
HYDERABAD – At-Large NARALO: A Year in Review
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GLENN MCKNIGHT: Okay.

JUDITH HELLERSTEIN: So, as you know, we've said before the Tribal Ambassadors with the Special Budget Request that was submitted by one of our ALSes, Native Public Media, it was funded for two Ambassadors to come and attend this meeting. And the goal was to get them a taste of – in previous time the Fellowship was not open to people from developed country despite their being low income and below poverty line in many of the... and [meeting] all the other ones restrictions for Fellowship.

Now, we have two Tribal Ambassadors. We work closely with Janice in the Fellowship department to model a process similar to this, so that one make sure that we were keeping the same process because our goal was to integrate this Fellowship into the main Fellowship program.

So as a result, we created an application. We then sent out the application and try to recruit many people to – and try to get why the representation and we've had about four or five candidates that sent in their application. We then had created a

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Cross-Community Team with people from NARALO as staff and people from the Fellowship office to review the applications.

The applications were rated and then the members decided on the ratings result of the applications. We would be selecting, two of those were selected as Ambassadors. And then Janice included them in the e-mails and the mailings that she sent out to the rest of the fellows. And so, that's what was the goal here.

And, hopefully, they have a great experience. We look forward to reading their reports that they write. And I think I'll turn it back over to Glenn who's going to talk about the changes in the Fellowship so that other people can apply now.

GLENN MCKNIGHT: Yes, thank you, Judith. I like to welcome Joe Catapano as well and that means we have equal representation of staff versus the NARALO members.

UNIDENTIFIED MALE: Great support.

GLENN MCKNIGHT: Great support. We never complained about that.
So let me just state that we will be talking about the Fellowship program later in the slides.

General Assembly Planning – I don't want to complain but I will. I found it really difficult and, Judith, you probably did as well. We couldn't find really any detailed information on the planning for the General Assemblies we've had for NARALO in the past.

But we're trying to – and I'm going through the slides – the processes that we're putting in place so that future General Assemblies can actually replicate or use our tools. We're using project management tools like Trello. We're trying to get public or membership buy-in in terms of being involved with lightning talks and being involved with double process so that future General Assemblies can be less difficult to find out who organized them.

Like the one in Toronto that was organized I believe by Garth, I can't see anything, the one in LA is zero and the one that was at the ATLAS II sort of was integrated with ATLAS II but really I don't see any real documentation. So, as an innovation, we have a direct page to the General Assemblies and we've asked people to volunteer.

Next thing is E Brochure and links. The E Brochure is different than a regular brochure because it's clickable, it's online so that when people click on the Adobe Reader, they can actually go to the links throughout the brochure that's in a draft form. It's in the hands of Communications.

Mail Card is not completed yet. We've had some versions that will be – Mail Cards are little postcards and they're much more focused on a message that's targeted to people from a sales point of view.

Next, Survey of Membership's key interests – and I'll get to it a little bit later. But just like the other RALOs, we did a quick survey. This survey was sent out when the big survey was done, the At-Large Review survey, which considering that it got buried with that. It looks like we welcome [Misseur] Louis Houle. Now, that means there's more RALO membership than staff, so we're doing well. We're doing well. Great. Thank you.

Yeah, the survey, I'll allude to it in a minute. One of the innovations we've had for our community is French translation, each of our calls. So that is actually available not in this room right now, I'm sorry. But remotely, we have our NARALO calls translated.

Good day, sir. Chris, welcome. We have [Even Stevens] again. We have as much staff as ALS membership here. So, it's nice to see everybody here. I almost feel like it's the Cubs versus the Cleveland Indians, and we're down to the... Well, that was a phenomenal game.

And by the way, John was sitting beside me and he was following the game. I think it was Monday of the last week. And

he was just ecstatic. He is a guy who is from Chicago. He's [inaudible] the curses left at – are we carrying on?

And last thing is based on our interim report in Helsinki, community members said, "What happened after CROPP trips? What was the follow-up? What was the results? What are the metrics?" So one of the other innovations we put in place is a CROPP follow-up, so that's a [form].

Next one.

Senior Eduardo Diaz, ALS from Puerto Rico, ISOC DC. His ALSes is extremely vibrant. They're doing some really amazing stuff. And for the record, we are so disappointed that we're here not because we don't love India. It's that he and Alfredo and other people did such a great job doing the outreach leading up to the ICANN Puerto Rico. And, if you have a chance to chat to him, we were looking so forward to some serious outreach but I'm sure we'll go back to Puerto Rico one day.

So, this is a guy that has done an amazing job. We're using the tool Constant Contact for monthly newsletters. It's jam-packed with lots of images. What you see in the right-hand side is the group of people that were at ARIN. You will see Alfredo Calderon, which is next to the ARIN staff on my right, the second person. And Leah Symekher is right next to him and she's ISOC San Francisco. So we –

JUDITH HELLERSTEIN: And Susannah Gray [inaudible] ISOC San Francisco.

GLENN MCKNIGHT: Yes, she is. She's what?

JUDITH HELLERSTEIN: And also, next to Leah is Susannah Gray who's also ISOC San Francisco Bay. And so, we have many different ALS chapters who came together at the ARIN meeting.

GLENN MCKNIGHT: But for the record, the only person that was sponsored by CROPP was Leah, the rest were fellows. And we constantly tell people that the Fellowship is available and that to please take advantage of it. And the Fellowship has expanded: five from Canada, five from the U.S. and five from the Caribbean, which is fantastic.

And I think because this relationship with Puerto Rico as a protector at our territory, I think they get it as a Caribbean representative but there's 15 fellowships that are available.

What's important is when we talk about the General Assembly, that the work that we're doing with ARIN has been consistent

and we've nurtured this relationship over the last number of ARIN Meetings.

Next slide, please.

So our Election Results, just reiterating, we had 97% turnout.

Next slide.

So, coming into this year myself as Chair, Judith as Vice Chair and Secretariat, Alan has a two-year term as ALAC representative, Eduardo who we just saw a second ago is term limited. He's gone one more year. Garth Bruen is our ALAC member but he's not here. Dr. John Laprise is his substitute just like baseball for this meeting. But I have asked Garth what his plans are. I believe he is going to continue as the rep for his duration but I'll keep on [him].

Outgoing is Tim Denton and I'm sorry, I thought Sayer who was going to be here but I did see him earlier today but he is our replacement. Let me give this guy a shout. This guy has been amazing. He's been coming to our calls immediately. He's made a really good effort to try to start to get to know us. So that's a nice thing because in the past, some of these people appointed through NomCom have been a bit more detached.

Next, please.

So, that's what he looks like. If you see him floating around, he's a pretty amazing guy. He's really quite a smart dude. He's with the regulator.

JUDITH HELLERSTEIN: And great on the drums.

GLENN MCKNIGHT: And apparently, very good at the drums. Now, there was a party last night, Judith told me I could not go to it because the last time I went to that party, I was drunk. So she says I was [forbidden] to actually play the drums. Well, I don't remember that and it's all up [inaudible].

Next slide.

So, our Inreach Strategy, our attendance records, starting off the year, I have to emphasize that what we did is we're not the largest RALO but we had a lot of maybe disinterested or not active ALSes.

So, at the beginning of the year, we had less than sterling attendance rates and participation and working groups and stuff, so we've worked that through. And now, we're getting sometimes up to 33 people on the call and that exceeds even our number of ALSes.

So, we've had over the last ten months 131 people attending our calls with the membership and visitors 194. I think we've really moved and engaged our community, we're well making a strong effort. Some of our efforts also is to very low key greet and meet so that people who... And that hasn't worked out very well because even though we've tried a number of times for them to come onto that meet and greet and what I've done alternatively is someone who I thought would be on that call, I just wound them up. I have free feeling in North America. I just wound them up. So, what is your interest? What can I help you with?

Like for example, the Consumers Council of Canada Howard Deane, not the Howard Dean but Howard Deane. He's going to join the new gTLD Working Group. So, I really make an effort to find what their real interest is and target that to get them engaged.

JUDITH HELLERSTEIN: Also, what he also left out is that besides targeting, we also call up and we directly e-mail and offer to answer any questions by any of them having. Because oftentimes, people are so busy and they want to come to these things but the schedule conflicts the last minute changes.

So what is flexible on that? As you said about that – and we also work on trying to answer questions and help provide staff

support in other areas besides the meet and greet. We also did a question or answer sessions for the elections.

So, we had asked them, people submit the questions ahead of time and then also followed up with them, and we had a very good turnout on those and it helps people, which led to I think the high turnout. And the only reason we didn't have 100% is that one of the ALSes who's later decertified for being closed is the only one who didn't vote in the elections.

GLENN MCKNIGHT:

I see a comment from Gordon online but I'm not sure what he means. I guess I said something that – he says, "A new take on diversity?" I've asked him to clarify that. I'm not sure what he means by that. I must have said something that worked his interest.

Next one.

So this is quickly 26 current ALSes, two new ones association of Internet users take a bow. John's group is based out of Chicago and the other one is ISOC North Carolina, which was showcased on our last call.

In red is the new unaffiliated members that have come on board. We were the first RALO to sort of adapt the idea of unaffiliated in

this. This is a direct result of our outreach campaign with CROPP. So, all those seven new people are as a result of CROPP.

Gordon, did you want to say something? Nope. Next one. Hi, [inaudible]. I'm not sure on your status. Are you a member or a staff?

UNIDENTIFIED MALE: [Inaudible].

GLENN MCKNIGHT: So you're neutral. You're just a pitch hitter.

UNIDENTIFIED FEMALE: [Inaudible].

GLENN MCKNIGHT: Sorry?

UNIDENTIFIED FEMALE: [Inaudible].

GLENN MCKNIGHT: So, you're non [inaudible]. We're just trying to make sure this baseball team is [Even Stevens].

Next slide, please.

So, just to give you an update from the beginning, what we did is we went back to the people who didn't vote, who didn't participate, who were inactive for a number of reasons and a lot of these organizations are out of business. They're not a not-for-profit any longer.

Darlene Thompson, the NCAP program, which was the part of the TeleCommunities Canada, it was an \$18 million program shut down, gone. Web405, the same thing, Manitoba E-Association, when the funding dried up, they went elsewhere. So, Michael Miranda's group, excellent individual but again, not active. Online News, same thing, Emerging Futures, same thing. And Robert Guerra was from a [inaudible] focused elsewhere.

JUDITH HELLERSTEIN: That's SSAC.

GLENN MCKNIGHT: SSAC that's correct. We did some interventions. We've held some phone calls with ISOC Disabled and Special Needs with Mark Urban to get him more involved. We have a step-by-step process. We just don't automatically kick him out. We really try to do interventions. But we do have warning letters out to

OpenMedia, which is a BC Canadian VIBUG and Randy Glass of American At-Large.

Next one.

I just want to mention Darlene Thompson. She was the Secretariat for – oh my Heidi, what seven, eight years?

JUDITH HELLERSTEIN: [Inaudible] at least.

GLENN MCKNIGHT: At least. You see, this is the signing ceremony of the MoU. And, if I had a pointer, let's go from the left. That's Randy Glass on the far left. He's the one that we have a warning letter to. He's been bouncing back and forth from Hawaii to Florida. I finally got an e-mail just recently from him. He's not sure what he wants to do.

That gentleman beside [him], Mr. Sherman, he passed away about two years ago. Then, that next to him is Darlene. And next to him is – I think that's Michael Miranda and we know about that. And I can't remember the lady beside him but she's Emerging Futures as well. And we know that two right in the middle.

JUDITH HELLERSTEIN: [Inaudible].

GLENN MCKNIGHT:

I can't remember who the person in the blue and there's Evan Leibovitch in black, Robert Guerra I mentioned already, Seth Reiss, and then the famous Eduardo Diaz. So, yeah, she no longer lives in the Nunavut and they closed their organization.

So, actually, most of the organizations are not functioning ALSes or not-for-profits. So we made special efforts to see but you can't if they're not operating or not operating.

Next slide.

So, just a real quick overview, I don't think this is accurate as well it should be but I think many of our members are very active. Gordon who's online is very active as well. Judith and I are on Accessibility Committee and the co-Chair of the Outreach and Engagement. We're both co-Chairs of the TTF. We're on the Finance and Budget. Gordon who was phenomenal on the IANA, very, very dedicated. And, John Laprise, myself are both on the Social Media.

Next slide.

Sorry, can you go back for a second? One of the things we found though is whether through our processors were non-[inaudible], none of the ALAC members are involved with working groups. So, maybe we can sort of correct that. They're not obligated.

Nobody puts a gun to their heads but I think possibly that's something they're ignoring.

Next slide.

So the new working groups that are popping up, the new gTLD Working Group, the registration services IDN, At-Large Review, which McTim is involved with, Technology Taskforce, Outreach and Engagement. These are all things we're asking for ALAC and new ALSes to get involved.

Next slide.

Policy Statements. NARALO has conducted a survey of its members to find out what are they... The most interesting and the least interesting things to get involved with based on standard stuff that's from the ICANN website.

Next slide.

This is taken right from the list of Policy Statements. And as you can see, this is pretty consistent with the other RALOs of what the primary interest is. This is going to be helpful information when we do our General Assembly that they will probably be focusing on the key areas of major interest.

I think you skipped one. And this is just a quick list of the Policy Statements. If there's anything that we could [fault] ourselves

with is I don't think we were working hard enough in submitting Policy Statements.

JUDITH HELLERSTEIN: And we have John.

GLENN MCKNIGHT: And we have John to help us a little bit more on Policy. In fact, he's worked very hard on the Middle Eastern Policy Statement. Go ahead, John.

JOHN LAPRISE: Yeah. Actually, we've got a draft that's going to be coming up for a vote either at ICANN or a little bit later. And then, we're also working on the root data servers. I forget what the full title is but I'm working with Seun on that and we have a rough draft that's bouncing between us and that should be out for review shortly I would hope.

GLENN MCKNIGHT: Thank you. Any questions from the floor on the Policy slides? I guess not. Thank you. We'll move along.

JUDITH HELLERSTEIN: Javier is there.

GLENN MCKNIGHT:

Yes. Oh, yeah, Javier has joined us on online. He's probably in another meeting and I'm sure, I know Eduardo is at the NomCom right now.

We alluded to the innovation that was earlier. This is a picture at the last picture I took at the Fellows Meeting. In ten years, we've had a thousand fellows from civil society, government academy, academia, technical, end-user community sometimes called civil society, sometimes called end-users. It's sort of a funny category.

So, what Dev and I have done, we've actually gone back to all the records of the Fellows and actually listed them in. In fact, his link to the actual port and you can actually do a very good drill down on where people have come from.

So what we have now with the revisions on the Fellowship program, which is now inclusive to include North America, we've always had disadvantage in getting young people to go through our system.

So, I think Judith is the youngest person in the NARALO organization.

JUDITH HELLERSTEIN: [Inaudible].

GLENN MCKNIGHT: Oh, Justin. Sorry, Justin. We have Justin, which sort of – and doesn't [inaudible] like that, balance it but thank you, Justin.

So the next round is Johannesburg and so we're trying to encourage people to submit their applications. There's no guarantees. They have to go through the same process and it's just as rigorous as in any other in the least developed nations. Definitely, they're looking at rather than just the country but your particular interest. So we're really pleased with that innovation. In fact, I think half of the submissions of comments on the provisions on the Fellowship program were from NARALO members.

Next slide.

So, Outreach Strategy. Thank you. So, what we have is no new ALSes from Canada in the last year but we have ISOC North Carolina and Association of Internet Users, and we have actually seven new members that are unaffiliated.

Missing geographical zones, because of the two that were decertified, we have a gap. We have people in British Columbia to the West but no one in the prairies and the prairies are Saskatchewan, Alberta and Manitoba but we have two in

Quebec, we have some in the Maritimes and we have the rest in Ontario. But in the United States, the Southern United States is not represented well and that's one of the reasons why Judith in the past has been to South by Southwest, which was in Austin. A special outreach has been to endogenous groups and groups with disability. So that's still a priority and a goal in our gap analysis.

So what do we do in terms of our use of our CROPP program? I went to the NTEN. That's a Non-For-Profit Technology Conference. I was at that one earlier this year. That was in San Jose. Le Marie Thompson went to Globe to 2016 in Vancouver, the Southern School of Internet Governance, which is – actually, it was in Washington, believe it or not. I was there not with CROPP. Judith was there not with CROPP. Justin, you were there too, right, if I remember? Yeah. And also –

JUDITH HELLERSTEIN: I love you brought that.

GLENN MCKNIGHT: No, but I'm just talking NARALO people.

JUDITH HELLERSTEIN: I think David Vyorst.

GLENN MCKNIGHT: David Vyorst was there. So we had really, really well represented at the Southern School. That's run by Olga. And, you can see a flyer. I think you had some flyers, [inaudible], right?

JUDITH HELLERSTEIN: Unfortunately, we're not going to be able to go to this time because the way they have it structured, they put in the different region in the American states and Washington was one of those, and each region goes and volunteers to host it. Brazil is hosting the next one but unfortunately, it's going to be the same time with our General Assembly, so we won't be attending.

GLENN MCKNIGHT: Thank you. I don't see any hands in the Adobe but please, in the room, if you have a question or a comment, please interject.

John, you went to E [Democracy] and I was also at M Enabling, that was a group in Washington focused on technologies for disabilities.

And, what Judith and I in consultation with our community, we decided that if you've done a trip in the previous fiscal period, you weren't eligible to take another trip in FY17. So, right away in July, with the fiscal period, Louis over here and Seth both

went to IGF USA and both me and Judith were volunteers at that event as well, and Justin too as a volunteer.

ARIN 38, I just mentioned Leah just a minute ago. She was in Dallas. National League of Cities, Tom. Tom is quite famous for NYC. He's been a big advocate for city [codes], so Tom is just an amazing guy.

We had a meeting in Toronto about .toronto a little while ago, him and I and the Toronto people. So, I'm going to ask him to do a little workshop lightning talk on city [codes].

We have one trip still outstanding. So every time we have a monthly call, we ask, "Is there a trip?" But please make sure it fits in with our strategic plan that is relevant, and you have a strategy.

As I mentioned earlier on, this is the link right on the – the slide is we sent out a request to all of them and you guys feedback, everybody had to do a feedback on what follow-up they did on the CROPP trip. That was not a requirement. I have to stress that was not a requirement in that program but we've been very diligent in Outreach. We're very diligent doing our reporting.

JUDITH HELLERSTEIN: And in fact, Glenn and I were one of the few other constituencies who actually read the CROPP report that [inaudible] group did.

And we had a meeting with him to figure out how we can do follow up, how we can increase our access to CROPP, can we give them feedback on the CROPP application on other stuff.

And actually, they were all shocked because most of the other constituencies rarely read the reports and all have any feedback to offer. So we're really trying to use that and think [inaudible] as it was meant to be when it was [created] as a pilot.

John.

JOHN LAPRISE:

Yeah, I just want to encourage everyone to take advantage of this program. I mean, I was able to go to a conference in New York City and represent ICANN to a group that, for the most part, was completely unfamiliar with this. And, I actually saw some people I knew there but I also saw a lot of people I didn't know and was able to explain a lot of issues that we work with every day.

So, if you haven't taken a CROPP trip, definitely, take the time out and take advantage of this program, and represent ICANN. Thank you.

GLENN MCKNIGHT: Thank you, John. And I think I will put pressure on Louis to say a couple of words with his CROPP Trip, too.

LOUIS HOULE: Sure. Well, IGF USA was probably an event that I mostly appreciated than during the last years because it was on IANA Transition of course, it's not the only topic.

I also happened to be working on development of Internet services in regions where there is a huge problem of Internet access and it gave me the opportunity to see what's been done in various regions in the United States, how it's been funded, who's been funded that with what kind of technology, what kind of new technology, so it's not only an IANA Transition.

So, for me, it's been a wide scope of issues that – as President of ISOC Quebec, I have to – how can I say? I have to be able to collect some information for our community while we're engaged in projects that I've been presented there during that meeting.

If I may add something regarding the reports that has been produced, I still think that – I would like to take a look at the report that has been done and maybe think of doing something with that. I would like to maybe use the information again to produce a French version of the newsletter that's Eduardo is

producing. It would be one shot newsletter though and it would be for our membership. So, this is one of the projects that I would like to put forward. So, you now have the information. If I can get any help to achieve that, it would be appreciated.

GLENN MCKNIGHT:

One of the things and you and I have chat about, you're doing an outreach initiative in Quebec as well in terms of the awareness. So, do you have any particular dates that you're doing now or can you elaborate?

LOUIS HOULE:

We had an event that was planned in November. It's been delayed for various reasons. It's hosted by the UQAM, University of Quebec and Montreal. And, it's purely outreaching for purposes of interesting younger people to join our – well, ISOC Quebec first and of course, [inaudible] Google, also ICANN because there's kind of a continuous series of events that are held by UQAM and we're participating in as [picker] or just attending.

This is one of the outreach initiative that we are doing and it allows us to really get some high degree students engaged in ISOC Quebec activities and probably ICANN activities I hope for some of them. But it's a big problem because talking about

ICANN is a big job. It's not known and the interest is not obvious because it says the simplest thing, "Well, what do you want me to do there, the Internet words? And, what's the need for me to attend that? Why should I be interested in the activities that you're running?"

There's also the language barrier of course, people in Quebec speak French. And, I think that we still need to think of a way to outreach younger contributors. Thank you.

GLENN MCKNIGHT:

Thank you so much, Louis. That's a consistent problem. I sit on the NomCom for CIRA, which is the Canadian .ca. And, in theory, they talked about a youth outreach, but the reality is and you've been on NomCom before, when you look at the résumés and stuff, "Oh, they don't have the experience," so it's a double bind but they really need a shadow youth cabinet. But that could be a suggestion we can do to ICANN as well.

Next slide, please.

As I said, and that's unfortunate, Eduardo is not here. He's more passionate with this but we did lose the opportunity that these guys – they did and it's probably worth for staff to realize the work that they did. But regardless, we're here.

And, one of the compensations that we're managed to do, the GSE for LACRALO actually sponsoring Eduardo to go to the IGF US Mexico, which is in Guadalajara in December. In fact, Alfredo is going on his own dime. Judith will be there. More than likely, I'll be at the IGF in Mexico as well.

We have a General Assembly coming up. We're thankful to ICANN for sponsoring our General Assembly. If you recall, we're looking at Montreal during the ARIN in Montreal but it was so close to Dublin, number one.

Number two, we had through the Finance and Budget Committee, we had a tie I guess you'll say, right, a tie, where we had to decide who's going to get the General Assembly, Europe or NARALO?

And needless to say, we decided as a group that it's better that EURALO would have it, it would fit in with their needless to say [Evans] – [Evans] is not happy with me still. To his grave, he will be upset with me that I let that go. But New Orleans sounds good to me. We have a bit of French influence regardless.

We won a [inaudible] or MoU that we signed with ARIN. I think we are one of the first ones to have a MoU with [RAR] and we want to leverage the ongoing relationship that we're generating. Leading up to the New Orleans that we're going to be having as a guest speaker at our calls at ARIN, and we're going to have some

separate calls to educate our membership on exactly what ARIN is doing. Go ahead.

JUDITH HELLERSTEIN: Yes, and in addition to that, one of the ICANN Board members who is also very active in ARIN wants also to do some presentations to get more people involved with ARIN. So, he's offered to come and give some talks about that as well. And so, we have people from the Canadian side and from the American side very interested in increasing this relationship with ARIN.

GLENN MCKNIGHT: Behind me, Alan has joined us, Alan Greenberg, the Chair of ALAC, and I believe we have Tom McKenzie. So, our teams are balanced again.

Next slide, please.

So, a bit of background on the General Assembly is roughly 27 ALSes and might be some more but that we're capping it at 27 in terms of budget. It's going to be April 2nd to the 4th. We're going to leverage the facilities and food and whatnot from ARIN. So we'll get a good bang for the buck.

There was other General Assemblies in Mexico City, Toronto and London. But as I stated, there's virtually nothing on our wiki and

trying to find intelligence on what we accomplished in those general assemblies have been really difficult.

So, we're trying to sort of make amends for that. Each of the planning links are there whether it's a project management tool, Trello, the confluence in Google Doc, we are flashing this out and we haven't nailed down exactly what the agenda is. We have still lots of time. It's only remember.

Next slide.

So, report from Murray McKercher. Murray has been our representative dotMobi and he states here that a dotMobi domain was approved by ICANN on the 11th of July 2005. dotMobi domain name have been available for registration by the public since September 26th, 2006. As of February 2010, affiliates require the mTLD Top-Level Domain Name Limited known as dotMobi. He's got a link as well there.

Negotiations continue with ICANN on renewal of contract with affiliates to manage the domain. Current reports are available on the ICANN wiki if you're interested. Future is dotMobi is still relevant as an Internet domain name. Discussion continue within a dotMobi Policy Advisory Board and the current ICANN Liaison is Murray.

Sorry. Go ahead, Judith.

JUDITH HELLERSTEIN: Right. Yeah, the current is Murray and then in the process of announcing a news for publicly who the new liaison for the current – for dotMobi and stay tuned for the official announcement.

GLENN MCKNIGHT: Thank you. I'm sorry Murray is not online to answer any questions on his report.

Next one.

JUDITH HELLERSTEIN: Yes.

GLENN MCKNIGHT: This is the NomCom. What you can see again, this is the results of – and reporting on NomCom would have been Eduardo but he's at an NomCom Meeting, so this is just a fast sketch. You can see Javier's image there as our representative.

Next slide.

This is our very short report from Tim Denton and Garth Bruen on the ALAC report. I'm disappointed. I honestly got – I'm not happy with this report. I thought there'd be a lot more. I chased

Garth, I wanted some more information of what they actually did. I have no clue what their attendance was or voting patterns. I think they owe it to us as a community, so I'm hoping that we'll put pressure on them but this is the only slide I have. I'm sorry.

The importance of the ALAC has been augmented by the IANA Transition. It's a place among the constituency groups of ICANN that's been established and recognized. Under the impetus of Garth Bruen, the ALAC is pushing for the recognition of ICANN that ALAC has a responsibility for consumer protection within ICANN. ICANN continues to be ambivalent about whether consumer trust and protection fall within this mandate, more work remains to be done.

I'm not happy with this but that's just my opinion. I don't know. Judith, any comment?

JUDITH HELLERSTEIN: Yeah, I would also have looked that better. I hope there would be more in depth and looked at sort of what Policy Statements they've done and what were the interest to the community was that. Yes, we could've had staff given us the list of what [faults] they were in but that's – we were hoping more meat on what really was accomplished on a year and why some Policy Statements were chosen, and why others are not and what their goals and what was their impetus in pushing on those areas.

GLENN MCKNIGHT: I don't know what other RALOs do but this is the first time we're doing an annual review. We're trying to give feedback to our community on what we've done and I'm hoping in the future when we do these midterms and finals that we have more depth.

Louis, you have a question?

ALAN GREENBERG: Yeah. In terms of voting records and things like that, they should have been out for this meeting. We just didn't make the deadline. You will have them within a week or so. So, that's unfortunate.

In terms of just where we are in that consumer focus in ICANN, Garth did author a paper, we've held a webinar on it and a number of other discussions. Unfortunately, he wasn't present at those and the document needs to be revised in light of the comments made and we'll get it revised one way or another.

GLENN MCKNIGHT: Thank you, Alan. I remember I was on that call. I do make a real special effort to call him and try to – and as you know, John has says substitute pitch hitter for this, so ICANN put pressure on

John. John, you're not responsible for it. I absolve you of responsibility. But Louis, you have a question?

LOUIS HOULE: Yes, I have a question regarding Tim and Garth's report. I'm not happy with what I see either and I shared the comments that you gave us, Judith. I think it's definitely incomplete and it doesn't reflect what I think we are, what we should be, and how we should work. There's a couple of items that should be discussed. And, I want to be a part of the discussion. It seems like it's been done kind of on the side and I'd like our members to be a part of the discussion a little bit more. Thank you.

GLENN MCKNIGHT: Thank you so much. Heidi, you have a question.

HEIDI ULLRICH: Yes, thank you. Just curious if there is an action item because I heard there is a little discussion that we'll follow-up and I just want to know if we can get an action item if [inaudible].

GLENN MCKNIGHT: I think that's a good point. I think we need to clarify what that action item is. But as Alan has indicated, the document itself is incomplete. It needs to be updated. I'm not sure who's going to

do that. Perhaps we can put that to be done as an action item that that report and perhaps we can follow-up with Garth to engage him to see if there's any further update.

Thank you. Judith, you have a comment?

JUDITH HELLERSTEIN: I was going to mention the next slides, we keep moving. And, the next slide is on the captioning project, so I thought I would jump in.

So, as we see, we talked about the first phase of the captioning pilot, which was last year where we had nine calls. It was very well received. In fact, other RALOs were wanting to have a second or a third call on that, LACRALO, even though the call was in Spanish, everyone very much appreciate the English translation and many of the comments we had gone thought it was excellent, as well in other areas.

So, this slide talks about some of the issues we had in the past in really getting the metrics we had wanted to capture, and many of them were technology issues why we had trouble getting metrics. It's always a trouble doing surveys and getting metrics when we want to do them on the call because people often don't respond to follow-up e-mails. And so, we try to collect the metrics when the call was being happened.

And, we didn't have to do changes in Adobe and some of the issues with mobile feedback and mobile – being able to see the past and doing it there. And so, we're all improving on this and we wanted to make sure when we start at the second phase in January that all these questions would be answered.

And so that we can really get some really good metrics questions. We got a lot of individual questions, comments, saying how helpful it was and how it really helped them engage, and how sometimes when their bandwidth dropped and the calls dropped, they miss parts of the calls but with the captioning there, they were able to keep up and keep getting engaged. Or they came late and they followed up and we're able to ask different questions.

So, the individual comments when people were off the survey were helpful. These are some of the things that we're going to have on the next pilot would be on captioning metrics. And also, besides that, having people who – a lot of people in the RALOs who can't make the call, look, we listen to the call afterwards. But in a captioning call, we hadn't designed a survey that they could do afterwards, so we can collect those metrics.

So, all of these items are going to go into the second phase of the pilot and hopefully we'll have really good metrics that we can really analyze well. Although we put in requests for French

and Spanish, they wanted to first finish the pilot with English and then decide what to do on a French and Spanish. But we will putting in another request for French and Spanish because so many of the RALOs have really wanted to do this, and they stated it on some of the ALAC meetings that we had here that they want this.

Oh, Louis, you have a question?

LOUIS HOULE:

No, just a short comment. It's very valuable project because we've been facing and doing many meetings, some problems with [inaudible] problems in connection for some other people. So I think that it's an add-on that would be very appreciated by our members. Thank you.

JUDITH HELLERSTEIN:

Is there any other questions? Thanks so much.

GLENN MCKNIGHT:

Judith, I think you deserve a lot of credit for pushing this and we thank ICANN for the insight on financing it. And it's not a NARALO project. It's our community wide and I believe there's people who really appreciating it.

JUDITH HELLERSTEIN: Yeah. And, originally, a lot of people from Asia-Pacific, it took a while for LACRALO and the other RALOs to see how valuable it was but the Asia-Pacific people had jumped all over it. And, they requested it for many of their webinars because they have such a diverse region and so they found that extremely helpful.

GLENN MCKNIGHT: We don't have a lot of time, I'll just run through the last slides and then open it to questions.

It's actually reading to the last bit of information, our rules and procedures. So, we haven't completely done this because it's going to be community feedback. We started the process. All we've done is clean it up a little bit. We have not changed any of it yet. We're still waiting for clarification on some of the things but what we did is we looked at every one's rules and procedures.

And one of the things we found out that there's not a consistency. It varies from RALO to RALO. And there was some really good stuff that we saw from APRALO and it's parked in a section, and stuffed. The material, the rules and procedures were all over the map so we tried to organize in some systematized fashion. We also ran into issues on the communication process that we had in decertification, which was not accurate the way it should have been and we've had

guidance from Alan and Heidi on all the communication to make sure it's a fair and equitable process.

But we have not adopted the new rules and procedures. We're striking our committee. We have our committee members including John [Moore], a lawyer from the ISOC Washington. So, we will be having our first committee meetings but we've been documenting what we've done on the site.

Next slide.

The working page is – it's hard to see but these are the work in progress as I stated.

Next slide.

JUDITH HELLERSTEIN: That's it.

GLENN MCKNIGHT: That's it? So, open to the floor for any questions. So we're down to three minutes so we can... Oh, we have a question from the consultant in the room.

TIM DENTON: A fly in the wall. Glenn, can you tell me what are the relevance of dotMobi? Why we had a report on that? That one – that just went over my head, sorry.

GLENN MCKNIGHT: Yeah, Murray McKercher is – actually, at the time, he was the ISOC Canada representative and he’s been the dotMobi representative. So, because he’s from our community, we asked him for a report.

Heidi, you had a comment or did I call him the wrong thing, he’s not a consultant.

UNIDENTIFIED FEMALE: [Inaudible].

GLENN MCKNIGHT: Independent examiner, I apologize that I called you the wrong thing. Judith, I’ll give you the final word.

JUDITH HELLERSTEIN: Thanks so much for everyone to come. I know this was a time that was so many different other things at the same time but we really thank every one for attending. And also, thank two people from remote attending at very weird hours of the day. And so, we thank you very much. That’s it.

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