
DUBLIN – ICANN Cross-Community Committee on Accessibility
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CHERYL LANGDON-ORR: Excellent. Hello, Gunela. Can you hear me?

GUNELA ASTBRINK: Yes, Cheryl. I hear you loud and clear.

CHERYL LANGDON-ORR: The good news is when I have my microphone off, I'm sure we won't have the echo, but your audio is coming in perfectly. So that's our audio check, which is excellent. I trust if anyone else joins, staff will let me know and we'll be able to welcome them. I suppose I should get out my Skype, so that they can back-channel and command my attention as required.

Good morning, everybody. My name is Cheryl Langdon-Orr and I'd like to welcome those of you who have managed to squeeze into a ridiculously busy agenda. I keep thinking these agendas at ICANN meetings can't get any more manic, can't get any more packed and look at that! They have managed to get even more manic and more packed. This one is, I think, is bordering on the utterly ridiculous. So, I want to thank each and every one of you

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who have managed to squeeze in the time to join us today, thank the people who are remotely participating and online. Also note that this was a bit of an experiment with day and time, and looking around the room I would suggest we have not had an overwhelming success on that experiment, staff, and we might [look for a] different day and time. We tried to do a different day and time so more people could join, and I do think it is a function of not volunteer burnout, but volunteer inability to be in three places at once – if not four places at once looking at some people’s calendars.

However, the work we are doing with the cross-community committee on accessibility is important. This is recorded, transcribed and put into MP3s, so our words of wisdom, discussions, and decisions will be archived and will become part of the art that will help ICANN bake into its DNA, to keep quoting Stephen Crocker, everything accessible about what it does day in and day out.

Firstly, in terms of the agenda, that’s welcome. I’m going to ask for any apologies, and if those apologies can be sent to staff, we will make sure we note them. I’m not going to go around the table and do introductions, but I am going to ask those of you who are sitting in the back, please, if you would come forward to the table. This is not one of those meetings where the chair is going to say please unless you have a particular rank, file or

serial number, you must sit elsewhere. I would like to have you at the table. Thank you very much. Accessibility is about openness and opportunity, and that includes being able to reach a microphone, at least if we are going to use auditory means of communication.

So, with that said, we're going to go straight to a particularly important piece of the review of our activities since our last face-to-face meeting in Buenos Aires, and that is, just to refresh your memories, and if you go to our agenda page, which is not necessarily the one you see displayed here, there should be hyperlinks to our previous meeting and in that previous meeting one of the very important things we did was the review of the survey. And one particular question that was raised, out of the review of the survey, was the matter of information and the use of information that we can give in the registration process of meetings to assist accessibility. At this point, I am going to take a breath and hand the microphone over to Diane. I want to thank her very much. Diane Schroeder is able to join us for a very, very brief time today and I want to give you the floor.

DIANE SCHROEDER:

Thank you Cheryl. So, for those of you who don't know the issue at the last meeting, for the first time as part of pre-registration, a

question was asked about do you have disability and require assistance?

We discovered that the people who had checked that box had not received any engagement on it. I went back to see what had happened and they did find that it was a glitch, of course. New things, apologize. And they made a change for this meeting.

There is a staff person who has responsibility for registration who is actually now reviewing anybody who checks that box. They're getting a personal reach out by e-mail from the meeting staff to inquire what accommodation they may need. We don't really need to know the disability. We just need to know the accommodation.

So to give you a small idea – and this is just pre-registrations – we have 32 people check the box. Of those 32 people, four actually had disabilities. The others either said, “Oops, mistake” or “I'd like funding to come to the meeting.” But, at least, did get us to the four, one of whom has a broken leg. So, they have some recent activity that we wouldn't have been aware of. A couple of members of our community who have been with us a long time who have special needs, we're more aware of.

The meetings team reached out and made sure they knew where wheelchairs were accessible. They identified the individuals to

all of the usher staff so they can watch for them if they're having trouble and help them on the various floors getting around.

They did reach out to each of the other individuals who either said thank you for acknowledging; I don't need anything at this time. They were told that they could reach back. The usher staff here has also been made aware that anybody that needs assistance of any kind, getting around the venue. As a person who is somewhat hobbled, I will say that this is a much easier venue to get around than many of the places that Cheryl and I have shared freight elevators because it was the only way to get from floor to floor without stairs. But I think we've taken a really good step in having the personal reach out from the meetings team, and will continue doing that.

I had a short conversation about the registration desk and how high it was and they have one lower registration screen there that, perhaps, because it was busy, wasn't seen as easily but they are also trying to accommodate making that easier and more accessible also.

CHERYL LANGDON-ORR: Thank you. Again, I'd like to ask just now, while we have Diana for just a moment longer, are there any questions or follow up that any of you have on this particular matter of the pre-registration and registration aspects? Nope. Okay.

One thing I must say as a next up, we are still at registration highly reliant on a visual interaction with a touch screen. There is nothing haptic. There is a whole lot of little things that we might do. But before we get to all that fancy stuff, the ability to have an assist may be quite useful, just to let people know that not only do we accommodate people who are in wheelchairs, but also the macular degeneration, visual/auditory. All these sorts of things are possible. It is possible with the advanced notice to just have a particular time for person to register, rather than them standing at back of a long line and getting lost.

DIANE SCHROEDER:

That's a very good point, and just so you know, one of the four was actually someone who is partially sighted. and so they reached out and asked them how they wanted to do things. The individual commented that it was easier for them to read black and white than color and may reached out to get handouts done in black and white if they're having a problem. At this point they haven't heard from him since they've been on site, but they did also have that conversation not just about registration.

CHERYL LANGDON-ORR:

Excellent.

SATISH BABU: Thank you very much. Satish Babu from APRALO. I was wondering if since about 60-70% of the community is the same for all meetings, whether we can have a [inaudible] database of people who come into this category so that next time onwards, you have them on your record.

DIANE SCHROEDER: I don't have a strong familiarity with the current software being used for registration. I ran the previous system and it was possible in the previous system that when you typed the name it pre-populated. I will ask that question. Chris is looking and shaking his head at me with the current system. You don't think so? Okay. We'll make it known we've had a request, and as they are always looking at changing and upgrading things, it may come into the next gen.

CHERYL LANGDON-ORR: Yes. One of my moments of frustration when they almost saw the less pleasant side of me... I know it's astonishing. There is a less pleasant side of me, who knew? But it almost started to percolate while I was registering. Now I registered like, a long time ago. I know I'm registered in the system. I had to repeat every single thing beyond my name and email address. Sorry boys and girls, that's just not good enough.

But I think your point is very, very important, particularly when it comes to accommodation for those regulars. For example, I should not have to say when I get to check-in at my hotel, have you given me a room as close as possible to the lifts? Sometimes that's a yes. So often that is a no. Then you're standing there while they go, "Oh, but then we don't have a room that you don't have to step in and out of the shower." All this stuff should be so easy to do so early. So I think your perpetual aspects would be very important.

I think it is important, however, that even when you think you've known me, my condition will change and it may very well be that between meetings I need to have someone go, "How is current state of play?" And that sort of fits in with the person who has fallen at football and has suddenly broken their femur. I mean, they're new things. But we're always subject to changes.

I want to make very clear that we're all really, really pleased with the efforts that have been made. Anything we can do to help make the system run even more smoothly, let us know. We meet at least monthly and you can always just e-mail the group. Thank you Diane, I really appreciate it.

DIANE SCHROEDER: Not a problem.

CHERYL LANGDON-ORR: Oh, sorry. Judith?

JUDITH HELLERSTEIN: Yes. I also gave Diane... I met her earlier and I gave her a couple of suggestions.

DIANE SCHROEDER: One was there, and I mentioned it. There is one low registration point. My guess is there were a number of people and it may not have been seen when you were there. But I confirmed with them this morning that they do always try to have at least one at a lower and easier access.

JUDITH HELLERSTEIN: Another suggestion also. I don't know if it was there. What I have seen a lot of the machines have on is they have either a braille display or actually a talking part that can talk to them and that's an add-on feature in the software. The braille is on the screen, but then the talking part is in the software and that helps also people because what a lot of them want is independence. They want to be able to do everything themselves. That's on the registration.

To comment on Cheryl on the hotel stuff, that often gets faulted because you may send out all information to Constituency Travel. It just doesn't often get to the hotel. It doesn't make that transfer and the hotel often doesn't – may not have it in the correct format they're using and. So in my experience if you wanted the thing, you have to work directly in the hotel because a lot of information you put on the form never gets there.

DIANE SCHROEDER:

I will say, personal experience, you can tell the hotel any number of times and you show up at the desk and you still have to tell the hotel, because I have similar issues. But we should have better tracking on our end of it if we can. So, I will pass all of that along to the individuals who have those personal responsibilities for pieces. We'll see what we can do about continuing to make improvements.

GUNELA ASTBRINK:

Hello. Can I make a comment please?

CHERYL LANGDON-ORR:

Of course. I didn't see your hand in the Adobe Connect. Nobody told me that you had your hand up. Go ahead, Gunela.

GUNELA ASTBRINK: Thank you Cheryl. Thank you very much for the work you have done on improving the registration process for people with disability. We've already heard some additional suggestions. May I also suggest that for the [IDS], the Dynamic Coalition on Accessibility and Disability have put a lot of effort into accessibility guidelines for IGF meetings and that includes hotels, accessibility of a venue, all different types of things that could be useful to refer to. I will send a link to that and that would be a good reference document. Thanks.

DIANE SCHROEDER: Thank you for making me aware of it. That's terrific and I will make sure people doing the planning are also aware of it and go through it to see if I have any questions.

CHERYL LANGDON-ORR: Thanks Gunela; and thanks once again, Diane. Cheryl Langdon-Orr for the record again. Just one day I'm going to say, "Cheryl Langdon-Orr not for the record," and see what happens, whether the transcription will suddenly stop and everything else I say after that...

OLIVIER CRÉPIN-LEBLOND: You could say Olivier, for the record.

CHERYL LANGDON-ORR: I could say I'm Olivier Crepin-LeBlond for the record. That's right. I gather it could be even more interesting. However, I'm sorry. It's morning and I've had only one cup of coffee which is a serious matter.

Our next agenda item, ladies and gentleman; I guess I should call for if there is any other matter of work, with the exception of what is on our agenda, such as looking into our aims and objectives and indeed our new cross community Wiki space, that someone wants to raise in terms of update since the Buenos Aires meeting? Oh really, Laura, is there something from you? Over to you, Laura.

LAURA BENGFORD: I just wanted to give a very brief update on the web accessibility efforts for ICANN.org. I'm sure you all know we're working on the At-Large website as well. We're launching data and we'll talk about that a little bit this afternoon.

We're not going to go into great detail this afternoon in the demo on At-Large. I just wanted to give you and update on where we are with our vendor that came out of our RFP last year, Simply Accessible.

We have started the effort with them and on-boarded them and during this beta period of the next couple of months with At-Large we have identified, believe it or not, over 78,000 links and URLs on the ICANN website and there is less than that on At-Large, but we're going to have them start with At-Large and going through the links on that website. That will be part of our overall testing during the feedback period during the At-Large beta launch, which we will be talking about this afternoon.

So, it is taking us a little bit while. We're very busy with a lot of demands, as I'm sure everyone knows and is involved with themselves, but I just wanted to give a quick update on where we are with that process. You'll probably hear, over the next couple months, as we go through the testing phase for the At-Large website, a bit little more about that. Thank you.

CHERYL LANGDON-ORR: Thank you, Laura. Is there anything we can do to help you in that? Do you want hot bodies to do any of the run-throughs and things?

LAURA BENGFORD: Yeah. I think, overall, in addition to accessibility, we are really strongly encouraging people to use the At-Large website. It is live. We're going to talk about that. So any feedback we have

accessibility we will be bringing in the testing effort and you can reach me directly. We do have the digital services wiki out there and the accessibility page on there. I am on the mailing list here. So I would really appreciate and encourage anybody who has any feedback or who can help us with that area. We have a very capable vendor and what I'd like to do is keep this mailing list apprised of our approach and how we're working with that so we can keep you involved in that effort. Thank you for that.

CHERYL LANGDON-ORR: Thank you. And again, we do know, mainly because so many of us have had the experience of seeing things go from planning to action how much longer it can sometimes take than is predicted. I'm sure you don't need to ever apologize for that, because we understand by experience, but to get it right is important.

So, let's not rush. Let's get it right. We're happy to help in any way possible. Is there anyone who thinks I'm misspeaking on that and disagrees with me? Now is the time for a moment of democracy. It doesn't happen much under my control. This is a micro-moment of democracy with Cheryl Langdon-Orr. Please put this to the record. It's not going to last long. I'd say you've got absolute unanimity that we're here to assist you in any way possible. So, keep us posted and we'd like to help. Okay. Thank you very much, Laura. I suspect you may have to dash off at any

point , so don't feel that you need to sit here if you've got to be. We appreciate your time and we do value the work you're doing.

Well, let's see. Way back when, in the not too distant past, we had a few people, and a number of staff members within the At-Large community that were highly passionate; in many cases professionally skilled and experienced; and in many cases, like me, just highly opinionated, verbose, and broken who were very, very clean on matters of accessibility and an ad hoc working group was created.

Since then, it's a little bit like bees to a honey pot because it's clear and obvious that is perhaps not surprising to very many of you, but was surprising to some people in ICANN, accessibility matters and accessibility matters across a whole spectrum of things you do in a best practiced organization.

So we've got the work that Chris and his team is doing, we've got the fantastic stuff that Laura and her team is doing, and it's obvious that if you've got a captive group who have opinion and experience, we may be a resource for ICANN to help it become a best practice model in terms of accessibility.

There are some simple things – getting the website and the media material, the media material, up to at least the recognized standards. That is pretty easy. There's other things as we started this morning. The matters of where people are

accommodated and how they are accommodated. But there is more. We need to be aware that as a product of the – and I’m going to hate to bring this into yet another meeting, the Cross-Community Working Group on Accountability. It’s pervasive.

Diversity is a key focus in the work they will be going on to. In the post IANA transition work, diversity is a very important part of what that group will be looking at, and of course if you’re going to ask for diversity, you have to enable, to assist, and to ensure that that diverse group that you are now stating, you have opened the door to, can actually operate with you and work effectively with you.

So, getting it right for some of the obvious things – getting the accessibility issues right, as I’m sure Gunela is tapping her fingers going, “Cheryl, are you getting around to universal design by any extent?” If you get it right for us, you get it right for everybody. So it actually fits in with a bigger diversity picture as well.

Gunela, I’m very, very keen and I’m pretty sure I can’t see your hand is up, but let me assume that you will have something to say on that just before we move into our accessibility aims and objectives.

GUNELA ASTBRINK: Thank you very much, Cheryl. I think the group has moved forward. Certainly, there's me included and a number of people around table who have been very keen to ensure that accessibility was included in the work of ICANN to ensure that we have equity in participation in activities across the board.

So it's good to see now that we have moved from an ad hoc At-Large task force to a cross-community committee on accessibility. It is broad in that we debated to before. Was it to concentrate on people with disability or was it to cover marginalized groups? And I do note that it is now covering First Nations and a number of groups of disadvantage.

So we need to be very clear, if we are doing that, how we do it because I think there is an assumption that, yes, we can do a lot of work within the space of accessibility for people with disability and sometimes there's an assumption that that's the key part, so we need to be very clear on that and how we do that, so that is my first comment. Thank you very much, Cheryl.

CHERYL LANGDON-ORR: Thank you Gunela. I think you've raised a very important point, which is one I was hoping to get to, so the segue is greatly appreciated. With this matter of diversity, quite clearly things like disadvantaged, remote, in some cases rural – all of this sort of thing – comes into play.

What we may need to do as a cross-community committee is start to think in sectors and start to prioritize what would be nice to have, what would be very nice to have, and what is going to be essential to have because it is going to be [all night] impossible, with the limited resources that we have available, to try and be all things to all sectors, but most sectors will find a part, or a program or an ability that should be able to assist in some way.

I think what we need to do is ensure that our aspirations are not just great on paper and theoretically rewarding and make us feel all warm and fuzzy with our core values, but that our aspirations are something that can be converted into practical and cost-effective outcomes. This is the tipping point that happens in so many projects. It is very nice to want to be all things to all people, but...

For example, our work on First Nations and indigenous populations may come into play specifically when another part of ICANN –hypothetically, perhaps, a fellowship program or specific outreach pilot is focusing on that. When that’s happening, then we should say, “And we are here as a resource and as a community if you would like to talk with us, work with us and use us in any way.”

But I think we need to manage this transition intelligently. I shouldn't have to say this to you all because I'm sure you all know this, but I am saying this to the record, because quite often what will happen is it's going to be a Google search on the topic and the transcript of what we've said is going to be taken down and held against us. I just want to make sure what we need to do is manage expectations very, very carefully. I saw you agreeing and nodding Chris. Is that because you've budget and finance request 16 and 17 already?

CHRIS GIFT:

Not for 17 yet. We're just starting that effort. But, yes, I was agreeing. Even with the awareness that everything around accessibility is needed and necessary, with our resources and resource constraints, I think any kind of prioritization will also help and even, dare I say – and this may be controversial – must haves, need haves, or nice to haves. Thank you.

CHERYL LANGDON-ORR:

Well, Chris, thank you for that. One of the things, one of the earlier workshops we did, when we were just an At-Large ad hoc working group, was to look at some of the needs analysis that was based on some terrific work that Gunela in particular had done for us and given us a foundational exercise in terms of text.

We looked at the priorities in the medium- and the long-term likelihood of them happening.

We probably should aim to do that exercise again. So I think one of the most profitable times we have in terms of our meetings and gatherings is the opportunity at these face-to-face meetings. I would have liked to perhaps propose, and this would be an action item then for our planning, that if you all agree – second democratic moment in one meeting. Good heavens, if I get three, someone should take my pulse and check my health.

If you feel it is worthy of our time and energy, this might be something to do at Marrakech, to get the flip-charts back up and to work in breakout session, and to look at the restraints because the budget is going to be different. I don't know. Apparently, there's been some legal fees paid recently out of ICANN. I don't know whether that makes a difference, but maybe the part might not be the same as it was last time we checked. Let's do a reality check and see whether we've got some prioritization and also look at where we are. By that stage, the web work is going to be specifically and significantly advanced.

I'd suspect that by that stage some of what you're doing, and you're doing actually in advance of the pilot program even, with the captioning, we'll have some data points for us to look at. I wanted to complement the fact that even in advance of the

formal pilot starting, I turn up to Los Angeles and everything is captioned. I went, “Oh, hail. Thank you!” It’s excellent. Those things we can very quickly get winds on. And if you can show that sort of return on investment, I think that helps you maintain those programs.

So is it your opinion that we would be well-occupied in for, perhaps, a – dare I say – 90-minute session in Marrakech to workshop and prioritize and do a needs analysis? Nobody is disagreeing. Let’s see, staff, whether we can make that magic happen. Terrific.

Go ahead, Gunela.

GUNELA ASTBRINK:

Thank you, Cheryl. I think it’s always good to revisit the particular suggested action items to reprioritize because that was a year ago. I’m wondering if we can do some preparation before Marrakech, because otherwise we’re waiting another five months or so. And also for those people participating – and mostly please keep in mind that someone [inaudible] those particular sessions very difficult if you’re not actually in the room. So I just wanted to make that point that I’m keen to participate. It’s very difficult to do that remotely. Thank you.

CHERYL LANGDON-ORR: Thank you, Gunela. I would like to very briefly share with you a little experiment we did in the breakout sessions that I was organizing for the CCWG on Saturday. Where we managed to... Admittedly, with humans on board doing the work in the sessions, we had I think an admirable integration of remote participants. There was a two-way audio and two-way video. If video was enabled on your end, for example – and one or two of the participants did do that, but it was getting a hungry on the bandwidth, so we'll have to watch that in Marrakech. But what we were able to do was maintain a real video out from the breakout flip-chart and group.

So if Tijani was speaking – it wasn't happening in the group he was in. But hypothetically, if Tijani was speaking, then you were looking at Tijani speak. If your video was on, he could look at you when you did. But it also meant that your dial-in via the Adobe room was able to be heard by the rest of the group ask they were working. And by using a mobile phone back out, we just held the mobile phone and the audio out was being fed in successfully. It was cobbled together, but it worked. I think they're the sorts of things that we can try and bridge those gaps, because I am very aware that remote participation is difficult thing when you get into breakout sessions. But it worked, and it worked I think admirably. So let's see if we can try and plan for that. And with that, I suggest you talk to Hilary in terms of staff

and James Gannon because it was Hilary and James Gannon who put that together. And Grace. They did an amazing job on that. So we might be able to use that as a tool to [excess]. And then of course if we advertise that well in advance, it also means people will feel more comfortable attending remotely.

In terms of your preparatory work proposal, Gunela, absolutely. I would suggest that the agendas of the next couple of meetings we have between now and Marrakech will be devoted to getting some of the groundwork done maybe even putting out another white paper if somebody's motivated to do so. And to also making sure that there are a pre-populated tables and materials. So what we'll duplicate on the flip-chart is already, to some extent, in the wiki space for people to understand.

Lutz, please?

LUTZ DONNERHACKE: As you currently mentioned the various technical solutions, I do really have a problem with Adobe Connect simply because I do not have Windows there. I do not have Flash. I do have a Windows phone, but it's a really terrible experience to try to use Adobe Connect on a Windows phone and I never will try it again. So please excuse me that I do not join here.

CHERYL LANGDON-ORR: Lutz, you're singing a song that many of us have sung before. I am a total Android or Ubuntu girl, so I share your pain. Just before I go to you, Judith, which I suspect might be in respect immediately back to Lutz, is it a topic that's new or is it a topic – Maureen?

MAUREEN HILYARD: It's related, but [inaudible].

CHERYL LANGDON-ORR: Okay. Do you mind if we go to Judith first? Over to you, Judith.

JUDITH HELLERSTEIN: Yes. We've had people who've tested it on Unix and Linux and all that, and they have different workarounds. We tested Adobe Connect with these workarounds in the Technology Taskforce. We can work with you and help you get one set up correctly so that you can participate. The new editions of Adobe Connect, which are running [now] for the system, are using the HTML 5 protocol and not using Flash. We hope within a few months that it will be all rolled out in the system and we won't have the same problems we have on Flash. We know there's a lot of problems on the mobile devices with flash. So we are hoping that once Adobe finishes rolling it out that these problems will go away.

LUTZ DONNERHACKE: This is excellent news and I'm happy to visit the technical working group.

CHERYL LANGDON-ORR: Yes. In fact, Lutz, I think the Technical Taskforce would well and truly benefit from your involvement. Thank you. I know what talent you have, my dear. Maureen, over to you.

MAUREEN HILYARD: Thank you, Cheryl. The accessibility issues are of course pretty heightened in the Pacific. One very good example is actually with me today. I'd like to introduce you to Priscilla Kevin who is a member of my board and this is the first time I've met her. She's been on the Pacific Islands chapter of the Internet Society for a year. She is from Papua, New Guinea. We finally meet at an ICANN meeting in Dublin.

UNIDENTIFIED MALE: Other side of the world.

MAUREEN HILYARD: Yeah. One of the things that really is heightened by the fact that I'm really pleased to see her here today and she's very interested in participating is the fact that I think of the 12 meetings that we

had since she joined the board, probably only about three or four we actually were able to make Skype contact. There is no way that Adobe Connect is going to work in Papua, New Guinea. We're talking about a country that's only got 7 million people and there is actually a cable that goes to... There's a cable connection. But it's [inaudible]. The connection difficulties are just horrendous.

Despite the fact that every meeting we had, Priscilla and Winifred Amini who is actually also in Papua, New Guinea and also on our board and we're hoping that she will apply next time for a fellowship, because Priscilla has come on as a fellow – to actually understand ICANN in a face-to-face because it's really difficult for them to engage online.

I understand there are some developments with the telecom there, but it's just such a big problem in that country. There are so many issues. But I would really like... Just listening, Judith, there may be some way in which we can organize something so that there can be some contact made.

But I think that the Pacific has got lots and lots of issues, and this is where I'm always going on about the fact that we need to get some assistance to address those accessibility issues across. And Papua, New Guinea is just one of them. But, welcome, Priscilla.

CHERYL LANGDON-ORR: Welcome, Priscilla, indeed. Would you like to say anything? Would you like the microphone for a moment?

PRISCILLA KEVIN: Thank you. It's an honor to be here, to join the ICANN family now. I'm a new fellow, but I feel like just one day I've learned a lot of things that I can take back to my country and actually improve the systems and the services there.

I particularly came here also about not just accessibility in terms of the links that we get back and connect to the outside world, but also in the disability community because back in my country, and probably in Pacific as well, there's not much bigger representation of disability community. So I'm hoping I can learn something from this discussion and I can take back and implement strategically. Thanks.

CHERYL LANGDON-ORR: Thanks, Priscilla. Can I e-introduce you to Gunela? Because Gunela has been instrumental in a number of ISOC funded projects specifically within the Pacific on disability. So whilst, Gunela, I'm not suggesting that you two brief each other here over the Adobe Connect link I would strongly recommend that Maureen gives you Gunela's details because she is a wealth of

information and resource and she's worked extensively in this area and she has a passion for getting it right [inaudible]. I suspect there might be a little opportunity there, if that's possible. After all, that's part of the networking that we need to do here to match resource with need, as well. So, welcome. I hope we can get better connection issues. The low and high bandwidth stuff is important and we cannot not keep saying that.

There also, of course, as we put up now, the disadvantage often has a cost issue to it. I don't want to put Maureen on the spot, but I don't know how much she's had to mortgage her children or sell their kidneys or whatever to keep up with the bandwidth cost requirement from simply following a Microsoft upgrade. But the cost of just staying online in some of these places is really, really scary.

So if we're going to outreach and engage, we need to look at parity of information and message across a number of media sources and options. It's not impossible to have a pre-packaged podcast or a text-only. There's smart ways of doing it. And we've got people in this room who have experience in helping you get into some of those smart ways. I really, really cannot stop reminding everybody that everybody doesn't have a T1 or T2 connection out of Los Angeles. I know. Shocking, isn't it? Shocking, shocking.

Chris Gift had a little hissy fit earlier, ladies and gentlemen, for those of you who aren't in the room. He flung his nametag across the room in a passionate moment. He's decided to become Laura and he needs our attention. Over to you, Chris.

CHRIS GIFT:

Yes, thank you. I can't remember what disturbed me so much. Two comments. First, just to comment, respond to what you were just saying, Cheryl. I think perhaps it would be good to have a briefing to this group from the IT meetings team. They can talk about Adobe Connect, the bandwidth.

I do know that they have low and high bandwidth for every meeting, but their definition of low bandwidth may be different. I think they understand your needs. I think they do. But nonetheless, it would be good to have that briefing and to have an exchange [with someone]. I'd highly recommend them.

The second thing is back to your idea of the workshop in Marrakech or an interactive discussion. I think it would also be interesting to have metrics. Any kind of data that we gather whether it's website, how many people, what's the accessibility. How many people are using screen readers and things like that, to how many people with accessibility issues are coming to the meeting and so on? Any kind of data I think would be very useful.

CHERYL LANGDON-ORR: Sounds like a plan, Chris. Let’s just do that in the “make it so” pile.

CHRIS GIFT: I wasn’t aware I was volunteering, but maybe I did.

CHERYL LANGDON-ORR: No. You were volunteering. It’s all right. But let’s make it so. Let’s have that briefing. I would suggest we probably need to look at which month we do that briefing in. We’ll have to, I assume, find a time when IT and tech staff aren’t sitting in the back of rooms supporting us in here or CCWG mania. But yeah, I think we do need to do that briefing. That, in itself, might be something we should do with the Technology Taskforce perhaps. It seems like there might be a mutalism rather than do duplication of information exchange. Let’s do that with the Technology Taskforce. We’ll need to reach out formally to the Technology Taskforce to see that it can happen. It has slowed me down, but I’m not sure how they interpret that.

Yes. Gunela, over to you, dear.

GUNELA ASTBRINK: Thanks, Cheryl. Thanks, Chris, for your suggestion. Metrics obviously are important. When it comes to usage of screen readers [inaudible] general disability community, those statistics are very difficult to come by because there's limited information, limited resourcing, to collect that information. I think we need to be aware of that. But also it could be useful to get the information about what's happening within ICANN and [inaudible]. So we can certainly look at that. Thank you.

Can I also mention... I'm just going to jump in here. Chris asked for feedback about a new app about meetings and one of the questions was about accessibility. I did see responses from people saying, "Yes, yes, it's accessible." I don't know if people understood what Chris meant and I'm not sure either if Chris was looking at accessibility from a point of view of people disability or access to the [inaudible] generally.

Again, we have terminology issues here. If, Chris, you were looking for accessibility for people with disability and people said yes, I'm not sure if they really were checking for that. Thanks.

CHRIS GIFT: That's a very good point, Gunela. I was asking for accessibility with people with disabilities. So you're right. Terminology was probably confusing. Their responses are in error. Thank you.

I agree that when you gather metrics, under-counting is probably a general problem on counting people with accessibility issues. We need to be aware of that as well.

The more I think about this, too, when we're talking about being inclusive, making sure we have a diverse group of participants, I think maybe we should also think about making these metrics an ongoing thing, to track success. Are we reaching the right audience?

CHERYL LANGDON-ORR: Nothing wrong with a bit of evidence-based work. That's for sure. Ladies and gentlemen, I would like to now take us to the next agenda item. Oh, please, if you're going to speak, just come forward and sit at the table. Go ahead.

[DANIEL]: My name is [Daniel] [inaudible]. I work for the W3C. I have a couple of comments and a couple of questions. We're responsible for the web accessibility initiative as you probably know, which defines a standard for web accessibility site. I've been in touch with some of your staff when you started this initiative because we had resource that explained actually manage the change from a non-accessible organization to an accessible. So we were happy to see that the way you did that

was actually good. You cannot follow all the principles. That was good.

Now you're at the stage where you're actually going to implement a lot of stuff and I think you need to get more engaged with the web accessibility initiative, just to get an expertise view on your problem. It's free. It's just a public forum. You should [inaudible] someone close to your [inaudible]. Maybe we've been in touch by e-mail.

I think it's important that you get the advice of people just working on that, being specialized in that. In particular, on the terminology issue that pops right off in my mind, we have this problem again and again. People, when we talk about accessibility, it means accessibility for people with disabilities. Otherwise, we talk about access. Or we talk about usability, which is a different thing. So there are usability problems that are of course accessibility problems. They're a problem for you. They're going to be more problem with someone with accessibility issues. But it's important to keep the mission straight.

I'd like to understand, actually, if this group is working towards accessibility or access or usability or all of it. All of it? Okay. So you have to make... Yeah, it's prioritize.

In terms of priority, the other thing I wanted to mention, in terms of the web accessibility, we already have a rating system one star to A, AA, AAA. That's also something that you have to consider for the web part. That's very important.

Finally, I think there is always a way to measure accessibility. It's very hard on the web, because by design, people are using the regular browser. That's the [inaudible]. They don't have to buy new navigator or anything. They have an [assisted] technology that works on the client side, so it's rare that the server side would know about it. It's something that is added to the browser, so it's hard to see.

But in terms of measurement, there is something that we've learned over the years is that there is this [inaudible] effect. If you try to measure this disability of people with problem with wheelchair are using the [inaudible] on the street. You'll find that there's very less, very few people. You'll find a lot of people with business luggage or a woman with a baby and carriage. Not disability people. But 90% of the use of accessibility solutions are by non... People who have no problem with accessibility.

For the web it's true as well. You say bandwidth, if you do an accessible site. It's much more intuitive for changing the modality, works on the mobile phone, etc. So all the benefits are not just for the disability population. Thanks.

CHERYL LANGDON-ORR: You chose to sit in exactly the right spot is all I can say, because apart from Judith who's monopolized you at the moment, you definitely need to talk to the ICANN staff who actually have the budget and the ability to make the magic happen. Perhaps later at the transcript we can get back to that introduction. But I'm sure you're all very, very capable of making sure you pick up on opportunity and resource when you've got the time.

Laura, over to you, and then I have Garth.

LAURA BENGFORD: Yes, thank you. And thank you for sitting right next to me. That was very convenient. I wanted to touch on a couple points. I had put in the chat window the link to a wiki that talks a little bit about the web accessibility project and the RFP and the vendor that we engaged is very experienced. We went through a very careful selection process to identify that vendor I'm very interested in talking to more.

Also I wanted to introduce... We have our usability expert, Jeff Salem, sitting across. He's waving. So we very much believe in digital services that usability and accessibility are very lined up. So I'm very interested in getting your card and talking to you further. Thank you.

UNIDENTIFIED MALE: By the way, in terms of evaluation of accessibility, there is also a new work coming out of WC3 and very active in the European commission side of the ability to actually evaluate the accessibility work of an organization. That's something [inaudible].

LAURA BENGFORD: Thank you.

CHERYL LANGDON-ORR: Thank you. Garth?

GARTH BRUEN: Yes, thank you. Garth, NARALO chair. I have to respond to an earlier comment about looking for metrics of disabled people attending the meetings. We need to actually have disabled people attend the meetings and we need to have outreach to those communities. I've been recommending for a while that we have a keynote level demonstration at an ICANN meeting of a how a blind person uses the Internet. And I think that will be – excuse the pun – eye-opening for everybody.

CHERYL LANGDON-ORR: Thank you, Garth. We won't take the blind-deaf community just there yet, but that's also an amazing experience to something that I know Gunela and I have had the privilege of learning a great about in some of the Australian work. It is often only by example that people go, "Oh... Is that the issue?"

Ladies and gentlemen, seeing no more cards up or people waving to me at this point in time, and with, in fact, no minutes left on the agenda, I really want you to very, very briefly look to the right-hand side of the screen where we have our brand-spanking new and absolutely better cross-community committee on accessibility home. I'm just going to ask staff to slightly and slowly scroll up, so you can get the look and feel.

A few stars. Chris, obviously, is ubiquitous just like he's high speed broadband, as is Laura. We... Oh, no, don't worry about that woman. No one pays any attention to her. Scrolling up a little bit more... That was me, for those who aren't in the room.

Very briefly, there's a placeholder with a little bit of background. A mission and objectives. This is something that we need to I think workshop in one of the breakout sessions in Marrakech and work in between now and then. This is not an unreasonable set of words, but it is an imperfect, and certainly I would think only transitory placeholder set of words. We need to obviously

do a bit on this space. For example, the listing of activities on how to join in.

Now, here I have a problem, you see. I try not to disagree with staff and designers. But, for a collaborative, collegial space, why on God's good green Earth do we need to highlight committee members? I would suggest we have moderators and facilitators. But I really don't think we need a shopping list of people who have ever stepped foot in one of these meetings. I would think that landscape should be used for something more valuable. Then we go down to some reading materials and some important resources.

Just at this point, if you scroll a little bit lower please, and keep scrolling and keep scrolling and keep scrolling – do you hear what I'm saying? And scroll and scroll. That in itself is a problem. We don't want a laundry list landing page.

So this is now something that is a very rough start. We need your contributions and your suggestions to make this a magic space. Jeff, is it? Welcome aboard. You hear what even I'm saying about and we keep scrolling and scrolling and scrolling on. I lost my audience halfway down that page.

But we want it to be interactive. We want it to be visual. We want it to be good. And because we want it to be visual, we'd like three or four – or maybe even five of you – to make yourselves

known to staff for your ability to do maybe a 60-second video talking headpiece sometime here. Please, I would very much value you as one of those people. Please. You've been volunteered. That happens a lot in ICANN. But if we could a couple of others... I would think Siranush because of the meeting group that you're an ALS representative for. And two or three more. We just want to have you talking about what you want to do with our cross-community work. Short sound-bite. Do it while we've got you here, and that will give us material to populate. Is there anything I've missed, Ariel? She says yes or no. No. I haven't missed anything. Well, I haven't missed anything important.

I will miss all of you until next time we meet. Gunela, is there anything you'd like to say before we close off?

GUNELA ASTBRINK: No, no, that's fine. The remote participation, moving the camera around to the speaker was very useful for me. Thank you..

CHERYL LANGDON-ORR: And I'm sure tech team that do that very, very well appreciate that. I agree with you. Remote participation does make all the difference when you can connect visually if that's the only modality you have.

Ladies and gentlemen, thank you one and all. We do meet monthly. If you are not on our mailing list, please give your e-mail address to the staff. Thank you and this session is now closed. Bye for now.

[END OF TRANSCRIPTION]