
SAN JUAN – Cross-Community Committee on Accessibility
Sunday, March 11, 2018 – 17:00 to 18:00 AST
ICANN61 | San Juan, Puerto Rico

CHERYL LANGDON-ORR: I recognize some staff members available here at the moment, I'm sorry I didn't bring my card with me, but I'll hold my little Cheryl Langdon-Orr up here so you can read my name. I want to thank, as usual, the time taken here at these ICANN meeting face-to-face gatherings for especially the ICANN staff who come, and usually, traditionally share with us where they are in terms of making accessibility part of the average thinking, the process, the mental checklist that goes on every single time you're looking at new projects and new opportunities. At this particular time of ICANN's life and budgetary processes, I want to recognize that, of course, we know that tough choices often have to be made and as tough choices are being made, we'd like to think at least those of you, if not at this table who have an interest in what goes on, at least up until now at this table, will be thinking that there is a value proposition in ensuring greater accessibility in the work we do for ICANN to minimize barriers for participation. Whether they are through physical ability, whether they are through bandwidth, whether it is through language, whatever it is, I believe, if I may and you can indulge me, over the last few years of our meetings we've come a long

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way on, just raising the awareness. I am hoping that the audio conference will be set up shortly, because I am expecting, for example, Ginella to probably join us, but if she is unable to join us she did send a message to the [inaudible]. Heidi, you've got some update for me?

HEIDI: Yes, this is Heidi. Gisella is in the AC and I believe we are recording.

CHERYL LANGDON-ORR: Thank you. Welcome Ginella, we only just managed to see the fact that the AC room was open, so glad to see you there. I was going to say, if needs be, I was going to read to the record what you had sent to the list. But now if we can just test the audio, can you just test your audio please Ginella, so we know we've got you on the audio bridge? It doesn't appear to be the case, so let's keep trying to get the audio bridge. I am also not seeing the transcript going up, but it might just be the size of the pod, perhaps it is, I am hopeful that it is, because I know Judith and others have tried... ah perfect, thank you very much, it makes me feel better... have tried very hard to make sure that's the type of facility that we do have available. Today's slightly unusual agenda, and I want to recognize a few other people who have joined. We've got Greg, we've got Alfredo, and we've got Glenn,

have joined us amongst. Please Daniel, join us at the table, unless you're planning on putting a knife in my back, but that's crowded at the moment. If you could join us, that would be terrific. The purposes of today's meeting is a little bit different to the ones we've held in recent times. I do hope most of you are aware of this, because it is what was advertised in the agenda space for what's going on at today's meeting. Normally, we'd be looking at how work is progressing, where we can assist you as a resource, which is what we're designed to be, a cross-community committee, a resource for you. Subject matter experts, people who have had particular experiences in areas of accessibility, and I know for example that Lawrence made great use of Ginella and other people's expertise in some of the web work and the web accessibility work that we've done.

Recognizing all of that as history, it has been questioned now whether or not we have a continued purpose. So, I am needing to tend to the apologies of Alan Greenberg, who is the chair of the at-large advisory committee, Alan is going to join us, if indeed, the committee that's meeting on the... the cross-community committee that's meeting on auction funds, it finishes early, and if we're still going, but it is the ALAC and at-large that sponsors this cross-community committee, so we don't have a chartering organization, we don't have... but someone has to pick up the tab for transcripts and staff, and

these rooms that we use, and that comes under the auspices of the ALAC. So ALAC has recently received questions and complaints about the validity of our ongoing purpose, Greg for example, has certainly said, whilst he hasn't been able to recently be, terribly actively involved in our regular face-to-face meetings, if there isn't a regular lot of meeting activity, indeed, why continue. I think it is time for us to look at that very carefully. Before we had however, taken that further with the ALAC, we certainly had a number of exchanges on the email list where why we were meeting only in face-to-face was questioned, and if we are going to have a continued purpose we would also be needing to look at how we continue. This agenda is a little bit different because we're not doing what I would like to think we should be doing, which is reviewing where we are on the work to progress what we all want to do, which is raising the awareness of accessibility. We are not going to be looking at what we could, thank you very much, what we should be having now at this particular meeting, and that's looking at furthering where we are on the second stage of the staff survey, the work that Diane had done previously, and where we left that last was having identified from that staff survey that we had quite a low level of awareness and understanding and thought about accessibility issues. Two or three of our members were identified to work with Diane and come up with a next gen of questions, that hasn't actually proceeded as far as it should, for a number

of reasons, but that is where we should be. We should be picking that up and taking that further, we won't unfortunately be doing that today, but that's work that doesn't have to be done through the auspices of this committee. That's work that now, you staff are aware of and very well continue, and regardless of the outcome of today's work, I would like to think and I suspect Ginella would agree, and we'll do an audio test shortly with you Ginella, should continue, because that's a very important thing, to do that follow up, has there been an increase.

Ginella, now I filibustered for a fair amount of time, can we just check that you are able to be heard on the audio bridge please?

GINELLA OUTSPRING: Hello Cheryl, can you hear me.

CHERYL LANGDON-ORR: Perfectly, and it's nice to hear your voice, thanks very much Ginella. With that, there's probably not a lot of purpose if we're doing a normal round robin, around the table. What I would ask you to do is, when you start an intervention, please do identify yourself, and to a very limited extent why you are in this room, normally we say what is your interest and commitment in furthering accessibility, well let's just cut it as short as we can this time. With that, introduce yourself as each of you do an

intervention. I am going to open the floor now for the next 10, perhaps 15 minutes, for a no longer than 2 or 3 maximum, 2 minute preferably, set of statements or interventions from anyone who wishes to speak on the question of the continuing fitness and purpose of this cross community committee. Recognizing please, ladies and gentlemen, that we have no control over the continuation or otherwise, the ALAC does. So, all we can do, because this is actually the second meeting on this matter, because a couple of members demanded a pre-ICANN 61 teleconference, and 4 of them attended in addition to Alan serving as chair, I count myself amongst that 4 by the way, and so this question has been put once. This is almost a second reading, but it is one we have to go ahead with. Ginella, seeing as you've got the disadvantage of being the remote participant, I'd like to give you 2-3 minutes to do a very quick intro on yourself and say, anything you would like to oon the question of, what sort of advice we should be giving to the at-large advisory committee on the continued purpose and work of this cross-community committee. Over to you Ginella.

GINELLA OUTSPRING: Thank you very much Cheryl, this is Ginella Outspring for the record. I do need to provide a bit of background. I've been working in the disability field for over 25 years, and joining ICANN, a few years ago, I was very excited about the at-large

accessibility taskforce and had a fair bit to do with that coming into play. As I sent around to the mailing list, I built up some objectives and suggested actions to do. Now I realize that the at-large accessibility taskforce has moved to the cross-community committee on accessibility, and their focus has probably changed a little bit but that shouldn't take away from the need for a significant amount of work. ICANN has worked very diligently on making new websites accessible and the survey. I do believe though, that certainly staff can continue the work of the survey and getting an upto date of where ICANN is in regard to accessibility, but from the initial survey results it was very clear that there was a lot of work to be done, and if there was a staff member, or a champion within ICANN that was focused on accessibility, fantastic. I don't know or think there is such a person, and as such, then it seems to me that having a cross community committee is valuable to work with staff to ensure that ICANN is an accessible organization for everyone. So, I put in a couple of suggestions for work to move forward, and that was certainly to do with updating the survey. I noted that there is a new inter-cultural awareness training happening, which sounds really exciting, and as it so happens they rejected some actions I suggested a number of years ago, included having a disability awareness toolkit to be developed and training to be provided. It seems that that could still be a possibility, so again another piece of work to be done, certainly in ICANN learn, to

look at disability and web accessibility training, and of course, ensuring that ICANN is accessible to all participants. If they have a disability or not. We are talking about physical meetings and online. There are some examples of the work to be done, where the cross-community committee could really help, guide, and work with staff to make that happen. Thank you.

CHERYL LANGDON-ORR: Thank you Ginella, just the 30 seconds over the 3 minute mark. Greg over to you.

GREG SHATAN: Thank you, Greg Shatan for the record. My interest here is both professional and personal. Professionally I am a lawyer and private practice technology and intellectual property lawyer, for about the last 5 or 6 years, I've been practising increasingly in the area of web accessibility, assisting companies and learning what their obligations and responsibilities are, helping them to develop good internal business cases, so that they get buy in. Helping them find good technology partners, to work on this. I originally got into this just doing compliance for companies that wanted to be compliant. In the last 2 years, the United States has been in a litigation boom and not by disability advocates but by the plaintiff's bar, which finds some way they can sue people and make money. Nonetheless in sense it's a good cause, but

literally in New York we have almost... one day we had 10 cases filed, in one day against different companies, insisting they were in violation with the Americans with disabilities act. That was a class action and there were all sorts of damages that should be paid over, and all sorts of things. I won't get into that but even though I am defending the companies, my defence is let's get your website accessible, let's figure out how to do it and we'll tell why to do it, get the litigation out of the way. Personally, my brother in law has [inaudible] and while he was, he drove once when he could see that well, and for many years it's a declining disease and now he is virtually, completely blind and at the age of 50 plus learning braille, because his ability to read type, finally gave up the ghost and audio books are only so much. In any case, that's why it's personally important to me, and ICANN should be a shining light in this regard, and it isn't. I think the group is needed to shine that light, and I think this group is vitally important to be that group, until as you say, there is a champion within ICANN, and there should be an accessibility officer, there should be a web accessibility officer that it's increasingly becoming a job description in the US, indeed only a week after Harvard and MIT were sued, Princeton advertised for one, oddly enough. So, I think... so, just to make what has now become a long story, short, I am committed to this committee, and I want to see it, not just survive but thrive and drive a culture of accessibility and awareness of accessibility, because

accessibility and disability tends to be put in the shadows by many, and it needs to be brought out and people need to understand why it's so important, and there can't be one internet for everybody but the disabled, and there can't be one ICANN for everybody but the disabled. Thank you.

CHERYL LANGDON-ORR: Thank you Greg. I will continue to go around the room. It's Cheryl Langdon-Orr for the record. I would like to ask you, so do you think this committee hasn't made inroads in raising awareness? Do you think this committee has been unsuccessful in doing this? Does this committee need to make entirely different approaches?

GREG SHATAN: I would say that the committee has been through a number of phases, I think initially it was very active and engaged, both with itself and with ICANN. More lately the committee has seem to have gone into a certain quiet phase, meeting much less, mailing list going much quieter, membership being much less engaged. I think what it needs is a shot in the arm and the ability to move forward. The committee has a great platform to build on and we just need to keep building.

CHERYL LANGDON-ORR: While we go round we may have time to come back, but I guess my question is, who are we trying to influence? I am the cripple trying to influence you the advocate, because to be honest, we can do that over a bar and don't have to meet weekly to do that. Or, are we trying to have influence with the people, with the projects, with the funds, with the plans, and with the ability to make the change. We'll come back in a minute.

GREG SHATAN: The second one.

CHERYL LANGDON-ORR: I'd have thought so. Glenn.

GLENN: I will circle around on the same question that you've asked Greg. A little bit of background. Long before being involved with ICANN, I've been involved with [inaudible] members, and there's two committee I am particularly active in, one is called [inaudible] sight, and the humanitarian activities committee. Both are committed to providing funding and support to open source OER solutions and humanitarian technology and many of the solutions they've come up, which are free and open source software solutions is working with the special needs community. That gives me a real practical, hands on experience working

internationally. In terms of my experience with ICANN, it goes back to prior to this committee working in, and Greg alluded to it, the W3C and the WAG 2.0 feedback and two revisions on the ICANN websites to make them accessible, because they were not. So we worked with Laura [inaudible] and so there was funding available and there was a lot of changes. One of the things as the former chair and now secretariat, and Judith will allude to it as well, we were the first RALO that had organizations that were dealing with the special needs, we have [inaudible] and we had ISOC special needs, which were ALSes with our group. Unfortunately, they're no longer with us, they're very inactive and we have to go through the ALS decertification, but it's still a priority. I did help, at the early stages with Ginella on the survey, on the culture of accessibility. You are absolutely right, when they sent the survey out we got back, don't know, don't know, don't know. It was kind of sad. Just moving forward on my notes too quickly. Just as a side bar, and Greg alluded to it as well. The ADA is an opportunity for some people, so I did a number of presentations which I'll share with this group, and those who are not Americans, you will not understand anything I am going to say. There is something called a haunt industry, you guys all know it, about a month before halloween, they do these wonderful huge activities, JC, and everyone else. There's 30,000 haunts, so I used to do presentations for hauntcon and midwest haunters convention. These are not haunted houses, these are

scare fests, and so we did a number of presentations to educate the people that ran these events to avoid the blood sucking lawyers that were going after the... I am not looking at you Greg, there is a fantastic site I have on haunt accessibility, and we were educating people that to make the haunt, so it didn't feel like it was suddenly ADA compliant, the experience was great. So, going back to the last thing, I know I have to accelerate. Yeah, we need to go back and recoup the momentum we had at the first, I think it's dropped down and I think we need to get the awareness out there. I think there's a lot of people out there interested in this committee, I just think that it has just dropped off, especially in the past year.

CHERYL LANGDON-ORR: Thank you very much. If you don't mind, Judith, can I go to you now. Thanks.

JUDITH HELLERSTEIN: Hi, it's Judith Hellerstein for the record. I did agree, I work with Glenn and Ginella on the survey and I think what we got when we first made the... and it's like what I've done with what we're now calling the RTT, real time transcription, is first step is making people aware. I remember when we first gave the presentation, Diane, was like, thank you for letting us know about these things, we hadn't thought about these. It caused us

to think, how do we make ICANN more accessible community. The same thing with the real time transcription, when we first brought it to some of the working groups as part of our pilot, they were like, thanks, this is so helpful, because we can't get engaged, either we have limited bandwidth, or we have English not as a native language and we want to get engaged more in ICANN but we're having these stumbling boxes. So, this is one of the things, and also we are attracting as he says, we are rebuilding within ISOC the special needs group which is called... the special interest group going by A11Y, because [inaudible] has a... there's a pod in the, I guess law. But we've gotten a lot of groups that are from different parts of the world and we worked together on an agreed upon time and they are very interested, now that we've gotten them engaged, of where can I go in ICANN, and I would love to get pod in this. They are interested also, in I know they couldn't make some of the meetings because of the time wise, but they are very interested in getting involved and continuing this work on cultural awareness, because there's a great need of increasing cultural awareness. It's like the interpreter started as people needed the language to get engaged, English was not. Real time transcriptions is the same thing, other different awarenesses to make people aware of these challenges and not putting these stumbling blocks in front of people who are trying to get involved and there's a lot of work still to be done in this issue, in awareness, which can't...

with our technology issues, so they don't fall under either the technology taskforce or some other areas. Some of these can be falling on there, they are technology issues, but others are cultural awareness issues, increase engagement and they are not falling on those [inaudible] some people may want a different avenue to work on, there's a lot of work still to be done in this community as we get more video centric in making sure that captioning and as applications are, some of them put in a screen that people screen readers can't see because it's not... it's proprietary text technology [inaudible] screen readers. We need to make everyone aware of these issues.

CHERYL LANGDON-ORR: Thanks Judith, arguably some of that assistive and enabling technology, is technology task force business, very clearly and the bread and butter of the people who are working with the budgets to do that. Daniel, can I ask you, would you like to take 2 or 3 minutes, or are you observing here? It's up to you.

DANIEL: Daniel for the record, member of AFRALO. One thing is that I have been following the different discussions, especially technology task force, especially on accessibility, and I would like to say that when it comes to the real time captioning, it really draws attention to discussion, in that every time you read

a statement, you get to understand it deeper and deeper. I think this is a plus. Back to the work that I do, especially with indigenous communities, the ability to understand content on the website is key to me, and also with the way the layout of the content is, on the ICANN website, also on the confluence, does not provide real time links. I find that in case I want information, I have to go and begin searching, which gives me at least, so there is need to ratifying the way information is accessed. Usability, simplicity, and also I like the illustrations that are used. The illustrations division [inaudible] and I think the need to trigger our thinking on how we communicate content. Thank you.

CHERYL LANGDON-ORR: Thank you very much Daniel. Antonio, could you give us a couple of minutes. Thanks.

ALFREDO: This is Alfredo for the record and I just want to show my screen. I don't have real life transcription because it doesn't work in IOS, but my live example of not having accessibility.

CHERYL LANGDON-ORR: Just for hiatus here and for the record, it is a known people and certainly not just for your IOS.

JUDITH HELLERSTEIN: This is also why we sent out the real time text link, because people with iPads to be able to see it, they have to have that. We are very much aware of it, and so is our good friends in the corner, Sarah [inaudible] who manages the Adobe Connect, she's definitely aware of this.

UNKNOWN SPEAKER: Can I also say that... and this is just an announcement. On Tuesday 8:30 in the morning in the dot PR booth, we're going to receive a donation of some, a hundred hearing aids from someone, from... yes. It's going to donate it so we can use them here in Puerto Rico. Thank you.

CHERYL LANGDON-ORR: That's absolutely wonderful news and good luck with that inspiring other useful donations. I wasn't trying to minimize the importance of the unsupported content, I were just trying to say, like many of the things I've heard, these are things we've discussed in this committee from memory every time we've met for the last 5 times, so it's not new news and maybe because we know about this, Sarah does realize it's a challenge for her to eventually try and get we, Android and IOS users to be able to use it, and yeah, if it's unmade, such as the link, but if you're

running an Adobe room, and you're trying to run the link, you can't do both on even a tablet device. There's no point for me as chair to have anymore than a stopwatch running in front of me, because I just can't move through those screens and try and keep up with the captioning as well. If it's integrated it does help, and I should have said Cheryl for the record. I want to go just for a second, and just because Donna wasn't in when we started to frame what we were doing, and just say what we're doing is spending 2 or 3 minutes to answer the question on our individual perspective of the purpose and possible continuing purpose for this committee. Over to you, microphone on either side.

UNKNOWN SPEAKER: Hi, and [inaudible] for the record. I was just behind the listening. We can go into the technical details of Adobe and as a geek, technical detail I do that in an awesome excellent way for long period of time, but what I see is that we have an awesome momentum going, there's a lot of people who are beginning to meet more often, who are inspired to work more on accessibility, and I think that should be our primary focus to let the volunteers go forward with their work and get a lot of things done next year. To answer the question, whether the accessibility work is a cross-community accessibility work continues as this committee, or if it continues as a new group. It

doesn't matter much to me personally as a volunteer and a geek again, so yeah, I would like to see active meetings and active participation and voices heard, things done and how do we decide to do it. I will be very happy to be part of it.

CHERYL LANGDON-ORR: Thank you [inaudible]. For those of you who don't know [inaudible]. He's the ICANN [inaudible] and he would just like to make a short comment.

UNKNOWN SPEAKER: Yes, thank you Cheryl. [inaudible] for the record. I'm the ombudsman with ICANN and there are a lot of working groups within ICANN, some of them come to my attention through the work I do through the agenda that I support and the people that I meet. To be quite honest, probably a year ago, I may have known that there was an accessibility working group, but it was not something that I had really thought about. So I took the opportunity today to drop in. There has been discussion about the future of the group, and what I would like to express is that my office fully supports the concept and the theory and the ideas behind anything that makes ICANN a better place, more accessible, more diverse, more inclusive, and though I don't get very many complaints, or the office in the past has not received very many complaints about accessibility, there have been some

and I would very much like to participate in the future of the work that this group is doing and I would also potentially see this group as a channel for any issues that come to my office, to be able to address them properly rather than just chasing somebody from ICANN and saying somebody can't get up on the sidewalk or there's issues with the screens, they're not clear at the back, or something like that. Those complaints do come to my office from time to time as people don't know who to address them to. I am actually kind of a little bit excited to be able to participate today with you folks, and hope that the work you've done in the past and the work you continue to do in the future is something that I can actually participate with and maybe come to you when issues pop up, I would be able to come to you folks with those problems or concerns that people have so that they can be properly addressed, rather than me just filing them away as a complaint about somebody, who unfortunately their disability has led them to an issue that they haven't been able to overcome. Thank you for the opportunity to speak and I wish you all the best of luck and I look forward to seeing you at the next meeting and maybe participating in some of your future calls. Thank you.

CHERYL LANGDON-ORR: Thanks very much [inaudible]. It's interesting who is one of the reasons the face-to-face meetings were regularly held as just

open meetings, was to allow for people who were having challenges to feel they had a safe place to come and raise their issues, and that's where we've had a number of ah-ha moments, I think, around the table, certainly staff have had... oh, I haven't heard that. Glad we know, now we can do something about that. So, it's good that your office can make good use, and regardless of course, there's a few recognizable faces and expertizes now recognized, so even if the ALAC did choose to discontinue this committee, you probably can rely on [inaudible] of subject matter experts, I guess, that could be called upon should you, as ombuds or any of the other staff, staff projects, and event planning and potential review of beta testing of things, should that come to pass, that I don't think all is lost, is what I'm suggesting is the case. Couple of things I've heard here, and there was a little bit of going back over where we were, and that's important because we've been through a number of despite some lack of evidence in our website, through a number of projects that have definitely made a difference and Ginella, I want to thank you again for your message to the list just reminding us all of those things. Some of the stuff here too is not just the success of the captioning, and the captioning is important for a number of people who are not necessarily overtly identified with challenges and accessibility, but rather linguistic is an issue for them, their English is not their first language, or bandwidth is an issue. You just can't get the audio

stream working effectively. The real time captioning is an important feature but again, we all recognize it would be good if it wasn't unsupported content. The idea of having champion is a well practised one in a number of organizations and probably something that we should have as a future discussion point, but the cultural awareness is a currently focused on and will be focused on topic for ICANN, and if you will indulge me, I want to give Heidi a couple of minutes to bring us up to speed on what is happening with cultural awareness, and what I'll say before I hand over to Heidi, is if she can perhaps channel some of ICANN learn with that as a resource, not so much as an existing platform that is aggressively looking for content and opportunity to put things up, that is there, we don't have to make that happen but we do need to utilize it. I am also keen to remind you all that the work in diversity is about to start as well, and the diversity implementation, out of the recommendations from work stream 2, is another opportunity for us to make those changes as well. Heidi, over to you.

HEIDI:

Thank you very much Cheryl. This is Heidi. Perfect timing because the academy working group held their meeting, which again most of the time only meet at ICANN meetings, and they held that this morning and they agreed that the intercultural awareness course will begin using ICANN learn much more

often. I wanted to just let you know that the intercultural awareness course is from the ICANN academy, it is directed by them and it is a very much community driven cross-community committee, just like this one, and it's their third program, the ICANN academy working group has also, they also have the leadership program that is now in it's, I think fifth year. They have the chairing skills program that will have its second iteration at ICANN 63, and then the intercultural awareness course, held a very successful first pilot in Abu Dhabi, full house, packed house, and the feedback from that was very positive, they did ask that it would be extended, so we are going to now for ICANN 63, there will be a full day program for the intercultural awareness course, on that last day, on that Friday of the AGM, which is a development and outreach day. This time the work team, that is a cross regional work team of the ICANN academy will be working to develop content on ICANN learn. Again, this is not just written material, it's also podcasts, possibly videos etc, so multiple ways for people to access that. Thank you Cheryl.

CHERYL LANGDON-ORR: Thank you Heidi, and again this is all the boats are rising with the same tide. We are seeing a normalization of what we keep quoting, the ex chair, the prior chair of the ICANN board who simply said, why are you even doing this Cheryl? Shouldn't it just

be in the DNA of everything we do. Yeah. That's a great objective, but we do have to... or we're trying to make sure we can help that happen. Couple of action items which are carry over from previous meetings, and that is the work to go on with the survey part 2. Just to remind the volunteers who desire to be more active that you are able in the past to work with Diane on this, Diane is now leaving our organization so we will need to find someone else to take up that mantle, and when we work out who that is, we'll make sure, if this committee is continuing, that the people who put their hand up before, or had their hand put up, you may have been [inaudible], we'll reaffirm your interest to assist in that and I'm assuming that, you know, the same people will put their hands up again, but they may not wish to, and that they'll be able to work directly, intersessionally, with the, whoever it is who is taking this over from Diane. Greg please, over to you. Just a reminder, we've got about 10 minutes before we need to wrap up our call.

GREG SHATAN:

One of the things I've learned doing web accessibility, professionally from a legal standpoint, and I also have a twitter feed, at webaccess law by the way. It's not in the DNA, which is exactly why it's so easy to sue companies for being in violation of web accessibility standards, because it's not in the DNA. I have a little speech that I give, the IT manager doesn't know

about it, the web developer either doesn't know about it or doesn't like it because it cramps their style, the [inaudible] if somebody is in charge of accessibility they're primarily dealing with physical barrier issues and employee issues, and not with the website, and marketing which is often nominally in charge of the website doesn't even know about any of the technical stuff, so it gets... the general counsel, you know, or the legal team, doesn't really follow this either. So it falls right in the middle of a bunch of different peoples laps, which means it falls to the ground. It needs focus, relentlessness and continued awareness, because it's too easy to sweep away, I'm not even... we need to be kind of a central clearing house, because yes, there is technology task force, yes there is diversity, they probably can pick out 3 or 4 other things which would relate to the accessibility issue, but just as with all those laps, if we don't keep in mind and help them keep in mind what's going on and provide kind of like a clearing house, coordinating, cheerleading, aspect it will get lost. I don't know that the diversity group considered disability diversity as much as they should have, as opposed to other things. I think this is a very necessary group, I would be disappointed if ALAC didn't continue to support it as I think it is in many ways an end user issue, and also one of those things where ALAC has to be a bit of the conscious of the rest of ICANN.

CHERYL LANGDON-ORR: Thank you Greg and I'm sure that was part of the motivation for ALAC, when they agreed to continue it on, in its current form. I will mention to you, because Alan hasn't arrived, and I did offer his apologies temporarily, that he is taking this, and his leadership team are taking the call to close this committee, and there has been a call to close this committee, and that's business they are going to deal with, whether we like it or not, we just get to make some recommendations to them, I hope. I'm hearing very positive things from today's group, and that can be reflected in those recommendations. Whether they take any notice of those recommendations, again, is out of our control. But Alan has reached out and was happy for me to share with you, he's reached out to a number of key staff in ICANN and asked for a full, frank, and fearless review on how useful we've been, how much of a nuisance we've been, are we being heard, do you sit under your desks and hum loudly, and close your eyes everytime our name is mentioned. That type of conversation, because you can meet weekly, you can have the most amazing meeting metrics, and still be not listened to, it is the effectiveness of our voice that we are interested in, and it's the effectiveness of the voice that Alan's been asking about. I don't know what he's hearing back, right, that's not my place to know what he's hearing back, but I do know, he asked me to say, he's

asking, and he's getting answers, and he will be sharing that with the decision making process to go on. If the staff around this table hasn't been tapped on the shoulder yet, so please don't hide under your desk when he does come your way. If you could let our staff know, because Alan wants to catch up with you all, alright. I'm acting as an advocate here for him to get real information back to help the ALAC make its decision. With that, the next point will be... sorry who's the hand? Daniel. Sorry Daniel go ahead.

DANIEL:

Daniel for the record. I just want to, for the groups purposes, when Greg mentioned about testing the performance, web accessibility of the ICANN website, I did just a very quick rapid test here on the ICANN dot org website and there is also, really so terrible. Let me just walk through them. That's 24 for performance, progressive web app 45, accessibility 77, but the worst of it all is the performance being at 24. The best process, 75, and 78 for search engine optimization. So, this brings to our attention that there's a little bit more work that has got to get done on accessibility. Thank you.

CHERYL LANGDON-ORR:

Can you turn your mic off? Thank you very much Daniel and Laura has worked with external consultants as well, but it's a

rolling thing as well. There's different parts of it that get addressed at different times. I am not trying to speak to her project but I do know that not everything gets the magic brush at the same time. I've got her next, is there anyone else other than [inaudible]? Ah, OK. We've been trying, if you can just forgive me for a moment [inaudible], I promise. We've been trying for most of this meeting to get [inaudible] connected, and because we do have [inaudible] connected, it would be nice if we can have an intervention from him, if he wishes to make it. Ginella do you want to have a second, you have your hand raised, perfectly timed, I must be psyched. Ginella very briefly over to you.

GINELLA OUTSPRING:

Thank you Cheryl, Ginella Outspring for the record. Just wanted to follow up from what Greg had to say. Mainstream mean of accessibility is fantastic, we want to see that, we wanted to be in the DNA, but until it is, and it is far from it, we need to have a committee where all of these issues are focused, and then from there committee members can stream up, and participate in the other relevant committees to make sure that accessibility is included where it needs to be. That's the value of a committee such as this. Thank you.

CHERYL LANGDON-ORR: Thank you very much and I can report that [inaudible] doesn't wish to take the floor, but we're delighted that staff have worked so hard to make sure that he can be properly connected. [inaudible] over to you.

UNKNOWN SPEAKER: [inaudible] for the record. Now that we meet face-to-face and whilst we as a committee has met only two times, I understand there hasn't been [inaudible] of this work of this committee before, this meeting, so now that I actually see you, can we have a show of hands, who would be interested in meeting more often than 2 times a year. So about half, and... yeah. There's staff, alright, yeah, so... like most of us.

CHERYL LANGDON-ORR: Thank you [inaudible] of course, the poll is...

UNKNOWN SPEAKER: Sorry, my question is... now that we have met and we have expressed a clear desire for more active work, and for more regular, and regular and more frequent meetings, would it be OK to arrange?

CHERYL LANGDON-ORR: I have absolutely no idea [inaudible], my name is Cheryl Langdon-Orr, I am currently the ALAC appointed chair of this committee, however, the ALAC is currently deciding if there is a future or purpose for this committee, we have met now to consider what we can advise them, that is very much up to them. I cannot give you an answer to that question.

UNKNOWN SPEAKER: If you wanted input on whether to continue or not, shall we just have a show of hands, do we continue? Do we continue with more frequent meetings and then we can see how the majority of people see it, it will be more clear.

CHERYL LANGDON-ORR: OK. The show of hands you just had, we observed. Would the people who put their hand up before in the answer to [inaudible] question care to put their hand up again, so we can just record you. Thank you. I hope staff's managed that extremely long list, to be accurately recorded a second time. Is there anything else you would like us to do?

UNKNOWN SPEAKER: What I meant was if we are not to have more frequent meetings and if we are to continue with only 2 meetings, and there's no

work in between, who would like to still continue this committee?

CHERYL LANGDON-ORR: Again, if we can get back to... Greg please go ahead, and Daniel, and we have got to finish our meeting supposedly in 5 minutes, so please be brief. Greg.

GREG SHATAN: One minute timer. What I wanted to say that is personally the last few years I've been very involved in a lot of other projects and leadership of another constituency group, I've left that and I'm also wrapping up my, [inaudible] job, so I've also joined the board of ISOC New York, so I am gradually mutating into an at-large person and so I want to elevate this committee on my list of important to do's, so whatever I can do to make this committee active and effective, and relentless in bringing in accessibility culture and technology into ICANN, if I am looking for something to do in, as an at-large person, I would be very happy to make this one kind of my top thing. Thanks.

CHERYL LANGDON-ORR: Good to hear. Our next speaker is Daniel.

DANIEL: Daniel for the record. This is interesting but it's said that this is one of the working groups that is said to be voted against. But, I think we should not also dispute the work that is being done by the technology task force, because if this happens I think we can consult the work of accessibility and put it into the technology taskforce and create a small subset to strictly discuss the issue of accessibility, since it is a technology issue. Also, I am very happy that I think I can work with Greg on this, since I have, at least, a technology background. Thank you.

CHERYL LANGDON-ORR: Thank you Daniel, and I think most of us have recognized, it has certainly been discussed in the meetings we've held over the last few years, and whilst the meeting records are poorly recorded, the transcripts, every word we say is searchable and is available. But, we do recognize that not all accessibility issues are technology issues, so a group swaith could be treated that way, and maybe should be treated that way, but that would leave some, for example, the questions that our ombuds office may have, which is not technologically curable I guess, to head up. We are at the top of the hour, minus 3. Go ahead, please [inaudible].

UNKNOWN SPEAKER: Alright, and while ALAC is deciding how to proceed with this group, and we are still functional until they decide, there is still work to be done, so can we convene more often before that happens, and do you have a possibility to meet more often, and if not shall we appoint a co-chair for instance, who has the time, perhaps anyone willing to take it on. I would be very happy to just get on with accessibility things, thank you.

CHERYL LANGDON-ORR: Thank you [inaudible] and we've heard your opinion on the desirability of frequency. We've heard here today that people would like to be active, and I guess I need to ask Alan, what it is we need to do next, because I could suggest we meet every week for the following 6 weeks. But whether or not that is going to be supported by the ALAC, without him here, I cannot answer. You can preach to the converted, if you want, and get the answer that is predictably yes, but whether or not we can make that happen. I can't guarantee. So, let's look at our next steps, which is what we should be doing in the last few minutes. Daniel, your hand is still up. Thank you. That is, let's take the same poll question that we started today to the list again, noting to our list that it gives our list an opportunity to, if they didn't have time last time to respond, to respond this time. We can add the poll question on frequency of meetings to the list, if you so desire. We will at this stage, ask the ALAC if they can get back to us in a

timely fashion with what their plans and intentions are, and report back to our list, if not a meeting, what are we now? We are at the... pretty much close, halfway through March, no later than early to mid April, if that suits them. Am I getting thumbs up, yeah? I'm just trying to give them a frame to work with, so that will give some sort of limiting there. Glenn go ahead.

GLENN:

I have my miniature name tag up but... now what the hell was I going to say. 1, 2, 3, 4 from NARALO, what we're under-represented here from the other RALOs, so we need to make sure that we outreach to those other RALOs on either telling them the benefits, but you know, the outreach and engagement we have 2 people per call, you know it's designated, so we clearly need and thank you that you're here, but where's the other people from the other RALOs? That's one of my observations, and it's been consistent, we just haven't had, besides yourself, you're well represented as well.

CHERYL LANGDON-ORR:

Ginella is here from AP.

JUDITH HELLERSTEIN:

This is Judith Hellerstein for the record. We would have a lot more people here if there wasn't a conflict with the CCWG

auction proceeds, which is at the same time and drawing a lot more people, and some of our people. I know I am trying to follow both on things, so it's... I think that this... people who are here is not necessarily a reflection of what their interests are. They may be more interested in one or the other, but that is not something that I think we do have a lot of interest, from APRALO, and from others as can be seen in when we did the RTT, they were very interested. In fact APRALO was one of the most ones who kept asking for real time transcription on their webinars.

CHERYL LANGDON-ORR:

Thank you. Right. So, this is if we don't count staff, one of the smallest turn ups that we've had in our face-to-face meetings for the record. Right. If we don't count staff, this is the smallest number we've had of people who are just interested members of the community, so yes the competition aspect is one that is possibly an issue. We have a very small action item list to go, some questions to go out to the list which may go out as a surveymonkey, some feedback with the ALAC and at request that we look at an early to mid April timeline, on them getting back to us, and with that. I am not sure what other business we can actually conduct today, because we're in this bizarre situation of a call to close, and not being able to deal with the call to close. Is there anyone who wanted to make any final

comments, Ginella, would you like to make a final comment at all?

GINELLA OUTSPRING: Thanks Cheryl, this is Ginella. It's a bit hard to make any final comments, I think most of it's been said. I just think that there is such great possibilities to continue the work that I really hope that we can do that, and if it hadn't been for this committee and the previous one, and Judith's hard work with Glenn, we wouldn't have all this real time text, transcription that we have now. OK, it's a technology issue, there are many non technology issues that we've already mentioned, that I've mentioned and there is a great need for this group. Thank you.

CHERYL LANGDON-ORR: Thanks Ginella. Is there anyone else who desperately wished to make a closing statement today, if not, let's draw a line under today's activities. I think especially the ICANN staff who have been influenced, and do think about accessibility issues. I would argue Greg, a higher than average level, because if you use the benchmark of some of the companies you were describing and compared it to ICANN now, I think you'd find there's a big gap between those two, so credit where credit is due, they have drunk the kool aid, and I would like to think we've had a small

effect on making a palatable, if not actually friendly and fun at times.

UNKNOWN SPEAKER: I do too, I would just like to keep on serving kool aid.

CHERYL LANGDON-ORR: Alright ladies and gentlemen, we may not have the results that some of you want but we'll get there eventually. Thank you one and all, thanks to the tech team, thank you [inaudible] for joining in, thanks Ginella, and bye for now.

[END OF TRANSCRIPTION]