
DUBLIN – At-Large NARALO Monthly Meeting
Monday, October 19, 2015 – 17:00 to 18:00 IST
ICANN54 | Dublin, Ireland

GARTH BRUEN:

This is Garth Bruen, current NARALO chair, beginning the NARALO session here in Dublin at ICANN 54. Welcome, everybody. I have the incoming NARALO chair to my right, Glenn McKnight. And to my left, I have the current and continuing NARALO secretary, Judith Hellerstein. We also have with us from NARALO ALAC, we have Eduardo Diaz. Way down at the other end of the table so far away from us we have Ron Sherwood. We have several staff folks, and we have some visitors from APRALO who are always welcome.

We are going to be meeting briefly with the new head of Compliance, and when he comes, we're going to switch the agenda to him so we can go through some questions quickly, and then we can move on to the rest of our items because I guess he has a busy schedule. I have five specific questions for him. If we have time, anybody in the room is welcome to ask their own questions.

For the agenda, the first item is action items. Do we have any open action items, Silvia? While Silvia is looking up the action

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

items, we also have Chris Mondini. We have Joe Catapano and James Cole.

Further in the agenda, we also have Outreach and Engagement from Glenn and Judith. Several sub-items there: Analysis of NARALO meetings, elections and elections. “Elections and elections”?

UNIDENTIFIED MALE: I see that.

GARTH BRUEN: That’s funny. Capacity Building Discussion: How to turn on “turned out” ALSes; Information Webinar series; CROPP Outreach Strategy; GSE Event Calendar; Working Group Participation. Agenda Item 3 is that Compliance discussion that we talked about, and Number 4 is a policies discussion.

Before we begin, I would just like to say that I have really enjoyed being NARALO chair. This will be my last meeting as NARALO chair. I was elected to ALAC. I was the chair for three years, and I feel like we did some great work together. It was a cooperative effort, and I couldn’t have done it without other people in the region, especially Glenn, especially Evan, especially Eduardo, especially Judith. All of the contributions of

the leaders in the region are vital, and I'm looking forward to continuing to working with you all as we go forward.

Did we find the action items?

SILVIA VIVANCO: Yes.

GARTH BRUEN: Please, Silvia.

SILVIA VIVANCO: We don't have open action items. The action items from the last call in September were about the NARALO outreach strategy plan, which was already completed. "Garth Bruen to add the issue of FY17 a special request for the next meeting," which is now. "Staff to send agenda for the Dublin meeting." All of these are completed.

GARTH BRUEN: Thank you, Silvia. Just entering the room, we have our brand new ALAC member courtesy of the Nominating Committee, Timothy Denton. Welcome. Reporting for duty.

MURRAY MCKERCHER: Hello, Garth. This is Murray speaking. Can you hear me?

GARTH BRUEN: Oh, and Murray is on remote. Thank you, Murray.

MURRAY MCKERCHER: Thank you.

GARTH BRUEN: Can we go to the Outreach and Engagement agenda item with Glenn McKnight and Judith? I'll throw it over to Glenn first. Thank you.

GLENN MCKNIGHT: Yes. Shall I start first? I notice that Murray's on, and perhaps Murray can give us an update on perhaps he has a hub. But in terms of the engagement strategy, it starts back to an item that's actually further down the agenda which is CROPP. We are trying to maintain a consistency with previous years' outreach and engagement.

The big thing worked with Judith and Silvia is to look at the existing ALSes. Our ALSes have been, especially the new ones. We had a really good campaign for a while there where we actually signed up a number of ALSes, and actually a number of them did not attend our calls. In our analysis, we have 51% of our ALSes that did not attend a call this year. That's a pretty

serious issue, so I'll talk about it in a minute on the webinar series.

In addition to that, in response to requests from Heidi, we created a fairly extensive list, month-by-month, of civil society events throughout the year so that we shared it this morning and we also talked about it today with Adam and JJS. I think we have a pretty good strategy for outreach.

Myself and Judith have been active with two organizations. One, the IGF-USA and ARIN. In fact, Joe and I just recently were at McGill and we had an enthusiastic class of students who actually learned a lot about ICANN and I had a chance to talk a little bit about NARALO as well. But it was a great networking session at ARIN. We have an MoU, as you all know, and we're still trying to build that stronger relationship with ARIN.

I'll turn it over to Judith.

GARTH BRUEN: Judith?

JUDITH HELLERSTEIN: Thanks so much, Glenn, for your leadership on this matter. We are also working out on trying to get more outreach and engagement and working on getting more people in the region

to be more engaged and to know about all the different working groups and all the different ways that they can engage.

One of the ways we're also trying increase engagement is to try to parcel out some tasks so that it will be an easy way for people to get engaged and finding smaller tasks to give to people so they can start engaging and to get involved because it's a bit overwhelming. When you first come in, you don't know where to go or what to do. So that's what we're going to try to do this time too as well as increase our outreach to different groups that are often disadvantaged.

GARTH BRUEN: Is that the complete summary?

GLENN MCKNIGHT: I believe Murray [inaudible].

GARTH BRUEN: Murray? Go ahead, Murray. If Murray could just let us know maybe via text when he is ready for comment.

MURRAY MCKERCHER: Sorry. I was muted. I'm here.

GARTH BRUEN: Okay, go ahead.

MURRAY MCKERCHER: Apologies. Thanks to staff for arranging the dial out. I'm not running a remote hub this session, so it's just me at the moment.

The only things that I was aware of on outreach topic were – I think Joe is on the call somewhere – the outreach in Canada at McGill and Ottawa and something planned for Toronto in November. But I haven't touched base with Joe as to exactly the nature and date of that event. So that's my report on outreach from Toronto. Thank you.

GARTH BRUEN: Thank you very much, Murray. I'm going to call for an intervention right now. We have Allen Grogan from Compliance with us. I understand he has a very busy schedule, and we don't want to keep him waiting. If staff could – could you set that timer for 12 minutes so we don't take up too much into NARALO time? Thank you. Or take up too much of Allen's time. I'm going to ask you a few questions, and then the rest of the region can follow up with their own questions if they want to. Thank you, Allen, for coming. Appreciate it. Appreciate you coming last minute.

ALLEN GROGAN: We're happy to, and if you want more than 12 minutes, feel free.

GARTH BRUEN: I know. I also have to allow time for our normal business, I mean, even though this is part of our normal business.

First of all, in terms of talking about ICANN's overall mission and statement stemming from the AoC and the CWG, consumer trust is a huge issue and this is part of the framework, and that actually goes into your mission statement as a department, if I'm not mistaken. In terms of engendering consumer trust and reaching out to the consumer, have you developed a consumer-centric presence on ICANN's website that is easy for consumers to navigate?

ALLEN GROGAN: I would say a couple of things in response to that. ICANN's mission is really the coordination of the addressing system for the Internet names and numbers and protocols. That is our primary function. That is what most of our resources are devoted to. As Fadi indicated in his opening remarks this morning, our mission statement is really at that logical layer. It's not at the level of content and commerce and so forth on the Internet. I think we need to be careful about not extending

ICANN’s remit beyond what’s authorized in our mission statement and our bylaws.

In terms of whether we’ve created an easily accessible consumer-oriented content on our website, we haven’t done so in Compliance. I frankly couldn’t tell you 100% of everything that’s on our website.

GARTH BRUEN: Thank you. Here’s my one problem with what you just said. Do you disagree that consumer trust is not part of your department’s mission statement? Is that what you’re saying?

ALLEN GROGAN: I’m talking about fundamentally what ICANN’s overall remit is.

GARTH BRUEN: Is consumer trust part of the Affirmation of Commitments as an obligation?

ALLEN GROGAN: It is mentioned, yes.

GARTH BRUEN: It’s mentioned. Is it part of the requirement for a valid transfer of authority as far as CCWG is concerned?

ALLEN GROGAN: I'm not involved in that part of this transition, so I don't really want to speak to that.

GARTH BRUEN: Okay, but can you speak to the fact that consumer trust is part of your mission statement as a department?

ALLEN GROGAN: It's not part of our mission statement as a department as far as I'm aware.

GARTH BRUEN: Okay. Alright, moving on. Have you ever met with the Better Business Bureau in the United States?

ALLEN GROGAN: Personally, no.

GARTH BRUEN: Have you ever met with the Canadian Consumers Union?

ALLEN GROGAN: No.

GARTH BRUEN: Have you ever met with the Coalition Against Online Abuse?

ALLEN GROGAN: I have to stop and think about what organization that is. I may have met with them.

GARTH BRUEN: Perhaps you can give us a list of different types of consumer groups that you've met with since you've been the head of Compliance.

ALLEN GROGAN: I've met with – it depends on how you define consumer groups. I've met with a number of regulatory agencies.

GARTH BRUEN: Regulatory agencies are not consumer groups. I'm talking about civilian groups.

ALLEN GROGAN: Regulatory agencies, a number of them are devoted to protecting consumers, so I think it depends on how you define your terms, right. The FDA would say they are protecting consumers.

GARTH BRUEN: Well, the FDA is a government body that's funded by the U.S. government. I'm talking about organizations that are privately dedicated to protecting consumers.

ALLEN GROGAN: I've met with a number of them. I've met with LegitScript who is involved in voluntary practices to try to combat abuse by rogue online pharmacies. I've met with CSIP, The Center for Safe Internet Pharmacies. I've met with, again, privately funded, I've met with several organizations that are involved in IP protection. Whether you consider that to be consumer protection or whether you consider that to be protection of business interests, I leave to you.

GARTH BRUEN: Well, the IPC and the business are stakeholder groups here. I'm talking about specifically from....

ALLEN GROGAN: The Coalition for Online Accountability, I believe, I've met with.

GARTH BRUEN: Okay.

ALLEN GROGAN: I've met with the MPAA. I don't know. Again, it depends on who you....

GARTH BRUEN: The Motion Picture Association?

ALLEN GROGAN: Yes.

GARTH BRUEN: That's an industry group. I'm talking about consumer groups. Okay. Fadi has boasted of this a number of times. You now are up to, is it, 25 staff members in the Compliance department?

ALLEN GROGAN: Yes.

GARTH BRUEN: Okay. How many of those staff members, now that your department has swelled, how many of those staff members are directly engaged in working with consumers addressing consumer issues?

ALLEN GROGAN: There's not a single staff member that's solely committed to that. I see Maguy stepping up. Do you want to address the question?

MAGUY SERAD: The Compliance staff members, as when Fadi announced Allen Grogan is becoming our Chief Compliance Officer, is that the department that reported to me will continue to report to me in that capacity and that Allen has taken on a role that oversees contractual compliance and safeguards. I'm not aware that Allen has consumer responsibilities in that aspect. But to answer the direct question from you, Garth, the Compliance department continues function as has always been.

GARTH BRUEN: Which means that you don't really have a direct consumer interface?

MAGUY SERAD: I'm not sure I understand the point you're trying to make with consumers. If you can clarify, I can try to address it.

GARTH BRUEN: What on ICANN's website would be accessible to an ordinary Internet user if they wanted to resolve an issue or report abuse?

ALLEN GROGAN: I can address that. We just recently posted a video that was produced with Maguy and other staff members that has had, actually, a huge number of hits – I could give you the statistics on that if you want to give me a minute – that explains what people need to do to report abuse and how to do that, and that was directed directly at consumers. That was a user-friendly tool to allow consumers to understand what ICANN Compliance does and how they can report issues.

GARTH BRUEN: That’s good to hear. I will watch the video. Of course, we’ve read the various blogs that you’ve posted. There have been three major blogs. Are there more than that since you’ve been Compliance director?

ALLEN GROGAN: I think three is correct.

GARTH BRUEN: Okay. I read these blogs in detail and, of course, they’ve been the source of a lot of discussion. You spent a lot of time talking about how ICANN is not the content police. We can’t tackle issues of blasphemy, of hate speech, pornography, etc. You go

into detail about how many of the complaints you receive are confusing, invalid. They don't have the right details. They're out of scope. And that seems to be the bulk of the discussion in these blogs.

So I actually took a look at the last Compliance report from the last quarter, and according to your own numbers, 96.7% of the compliance complaints are directly about contractual matters. The bulk of them are WHOIS inaccuracy and transfer issues. The abuse issues account for 0.7%. Given that the abuse statistics are really low in comparison to the direct contractual issues, why are you spending so much time with the rhetoric about consumers not understanding and not reporting things correctly?

ALLEN GROGAN:

The reason we're doing that is because we're getting a lot of requests from people within the community to address those questions. The WHOIS inaccuracy issues are fairly easy to deal with. We get a lot of complaints from various constituents within the ICANN community about the failure to address other matters, and one of the things that I wanted to raise in a dialogue with the community was whether those things are properly within our remit or whether they're outside the scope of our remit and whether those are within the scope of our

contractual enforcement abilities or whether they're outside the scope of our contractual enforcement abilities.

To the extent that they're outside the scope of our contractual enforcement abilities, I'm not saying we won't address them. I'm saying that the role that we play in addressing them may be different because if there's not a contract provision that's being breached, we are a contract compliance department. That's the scope of our ability to take any action is in response to a breach of a contract provision.

But I don't think we should absolve ourselves of our responsibility for helping others to find solutions to complex problems. That's one of the reasons that I've convened a session at this meeting to talk about voluntary practices which have been successfully employed in a variety of industries to address issues of abuse and illegal activity.

GARTH BRUEN:

Thank you. That's the extent of my questions. Is there anybody else from the region who would like to ask Mr. Grogan a question? No? If that's the case, we thank you for your time. Appreciate it.

ALLEN GROGAN:

Okay. Thank you.

JUDITH HELLERSTEIN: Wait.

GARTH BRUEN: Oh, what? Somebody has a remote question?

JUDITH HELLERSTEIN: No, but could you send us the title and location of the video because it wasn't obvious where it was. Thanks so much.

ALLEN GROGAN: Sure. Will do that.

GARTH BRUEN: Please, yeah, send it to the At-Large staff. Okay, next agenda item. Are we still back on outreach?

JUDITH HELLERSTEIN: Do you want to do the capacity building?

GARTH BRUEN: Yeah, let's talk about capacity building. Go ahead.

JUDITH HELLERSTEIN: We're on the section called Capacity Building Discussion: How to turn on "turned out" ALSes. One of the issues that we're finding out is that several of our ALSes have said they would like to engage and they are not really sure how to engage. I know staff has created a series of what they're calling "onboarding videos," webinars describing what the working groups are, how they're set up, how to get involved, which ones they can get involved in.

We'll be scheduling our sessions with the different ALSes so that they can get this information. Then also I've sent people information about other ALSes and what particular groups are open and not and how to get involved. We're always looking for more information and more people to get involved with. We will also, after that session probably, recirculate the list of how to get involved in a different group and also try to find some ways to get people engaged by doing smaller jobs.

One of our interesting things that we want to do a lot more work with ARIN who is our MoU. We are going to create a liaison position and have some of these smaller positions that we could then get people to become more active by taking on a small concrete task that won't take up that much time and then let them get more involved and hopefully more engaged.

Glenn, do you want to add anything?

GLENN MCKNIGHT:

Thanks. As Judith has mentioned, a number of us have attended the ARIN sessions. Darlene Thompson, Leah, myself, Evan. And we've always encouraged it to the NARALO members to take advantage of the fellowship program offered by ARIN. It works out that one from Canada, at least two from the United States, and some from the Caribbean, which ARIN's jurisdiction is slightly different than NARALO's. It includes all the English-speaking countries.

I've done some analysis of their fellowship program, and they're very similar to us. A lot of people don't carry and don't come back to another ARIN meeting and they don't really participate, don't become advisors. So there are some issues there, and so they're looking for solutions. In fact, they have a problem of finding enough people to fill the fellowship program. They have said they would be happy to do some kind of internship program.

Leah is a really ideal person from the San Francisco ISOC chapter, and she's very excited to be involved, as well, so we're working. We met with Richard Jimmerson and their CTO talking about how we can be more involved. Louie Lee also suggested a permanent person for every session from NARALO to be at the ARIN sessions, which is exciting. I think we moved a long way on our relationship with our RIRs, so that's pretty exciting.

If I can turn back information webinar series, it's not just formal webinars we want. Judith did some research by calling some of the ALSes and, my gosh, so many of them are overwhelmed when they go to the website. Where to go, how to find stuff out. We want an open-ended call so people can call in and whatever the question is we can try to answer them. We don't want to pre-subscribe what they should learn.

But the other thing is that we found a number, there's a long list of people who said they were in [prior] working groups, whether it's accessibility or technical task force. In reality, a really small handful show up. So one of the jobs we're doing is trying to educate them. One of the aspects which we forgot to mention is Eduardo's fantastic monthly newsletter. So I'm going to turn to Eduardo, so if he can talk about the newsletter.

EDUARDO DIAZ: The newsletter? What do you want to know about the newsletter?

GLENN MCKNIGHT: How great it is.

EDUARDO DIAZ: Oh, how great it is. Well, it is very great. I'm the one doing it. But anyhow, we're using Constant Content, and I think the first issue got like 30% hits, and I don't know the second one. No, the second one got about 30%. I don't know about the third one, how many. There are statistics that we can track to see if it's tracking, people are engaging and reading it.

This effort is mostly another channel to keep receiving in your e-mail something every month that might entice the region to look into what we are doing, and specifically to the NARALO. So that's why I look for information from the region and I try to put it there. I'm open to ideas. My expectation with the newsletter that it might take two years to get something that people will expect. This is not something that's going to happen from one next to the other one. I expect in the future that other people get involved in generating the content. Thank you.

GARTH BRUEN: Okay. Wonderful. Alright, what agenda item are we on now?

JUDITH HELLERSTEIN: CROPP. It's Glenn's CROPP [report].

GARTH BRUEN: Okay. CROPP report?

GLENN MCKNIGHT: Oh, my gosh. Yeah, the CROPP was due. Dev is the, I guess, chair of the CROPP program. Each of the RALOs had to produce an actual strategy, which is a fantastic idea. It wasn't done in the past. We produced a strategy with great feedback from Joe on the strategy itself. It has moved on too and it's approved. We have a number of CROPP trips.

Now, one of the things we're asking the community members if there's something that they're interested in, let us know. We did post it to the NARALO list. We did discuss it at two of our meetings, but I think we were dropping because of a timeline issue, to the South by Southwest?

JUDITH HELLERSTEIN: Well, what we put on our CROPP outreach strategy is just examples of similar types of programs that are having. We have more to put on, but we were just looking at some examples. This is what we did last year.

Our aim for the outreach strategy is that we want to look at some of the regions that we haven't gone, look at some of the areas we want to get new members on and sort of go look at these areas and how we can do it.

But we were also looking at figuring out where we can engage members and wanting to get members more involved. We have five trips, but we would like to have them done by different members of NARALO and not have any repeat customers.

Also, with the new civil society outreach that Chris and Jean-Jacques are doing, we may try to look at different other ways how we could more close partnerships because what we found in our past NARALO trips is that when we didn't have a close engagement with ICANN staff, the trips did not get as high an engagement.

One of the successes we've had with NTEN is that we were able to get panel slots and we were able to get other people from ICANN on panels. Similarly, a success we had in IEEE is that our CROPP attendee was get on the panel. So that's also, for the larger conferences, that is harder to do as those are done over a year in advance.

So we're looking at maybe looking at smaller tech conferences in smaller areas where we could partner with others and go out to another group who we haven't gone out to. So we're talking to different other groups that we haven't gone to and seeing more about their conferences and where we can get involved.

Some of the areas that we're looking into are the disadvantaged areas where it's an accessibility or technology conference

geared at that or other areas where nonprofit technology or we've done engineering.

We're looking at maybe also doing a youth and trying to get a tech and IT and some of the great stuff that Glenn has been doing getting kids involved with Maker Faires and other things that we can get more different people. So we're going to be sort of expanding our group from what these are, trying to figure out what's the best way, and maybe working closely also with Chris' staff and with Jean-Jacques Sahel to get a more comprehensive looking at where we can do an engagement.

But we're off to a later start this year because of the strategy, the new rules of putting a strategy document and having that approved, losing a couple months of time in the run up this year for that.

GARTH BRUEN:

Thank you. I'm glad that Joe Catapano and Chris Mondini are here. I received some grumbles from my membership, especially our Canadian members, that there wasn't a coordination between your tours of Canada and the local ALSes. The local ALSes in Canada felt that they should have been informed and the region should have been informed of the outreach tour that you folks were involved in. I was wondering if either of you had a minute to just talk about that.

CHRIS MONDINI:

Hi. I certainly would like to coordinate better with the ALSes and will do so going forward. There's a community outreach calendar. I don't know that it's updated in real time. And quite frankly, with regard to Canada, specifically our appearances there, we've had the idea of coming to Canada and then it takes months for things to gel. I certainly think that we could keep you better informed as those things are gelling.

Sometimes I think we say, "Oh, I think we'd like to do something three months hence," and then you don't hear from us for two months because we might still be scrambling to make that happen. But getting your help to make it happen and make it gel I think is part of the point that you're trying to make. So if you can certainly bring the numbers, find the venues, find the co-hosts, find the sponsors, all of these things are very welcome and we'll lean on you and update you more aggressively going forward.

GARTH BRUEN:

Thank you, Chris. Seriously, I think that our membership would love the ability to engage with ICANN staff locally if they appear locally. This is very important. So if you're going anywhere in our region – and I can't speak for the other regions, but I imagine they would feel the same way – we've got to know about it.

Just as a curious question: who were you meeting with when these events took place if it wasn't At-Large?

CHRIS MONDINI: The visits to Canada have mostly been attendance at various [iStar] technical organization groups, and also there was the CIRA organized event that was in Ottawa. I think there were actually two. One was the Canadian Internet Forum, and Joe appeared at that. I was in Vancouver at IETF. We've been showing up at conferences, the technical conferences and then the other two were CIRA.

GARTH BRUEN: I think we can help point you in the right direction, especially in terms of meeting with groups who might not otherwise be on your radar, so definitely keep us in the loop.

Okay, we also have GSE Event Calendar. Who would like to cover that?

UNIDENTIFIED FEMALE: I think we just did that.

GARTH BRUEN: Oh, you already did this one?

GLENN MCKNIGHT: In the last two days, we've been discussing the document. This is a document that was also presented this morning. The second half of the document was largely what all of us contributed, all four of us. What's really important with that is I think the stuff that Eduardo has put in because it really is seminal stuff leading up to the ICANN Puerto Rico. So I really want lean on Eduardo to talk about the series of events that he suggested.

EDUARDO DIAZ: I had a meeting with Chris and Joe about that. Basically, we were celebrating the Internet Day the 29th. I was in a meeting for the people there. We were doing the technical stuff. The idea there is to get momentum going.

In fact, we're going to talk a little bit about the ecosystem. We're going to talk about ISOC and ICANN and all this ecosystem in that meeting for half an hour or 45 minutes. I don't remember how much it is.

So we can start talking about what ICANN is and ISOC is. Most people in Puerto Rico, and I guess many places, they don't know what ICANN is. So the idea is that we have all these events toward motivating people to get into ICANN meeting by the [end of] next year. But we want to get the people there knowing what

ICANN is and what ISOC is and the IETF and ARIN. They know what ARIN means.

The first thing we're doing is this and then in January inviting Chris and Joe and some people from ISOC to go to this meeting where a bunch of university presidents are going to be there to talk, and we want them to hear about ICANN and ISOC, the same thing but in more detail.

The idea there is that once they learn about this, we want to have a way of [inaudible] with the other ALS, we want to go and use that connection to go to these universities because we want to go down to the students' level and try to make sure that these [people], we keep them learning about ICANN and ISOC.

We have a general assembly of our Internet Society membership in May, but there are a couple more events that are happening in the summer. One is called Virtual Educa, which is an academic convention. And there is one that is going to happen with the regional telecommunications in the Caribbean and in Puerto Rico. It's called the CANTO. I don't know if you know about that organization. It has to do with telecommunications and the regulators. So we plan to join those there.

And from the summer all the way to the end of ICANN, then we want to have a couple seminars to get people to keep talking about this but [inaudible]. That's the idea. Maybe might change.

JUDITH HELLERSTEIN: We've also been meeting with Jeff Dunn and Lauren Allison, the staff on the new generation, because right now because of the way the fellowship is structured by focusing on countries that meet certain World Bank criteria, we are unable to get a lot of new people who are just starting out to get involved. One of the ways we're focusing on is ICANN's new program for new generation, which is focusing on the ICANN events in the region and looking at the local university students and doing some outreach to them and then bringing 15 of them to an ICANN meeting. We are working with them on that.

And then also, Eduardo's going to talk about some of the ideas he had. Since the event is going to be in Puerto Rico and there's a large university there, it would be a great opportunity to get more of those students get involved. We saw how great that was when we were in Singapore for the showcase when several of these university students did a display and traveled over a day to come and learn at ICANN and how great an experience it was for them. And we hope to have the same kind of experience in Puerto Rico for the university. So I'll give Eduardo a few minutes to talk about that.

EDUARDO DIAZ: The idea is my objective is to gather about 200 of these people, not only students but on the technical professional side, too. I might be getting less; I might be getting more. I don't know. But the idea is that this program of the next generation is already structured.

And I'm not thinking about doing it in the next generation as such, but the structure that they use might help to put something together because you bring these people there and then do what? So we need to think about that. I don't know if it was with you or you. You were talking about ambassadors or hosts to the [inaudible] people. I'm not thinking about bringing these people one day. I want them to come every day. In Puerto Rico, you just take a car and get there. It doesn't cost money.

GLENN MCKNIGHT: If you have a car.

EDUARDO DIAZ: Well, everybody has a car. Sometimes they have five cars, so don't worry. They will get there. There is no cost because there are no hotels to stay or anything like that. The meeting is free, so there is a motivation to go there and meet people. Cost-wise, I don't think it's going to cost that much, and the idea is to bring people through the whole week. I don't know if they're going to

be able to do it the whole week, but I'm pretty sure some people will do that. So that's what I have in mind. Thank you.

GARTH BRUEN: Okay. Do we need to discuss the working group participation?

JUDITH HELLERSTEIN: No, but do you want to discuss elections, Glenn?

GARTH BRUEN: Elections also was an agenda item. Do we need to talk about that? Okay. I was wondering if I could get Timothy Denton to just introduce himself very briefly on the record. He's one of our newest members, and we just want to know more about him. Thank you.

TIMOTHY DENTON: What did I know, and when did I want to know it? Anyway, hi. I'm Tim Denton. I'm, I guess, originally a lawyer by background. Before that, philosophy and political science in university. I started in government and had a long career in various – from telecommunications moving gradually into Internet-related stuff. First got to ICANN in 1999 with the registrars constituency. Did two years of ICANN and then business led away back to Canada.

I was a federal regulator in the telecom and broadcasting at the CRTC, and I'm now out. The term ends. And here I am by the usual occult and unknown to me processes of how you get anywhere. But I have been around this water hole in various times and places and have been for a long time a big fan of how the Internet does things as opposed to how the ITU does things.

I suppose finally I should say that for the last six years during my time at the CRTC, I was also elected to the Board of the American Registry of Internet Numbers, and I'm now on my third term there. I'm also chairman of Canada's Internet Society. So I've got a lot of business cards. That's about it. Thank you, Garth.

GARTH BRUEN:

Thank you, Timothy. Well, it's good. I think that your background is going to be useful here. You were an attorney for the registrars constituency?

TIMOTHY DENTON:

No. I was working for Tucows, the Toronto registrar, and at one point I was secretary of the registrars constituency here during my time working for Tucows. I still have maintained good relations with Tucows over the years, and they have occasionally made interventions before the CRTC in telecom matters.

GARTH BRUEN: Okay. Great. I think that this will add a useful perspective to the region.

Before we go to Any Other Business, I want to enter something into the transcript, and I'm sorry I didn't have it in front of me while Allen Grogan was here, but this is the official contractual compliance mission statement from an ICANN document. "Contracts are enforced through contractual compliance. The mission is to preserve the security, stability, and resiliency of the domain name system and to promote consumer trust through prevention, transparency, and enforcement." Okay, I just wanted that to be part of the record.

Now, on to Any Other Business. Does anybody from the region have any other items to discuss? Anybody on the remote chat have any items? Anything, staff, coming in from remotely?

JUDITH HELLERSTEIN: We can talk about the captioning [program].

GARTH BRUEN: Okay, Judith would like to talk about the captioning. This is a very, very important program. Thank you.

JUDITH HELLERSTEIN: As you probably have heard me talk about this other times, we are starting in the next month or so a captioning pilot to make our meetings and our virtual meetings more accessible, not only to people with accessibility needs but also to people whose native language is not English and to people with limited bandwidth. Within the U.S., that is also a lot of our areas that are in the remote rural areas of the country and also on the Native American or First Canadian reservations who want to go in. Last year, we had a couple of them were trying to get more involved, and so we want to make them a place to be more engaged within the U.S.

I have flyers that talk about “by connecting the world and making it more accessible, we can make sure the Internet is available to all.” It has a captioning section at the back, some basic information that can be found on our page. But look at the criteria. We would love to have as many people suggest working groups or meetings that they would like captioned, and let us know.

GARTH BRUEN: Thank you, Judith. The Accessibility Working Group meeting is tomorrow in the morning, or is it Wednesday?

JUDITH HELLERSTEIN: It's tomorrow morning at 9:45.

GARTH BRUEN: Thank you. Glenn, you have your hand up, please.

GLENN MCKNIGHT: Yeah, this has been an initiative jointly, Technical Taskforce and Accessibility. I'd like to thank staff for the generosity of printing the cards. I produced them first with the wrong colors. So there are official colors with ICANN. So if you do this sort of thing in the future, make sure you find out first what the color schemes and font and things are, but as a whole it's great to have the cards.

In addition, we also produced a Technical Taskforce newsletter. Every ICANN meeting, we produce one on tips. Everything from how to buy a local SIM card, local transportation. We did it electronically to all the ALAC members, and also we have paper copies that, courtesy of Silvia, she was able to print those. We thank you, Eduardo, for doing the translation into Spanish, and Sebastien did it in French, which is great.

GARTH BRUEN: Alright. I have one suggestion for any future cards is that we consider putting in a QR or barcode that a blind person could

hold up to the card and it would describe what was on the card for them.

GLENN MCKNIGHT: Excellent idea, especially captioning [inaudible].

GARTH BRUEN: Thank you for this great work. It's very, very important. Thank you so much.

GLENN MCKNIGHT: I should have thought of that.

JUDITH HELLERSTEIN: We did think about the QR code we could have done, but the braille cards would have made it too expensive for this right now for getting it through. That would be something in the future what we will think about. But that would be a great idea. I think the QR code will be good.

GARTH BRUEN: Thank you so much. Any other business? Any other items to be entered into the NARALO record?

[TIMOTHY DENTON]: I wish to thank the chairman for the brevity of the meeting and the pointedness of the discussion. Thank you.

GARTH BRUEN: You're welcome. This is how I always do it.

[TIMOTHY DENTON]: That's why I'm thanking you.

GARTH BRUEN: Okay. Meeting is adjourned. Thank you so much.

[END OF TRANSCRIPTION]