the longer term is worth noting that neither made for iPhone, ASHA are technical standards. They are proprietary extensions. In the near to medium term feature. I may not have read that correctly, but anyway, it's in the future. It's critical to track LA audio Cha has support for hearing devices.

Thank you.

And also there's a useful thank that Matjaz has put in, which is there for us to look at which we will copy and take note of.

I can tell you, I think we're going to have to have another JCA meeting with very specific topics, a stand alone that we don't share with anybody, that we have on our own. Which can deal with relay services and some of these other issues that we need to deal with.

Lidia, do you have the ‑‑ you have one other one, the streaming‑to‑hearing devices? Can you do that one?

>> LIDIA BEST: No, that is the one on hearing ‑‑ on streaming‑to‑hearing devices. The request just kind of open call from the manufacturers to provide that information because, you know, otherwise, the users have to go and search. This group is very well informed of a lot of different things, but every user is not and that's why the point of sale is so important which you are approaching different companies providing mobile phones or the ‑‑ or the communication with the mobile phone providers and mobile phone networks.

But I have another one, which you mentioned earlier, which is not a document, but something to raise in relation to the virtual meetings. I have recently been contacted by someone who has issue with sign language interpreters being pinned, for example, in Zoom meetings, where as a user, She cannot remove the sign language interpreter to have only speakers' view. And in this person's case and probably others. It just depends who sometimes comes to us, is it does distract the person from being able to lipread without having the distraction of the sign language interpreter as well providing the interpretation.

And I think it's something we should be looking at as part of RemPart or looking at the general platform, the platform which should allow the users the control. So what the user wishes to see, the user should be able to have those controls. At the moment, that is not possible. This is for me.

>> ANDREA SAKS: Thank you. RemPart is remote participation. It's being upgraded from a technical paper to a recommendation or a standard, just so you know, for some of people who are new to our meetings.

Now, we do have a hand up from James. James, can you go ahead and make your comment, please.

>> Jim: No, I don't have. It stayed there during the last ‑‑ I'm sorry.

>> ANDREA SAKS: Oh, you couldn't get rid of it. Ah.

>> JIM: Yeah, yeah, yeah. Sorry.

>> ANDREA SAKS: That's fine. Well, the only thing we have left besides discussing what we will do in the future is that there are the liaisons which have documents, which you can look at. There's a liaison on the establishment of a new ITU‑T focus group on artificial intelligence for natural disasters or management. And the first meeting was on the 15th of March through the 17th in 2021. There is a document on that. We didn't participate in it, personally. So ‑‑ and it is from ITU‑T Study Group 2. If you have comments on that, we're going to have to open up a reflector, I think.

The second ‑‑ I think we will just note that we have got it and everyone can take a look at it at their leisure. Then there's a liaison to provide inputs to the roadmap of artificial intelligence activities for national disaster measurements. Now, this is important because if there's a natural disaster and nobody can contact persons with disabilities, this is an important aspect.

Again, if you have a look at that and have something to say about that ‑‑ and the only reason I'm referring this to late, we might be able to come back to it in a minute, is that we should make a comment and therefore ‑‑ the focus group, by the way is open to outsiders to contribute, and if you are interested in doing that, contact the JCA‑AHF and we'll arrange for you to be put in contact if you wish to make a ‑‑ listen to, be involved and make contribution to a focus group on the roadmap of artificial intelligence for national disaster management.

Then the next liaison is the suggested revision of the IRG‑AVA terms of reference from ‑‑ which is the inter‑sector rapporteur group on audio visual accessibility, which is ‑‑ Masahito is one of the rapporteurs. Is he still on?

It's a God awful hour in Japan. So he may have left. Have a look at that. And, again, if you want to make a comment on that, send it back to the JCA and we'll forward it on to the IRG‑AVA.

And the last ‑‑ the next liaison is also from the IRG‑AVA. It's a common user profile format for audio visual content. Now, the IRG‑AVA also links up with the ITU‑R sector. So ‑‑ I heard somebody sigh. Does somebody want to make a comment? Oh, Christian has made a comment. Sorry.

Right.

Christian has made a comment regarding a previous issue with signers and certified deaf interpreters working in tandem. These are ‑‑ there are so many features that are not well implemented in the platform today. Okay.

We are using Zoom. And I'm not ‑‑ I'm not happy with that. We were not given the regular platform that we wanted to, and we had no say in that. Write me a complaint! And tell me why. Because we wanted to be on MyMeetings which is much, much better and easier to use for users. Why they decided to do this at the last minute, I am not clear on. But we did make a ‑‑ a protest that we didn't like being on Zoom. We wanted to be on MyMeetings which is superior to Zoom. So point taken. Lidia agrees. Okay.

So I read the liaisons from the agenda. Does anybody want to comment going back to that on anything that I have mentioned before I move on?

>> LIDIA BEST: Andrea?

>> ANDREA SAKS: Yes, Lidia.

>> LIDIA BEST: Actually, I'm not so sure by Mymeetings because I don't think you can have the same participation in the same way you can have in Zoom with MyMeetings. That's one of the things. At the moment, I can move in the gallery, I can move and I don't see, for example, myself, sign language interpreter. I think the point what I was trying to make is that we should be aware, in general, how some people are being affected, because to me, it was a completely new thing, but actually people are getting motion sickness because some people get this kind of reaction having too close. Because the way we watch the video ‑‑ we are participating in virtual meetings we are quite close to the screen. I asked about the sign language interpreter on the screen on the television, and that is not affecting people with this kind of disability. (Dog barking).

Sorry my dog. This is the point I want to make.

>> ANDREA SAKS: I love the dog. Okay. Lidia, did you go to view, to the button at the top right‑hand side corner that says view?

Click on that, and you can get different screens set up. I have one set up now which says standard. I have you with your picture smile and I have one of the sign language interpreters doing sign language that I can see in a picture. I can actually get more if I want to change the view. I agree, this is not a good choice. Again, give me feedback. Now somebody has written something in the chat. This is always good to have these problems.

Was ‑‑ okay. Was this meeting advertised on the JCA email list? Maybe it was. But for some reason, I didn't get an email. I only knew about the meeting this lunchtime because a friend was talking asked me if I was going to participate. This is from Andy.

Andy, we're not happy with how this all worked out. Thank you for making this comment. There seems ‑‑ there was a problem with the JCA web page. One of the ‑‑ the link wasn't even put on it. Again, these were decisions made by the TSB, which does the technical stuff for the members to organize meetings, announce meetings and it was put on the Study Group 16 page, because it was a joint meeting, and I have complained. So the fact that you have complained is good because there's another person that has complained and we will try not to do that ‑‑ or tell them that we have had a complaint.

Now there's more here that I will read. Kaoru said it was announced on the 26th of March via the mailing list. Did you not receive it. Apparently he did not and I didn't either. So I think we have to make sure that we have it listed on the JCA web page.

And then Lidia has written something to everyone, I do not need to see sign language here, but with Zoom pinning or spotlight, others can't be impacted.

>> ANDREA SAKS: Right. Again, write to the JCA reflector, email reflector, because I don't want to be stuck in Zoom again. So ‑‑ and also, Gent and I are talking ‑‑ Gent ‑‑ is he on here still? I hope so. He's the wizard. Yes, Gent is there. Gent are you there? Can you hear me?

He's the wizard.

He is the ‑‑ he's the one that does the technical stuff.

>> GENT: I am here. I saw my name.

>> ANDREA SAKS: Can you hear what is going on, nobody is happy with the Zoom thing.

>> GENT: I'm sorry. I was on another thing. So I was not following what you were discussing.

>> ANDREA SAKS: Well, to be brief, we need to copy the chat box, if we can.

>> GENT: Okay.

>> ANDREA SAKS: Because that will tell you quite a bit and also the captioning, which will tell you quite a bit. Now is it true that we cannot have sign language interpretation on MyMeetings?

>> GENT: Not really the way we want it to be configured. There is no pinning yet and there's no way of doing all this. So we do have videos. You can enable videos, but not ‑‑ so we can maybe try it but it's not exactly what the end product, it's not there yet. So this is ‑‑ this is the current situation.

>> ANDREA SAKS: What did we do before from we used MyMeetings before. We didn't use Zoom.

>> GENT: Not for sessions for ‑‑ with accessibility, actually. I don't know if we used for Question 26, we never used MyMeetings.

>> ANDREA SAKS: Really?

Well, it ‑‑ okay. What we have to do, Gent and I will get the feedback from everybody. Gent is our technical wizard. You must not beat him up, or I will beat you up. There's too many choices. When somebody comes on it, completely changes the configuration of what you set up for yourself. And you have to go back into view and reset it up so you can see it. That's very distracting. There's other issues too. We need to work on finding a better way to use a chat box, to use member being displayed and to also be able to visualize the different people who are raising their hands. It's not working too well.

But we'll work on that and I have complete confidence that maybe we can work out something in the future later in the year with My Meetings which I find from a dyslexic's point of view, easier to deal with.

>> GENT: My pleasure.

We already have a running version of it. May I suggest whoever wants to, we can do a test session specifically with Christopher I would like to test and Christian and see how ‑‑ what they feel like and what is their input on it.

>> ANDREA SAKS: We will arrange that. We will arrange that with Lidia and if anybody else wants to be on the test session, drop me an email and copy Kaoru and one of us or both of us. Gent. Thank you. That's absolutely brilliant. Let's do that.

>> GENT: My pleasure.

>> ANDREA SAKS: If anybody says anything bad about my Gent, they will get a biff in the nose.

>> GENT: Thank you.

>> ANDREA SAKS: Now we have ten minutes and I have one other issue we have to do. Well, this might tie in with one of the issues that I have to do. The JCA is having ‑‑ is scheduled to have a webinar for WSIS, the world society on Information Society forum this year on the 4th of May. There are three speakers and it's only an hour. And it's to be developed. If someone is interested in participating in that, write me what you would like to talk about, because I do have ‑‑ I do want to talk about different things like relay services, but it is giving a presentation. There is ‑‑ we need to find the funding for sign language and captioning. Captioning is there, but we have to find ‑‑ if we are going to do sign and I have to organize that. So that has to be developed. If you are interested in participating in WSIS, or contributing to the subjects that could be done, please contact me.

The next JCA meeting is TBC, to be considered? Kaoru, we want another one. Kaoru, are you there?

>> KAORU MIZUNO: Yes.

>> ANDREA SAKS: Thank you. I think some of the subjects that we needed to cover, we could not adequately cover because we did lose time to Question 26. I think we're going to need a stand alone JCA meeting, not necessarily collocated ‑‑ sharing the same time with Question 26. You and I can sit down and talk about that. Because we want to be able to discuss some of the subjects that ‑‑ like the relay service and the situation of how we do the meetings to make them more accessible.

So if that's possible, and Gent has offered to do a testing. So if that's okay with you, can we put that in a report and say people wish to be involved to contact us. Would that be all right?

>> KAORU MIZUNO: Yes.

>> ANDREA SAKS: In the report. I hear typing.

Ah. Somebody ‑‑ Christian Vogler has given me information. We use Goto Meeting and Adobe Connect. I will not dignify these for sign language users, much worse.

The comment is for unexpected impact on some users. We were not given any warning on this. Now Christian Vogler has also written a comment. We have done a fairly extensive feature comparison without endorsing any particular products.

There is a reason why Zoom is fairly popular among the deaf ‑‑ and I have lost it ‑‑ hard‑of‑hearing participants.

It has a lot of problems but the alternatives have not stacked well up either.

Christian, do I have a yes from you that you will help Gent and I figure out what we can do and Gent is a wizard. You are a wizard. If I put the two wizards to go, maybe we can solve the problem.

So thank you for that.

Let me see if I missed anybody. Right. Okay. We have five minutes.

>> KAORU MIZUNO: I'm sorry, Andrea, you have only one minute.

>> ANDREA SAKS: Thank you. All right. I think what we will do is we will come up with the next JCA meeting by ‑‑ by email and we have covered everything on the agenda. What I need to do is ‑‑ is to say thank to everybody who contributed to this meeting, and there was a lot to cover and if I rushed some of you, I apologize. Thank you Kaoru that my clock is wrong with my computer.

If you have something else you wish to say ‑‑ ah, we have just gotten ‑‑ Matjaz said he would be happy do the test session. Thank you Gent. Thank you very much to the captioners and the sign language interpreters. You are brilliant.

>> CHRISTOPHER JONES: Christopher Jones has his hand raised.

>> ANDREA SAKS: All right.

>> CHRISTOPHER JONES: Thank you as well to the new people who joined this meeting. I hope you found it valuable and of benefit.

>> ANDREA SAKS: He's our ambassador. Thank you, Christopher. I'm terrible at that.

So with that, I bid you all a good evening, a good morning, or good night, wherever you are. And see you next meeting. Thank you.

Bye!

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