

Communication in Accessible Urban Public Transport  
Workshop on standardisation activities concerning  
communicated content and interfaces



**Accessible communication and  
content interoperability  
in urban public transport**

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- Why are standards important for AT?
- Does interface accessibility (a11y) guarantee content a11y?
- What makes the difference between microcontent and unstructured content?
- What is the role of communication in AT?
- ➔ **Need for an AT-related standardization ecosystem**

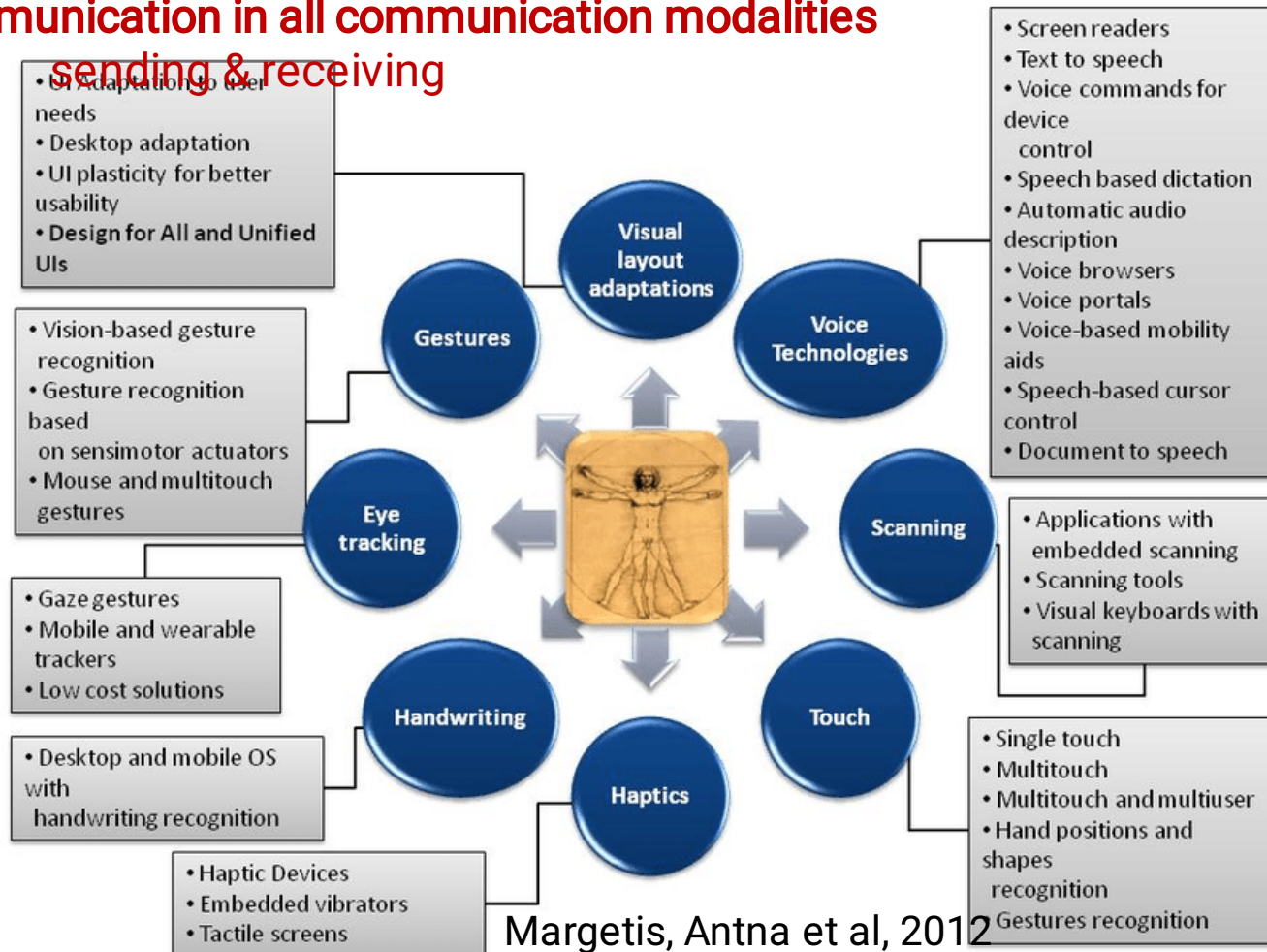
\*The TRIPS project has received funding from the European Union's Horizon 2020 Research and Innovation Programme under Grant Agreement no. 875588

- **TRIPS**: intricate relation between policies, legislation and standardization: international – European – national level
  - Fundamental content-related standard referenced in law: ISO/IEC 40500:2012 Information technology – W3C Web Content Accessibility Guidelines (WCAG) 2.0
  - **For the sake of interoperability AT experts increasingly:**
    - (1) must have sufficient knowledge about:
      - ✓ pertinent **legislation**
      - ✓ pertinent **standards**
    - (2) need to regularly update and upgrade their expertise anyhow  
e.g. by means of vocational training, certification, ...
    - (3) should also engage actively in standardization activities
- ➔ Need for an AT-related standardization ecosystem?

- Comprehensive **interoperability** ↔  
Comprehensive content **accessibility**
- ITU-T F.791(2015-11):  
*“The accessibility of the content delivered /should be/ differentiated from the solution's interface accessibility”*  
...  
*“An accessible interface does not automatically imply content accessibility”*
- **Events/barriers in UPT can at times require H-H/H-M communication in the form of „unstructured content“ in all modalities**

- “Content” of human communication is largely underestimated and underrepresented in standardization  
comprehensive content IOp → accessible content
  - **Content IOp across ICT systems, languages, communication modalities, different types of content (often system dependent), different (dis)abilities, etc.**
  - **“Microcontent” (spoken/written): messages, announcements, (proper) names, etc. → adapted CMS**  
many coding systems are involved
  - **Communication to users in case of “unexpected events”**  
→ may require to involve external services
- Content IOp needs systematic approaches!**

## Communication in all communication modalities sending & receiving



Margetis, Antna et al, 2012

[https://www.researchgate.net/figure/Assistive-technology-categories\\_fig3\\_288274418](https://www.researchgate.net/figure/Assistive-technology-categories_fig3_288274418)



## What is the USP of ATs?

ICT supporting communication and its content in connection with eAccessibility and eInclusion

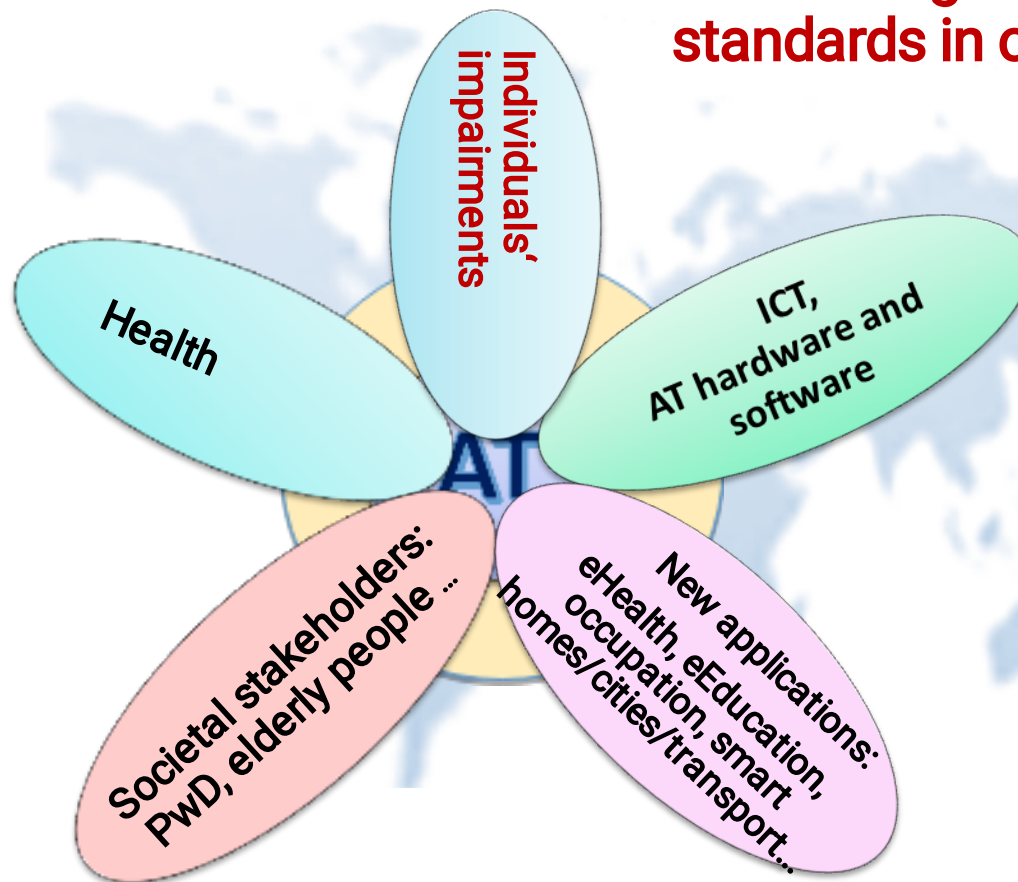
Present situation:

➤ **AT-related standardization activities are very fragmented**

The following slides show:

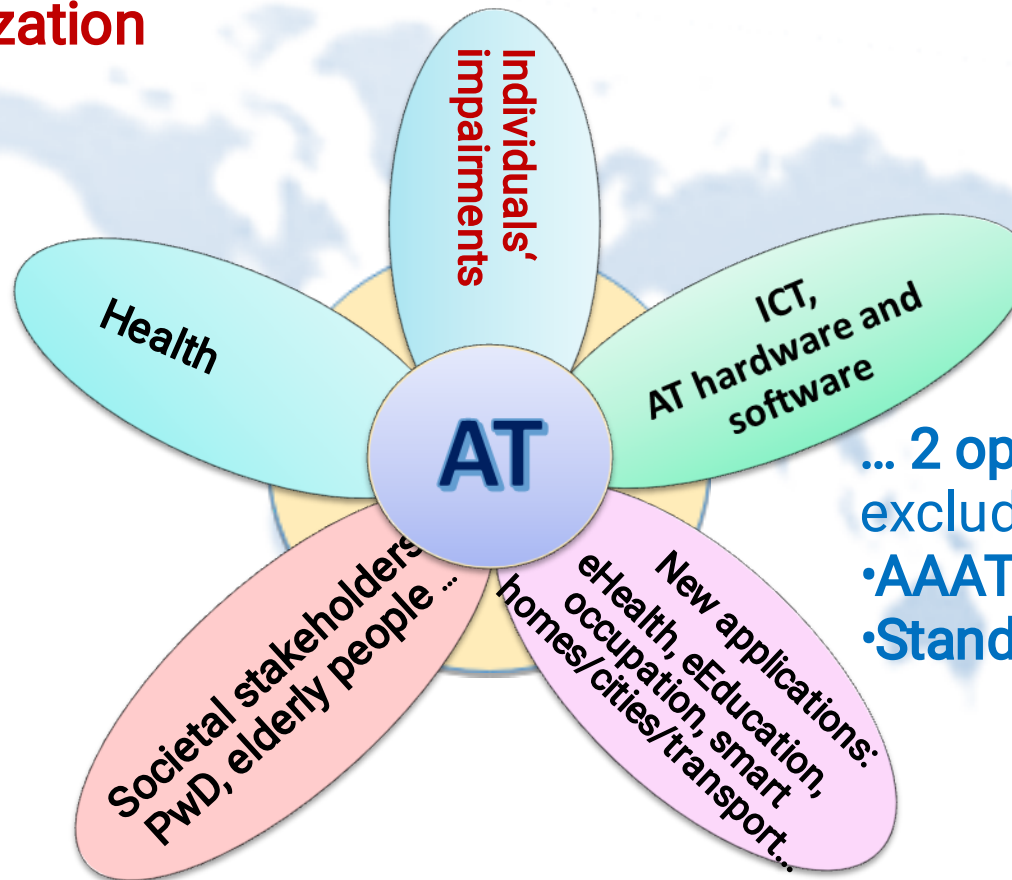
➔ **Need for an AT-related standardization ecosystem**

**From being outshined by related standards in other fields ...**





... to influence standardization on AT-related issues in other fields of standardization



... 2 options (not excluding each other):

- AAATE / SIG S13N
- Standards Committee

# Let's do it! (quoting Roland Wagner)



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