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>> Hi it's Cheryl. I will be in shortly.

>> SEBASTIEN BACHOLLET: Good morning, everyone. This is Sebastien speaking. Sorry for the late arrival. I hope the sound is okay. It is a bit early this morning. But I just sent a very short presentation to staff. I hope that they can find it and we will be able to start the call.

If you agree we will start the recording, please. Captioning is working. Okay. Great. Once again hello everyone. Sorry for my late arrival and I hope that we will have the presentation, the screen. But anyhow, the agenda is the same as usual. We will take roll call from the room and we will just -- but just do where we are with review both with the survey and with the interview and when we can expect to have a first inputs from Debra and Phil. That's the agenda. Maybe Lars, you can tell us from your side where we are and then after that we can ask Phil and Debra to give us some inputs. Lars, please.

>> LARS HOFFMANN: Thanks Sebastien. This is Lars speaking. I am going to give a brief from our side. We were informed by Debra and Phil that they closed the survey on

Friday. I'm sure they will talk about it. And we are going to have a meeting with them tomorrow. Assess something or continue conversation today about timetable and take it from there and keep you informed of what's going on.

>> SEBASTIEN BACHOLLET: Thank you, Lars. Phil or Debra, who wants to tell us where you are and give us some information on both the survey that you closed and the interview, yeah, where you are. Please go ahead.

>> DEBRA RUSSELL: Thank you. And hello everyone. We were pleased with the response to the survey. We got in excess of 80 responses that we can use where at least one substantive question was answered. In some cases the substantive question was were you aware of the Ombudsman office and the answer is no and that means that none of the rest of the questions can be answered. Virtually all the survey responses that we are going to use have got that reply or have that the -- they have answered that particular question. There is just a couple where they haven't answered that question but they have provided information about whether or not they have had a complaint or a matter arising in relation to ICANN and their participation in the community. And so where they have provided that as a sort of substantive response then obviously we would use that survey response as well. So as I said just over 80 responses. There are two non-English responses that will need to be translated. They are both in Spanish and we will talk to Lars about the process of getting those translated tomorrow. We didn't put in place arrangements for translation until we saw what non English responses we got. We offered the opportunity to respond in languages such as one of the Chinese languages, probably Mandarin and I can't remember now. But we didn't have anyone who responded in that language. It was only as I said in Spanish that -- so we will just have to arrange translation of those and that will be done in a way that is confidential to Phil and myself.

So of those survey responses there is about 30 respondents who had some issue in relation to their participation in ICANN and I think there is 23 and we will do a rough tally. There is about 23 that have taken the matter to the Ombudsman office and that's a really good response and that's quite a bit high from memory when in the case of the first Ombudsman that did the survey of the ICANN community and that's not surprising given that more time has elapsed. So, you know, we are pretty happy with the responses and we did run passed Lars just a bit of a profile of the survey respondents and using some categorizations that he has helped us with. And, you know, Lars hasn't indicated there is any problem in terms of coverage of the community. So, you know, that all looks pretty good. I think we are got somebody

in virtually all the categories, possibly the one exception would be the root survey system activity advisory Committee, I don't think that anybody responded from that group. But apart from that, you know, we have covered off on the sort of categories and we have got -- we do have -- some responses where no affiliation was indicated. So there are probably people with -- may have an affiliation that didn't disclose it. But it is also possible that they were just -- they are fairly new to the community and if so that seems a good thing. So the next step now that we have closed that is to actually analyze the responses and so we will be proceeding to that straight away and, you know, seeing what we can learn, you know, from the responses. And that will obviously be a very, very important input in to our report and ultimately our recommendations.

In relation to interviews, we haven't done a lot of interviews since we last spoke, since the last subteam meeting. I think the one from -- the one extra interview that we have done since then is with ICANN legal counsel which is very useful. We had quite a long telephone meeting with them with John and with Sam. We had met with Sam in person in Copenhagen. So this is a more in-depth sort of exploration of some of the issues and the models and the -- and how the Ombudsman office fits in with other complaints avenues and all that sort of thing. So that was tremendously useful. In terms of drafting the report, we are hoping to have a draft in the next sort of two to three weeks. We have done the reading that we need to do for that. We have done the field work. It is really a case of, you know, getting the factoring in the survey and doing that analysis piece and then really thinking through what all that means and what our recommendations might be. So Phil, is there anything that I haven't covered? Anything that you would like to add to all of that?

>> PHIL KHOURY: No, I think no, that's all the news we have today, I think.

>> SEBASTIEN BACHOLLET: Okay. Go ahead.

>> Sebastien?

>> SEBASTIEN BACHOLLET: Yes.

>> Sebastien, can you hear me?

>> SEBASTIEN BACHOLLET: I can hear you. Can you hear me?

>> Yes, I can. Sorry to interrupt but I'm -- this is Asha. I'm not on the Adobe so I can't put my hand up. I couldn't hear very clearly. I'm in a very loud place. I wanted to ask two questions if I may.

>> SEBASTIEN BACHOLLET: Go ahead.

>> Asha: So thank you for -- to our consultant for that excellent summary. I just wanted to clarify, I heard you correctly, did you say you had over 80 responses and did you say

about a third of them you had some interaction or had some -- something to do with the Ombudsman office in the past?

>> DEBRA RUSSELL: Yes, that's right. Yes. So there were well more than 80 who actually opened the survey and scrolled through it. But couldn't, you know, presumably decided that they didn't have the experience to respond. So that's over 80 responses that we can actually use because they provided us with response to substantive questions other than just some profile information about them themselves. And yes, I said 23 have had some interaction with the Ombudsman's office. So that's I suppose a bit more than a quarter, a bit less than a third.

>> Asha: Okay. And then if I may just two short follow-up questions. So it wasn't a third. Was it less than a third. Do you feel that's enough of a mass of information to be able to come to conclusions? Because you would need responses would be more valid if those people who are answering them have actually had something to do with Ombudsman office. Do you feel you have enough material or do you think you would like to collect more survey responses? I just want to get the feel from you on that.

>> DEBRA RUSSELL: No, I think we have got enough. It is not statistically valid. But when you put that together with our interviews and many of the interviews -- the interviewees had had some -- has had direct contact with the Ombudsman's office and if you also put that together with our discussions with Herb and the fact that he showed us, you know, we looked through about 10 or 12 matters with him. So together I think, you know, with all of that looking at complaints ourselves and talking to Herb and looking at the survey, I think we are pretty well placed. I don't think having the survey open longer is not going to add to our knowledge. The responses have fallen off in the last few days. The number of people have opened the survey and scrolled through it and decided it is not for them. I don't think that we would gain much. It would be a delay if we were to keep the survey open for another week or two. And we feel that we have got enough, you know, to broad upon that we do have a pretty good sense of, you know, the range of perspectives within the community and, you know, if you compare it to the survey that was done, you know, by the first Ombudsman I think we have got a fair bit. And we are not best asking about how was your satisfactory experience with your Ombudsman office. We are also interested in awareness, that sort of accessibility issue. Are you aware of the Ombudsman's office in problems that you have in the future. Responses from those who haven't had direct contact with the Ombudsman's office is still valuable and many of them gave views about what was important to them about this an Ombudsman's office. So granted that they haven't actually had contact but, you know, they may well have had

contact with other Ombudsman in other organizations. So they can express views about what they are looking for from an Ombudsman's office.

>> Asha: Thank you for that. I am glad to hear that reassuring comments and actually I agree with you, a response rate of over 80 is excellent. I am pleased to hear that. Thank you so much and I will go on mute because I'm in a very loud and noisy place. Thank you.

>> SEBASTIEN BACHOLLET: Thank you Asha for your questions and input. And thank you Debra for your answers. Do we have other participants who would like to -- yes, Avri. Just English and two in Spanish. But only English and Spanish responded to. And yes, I am a little bit disappointed that not other community languages community take the opportunity to use this. But, you know, maybe a part of this is that they took French or Chinese or Arabic questionnaire and they use automatic tool in English and that's the reason I am sure we get some Spanish responded was that one of our member of this group do a specific outreach to at large member in Spanish to the original at large organization of Latin America and Caribbean and it is maybe one of the explanations. I have tried to do the same with the French community but not with very much success. Using the French translation.

>> DEBRA RUSSELL: And we are mapping respondents against the part of the world that they come from and let me show you that we have got quite good geographical coverage. We have people from a range of countries, there, China, Japan, people from the Middle East, from European countries. Quite a lot of people from sort of the Latin American Caribbean countries. You know, Australia, so we have got pretty good geographical coverage. As you say people may have used both the translation of questions in to their own language to help them respond in English and they may have translated their responses. They may have had, you know, enough of a grasp of English together with the translated questions to feel comfortable about responding in English.

>> SEBASTIEN BACHOLLET: Thank you Avri for your inputs and question and thank you Lars on the chat and Debra on the call to answer those questions. Any other inputs, questions you would like to raise? Okay.

I think we are done with the main issue of this call. Let's go to calendar. And I would like to discuss with you when we will be -- we will have our next call because I don't think that during the time that review will write the report. There is any need for a meeting. Maybe I will wait until tomorrow after the call between staff and Debra and Phil to know where they are with the -- with the possible publication of the report. But my

feeling hearing that you will need two or three weeks and then you will publish it we will need a few days to digest it. Read it before we discuss it. My feeling is that our next meeting will be at the end of this month and not before. But let me have your inputs on that if you wish. And wait for final decision after the call and the inputs that they will be able to give me tomorrow both staff and the reviewers.

>> CHERYL LANGDON-ORR: Cheryl here. I apologize, I have awful connectivity problems today. I am actually in the room. But anything I am typing is still on live stream and not going through to yours. I agree with you Sebastien. I think probably at the end of the month is an appropriate time to have our next meeting. But obviously that will be subject to the specific dates and times of delivery. But I was also very pleased with the respondents and their distribution. Thanks.

>> SEBASTIEN BACHOLLET: Thank you Cheryl for your inputs and yeah, my suggestion is that we firmly have a meeting at 30th of May but we will leave possibility to have one week before if things are going quick enough and we have something to discuss. But until we see the report I don't think we need to have a call. But -- yeah, let's be sure that we have one at the end of the month and that deadline we want everyone to keep in mind. And with input of call tomorrow we finalize the schedule for the next call.

Any other inputs, questions on the calendar? Is it okay for you?

>> PHIL KHOURY: It is Phil Khoury. Just to say I think the real choices are between the 23rd and the 30th, those two weeks. I would ask people not to empty their diary yet. We will get back to you.

>> SEBASTIEN BACHOLLET: Yes, Phil. I get your point. We will leave those two -- and I will consider the next two weeks. But even though I am sure that you will do the best to have the document maybe ready before the 22, the time that we get the report by you and we all as a group have time to read it, and to be able to interact with you, we need some days because we have other things to do in our life. And sometimes for non-English speaker it takes a little bit longer to read a document. But okay. Let's leave the 22 and 30 and we will finalize if we keep the 22 on our -- in the next few days, few days. Thank you, Phil.

Lars, are you okay with that?

>> LARS HOFFMANN: Yes, I'm on mute and yes, I'm okay with that. Thank you.

>> SEBASTIEN BACHOLLET: Okay. Thank you. Okay. Any other comments? I guess when I see that Cheryl is typing you have told us what you wanted to type. And I'm sorry that Adobe

Connect is not working well for you on the chat side today.
Yeah, Cheryl.

>> CHERYL LANGDON-ORR: Yes. Definitely Sebastien. I'm not seeing my typing going through and I think it is my Internet and not the Adobe Connect. Because it is showing red in the connectivity part of the AC. So oh, well, Gremlins.

>> SEBASTIEN BACHOLLET: Thank you Cheryl. Any other question or comment on that? If not, let's go to any other business. Any one of you have any other business you want to raise now? Okay. Thank you very much. And thank you very much for all who participated to this call. Middle of the night for some and very early for me this morning. And just to let you know I was late, a little late because yesterday was a birthday of my wife and I spent a little time to have some party and I almost forget about this call but I was there and that's not too bad. Okay. Take care. Talk to you --

>> Thank you Sebastien.

>> CHERYL LANGDON-ORR: Thanks everyone. Bye for now.

>> Thank you Debra and thank you Phil and thank you Sebastien.

>> SEBASTIEN BACHOLLET: Bye-bye. Take care. Talk to you soon. This call is adjourned. We can stop the recording.
Bye-bye.

(Call concluded at 12:26 a.m. CST)

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