

Governor's Advisory Board
On Telecommunications Relay

Meeting Minutes

June 13, 2009

Ocean Pines Public Library
Ocean Pines, Maryland

Attendance:

GABTR Members: Mitch Travers, James Stevenson, Joy Larson, Joyce Lehrer, Louis Schwarz, Paula Holbrook, Paul Rasinski and Betty Dodds.

TAM Staff: Brenda Kelly-Frey, PAM Stewart, Patricia Barrick, Susan Levi, and Michael J. Hollywood

Hamilton Relay Staff: Karen Hawley, Babs Williams and Donte' Bibbins

Interpreters: Ann Meyers, Natalie Collins and Michelle Lawson

CART Transcriber: Megan McKenzie

Public: Ken Putkovich, Janet Parke and Mrs. Schwarz

Call to Order: Mitch Travers has called the meeting to order at 1:05 p.m.

TAM Reports

Michael J. Hollywood, GABTR Liaison:

- ◇ Introduces board members to the public.
- ◇ Provides details on the status of open positions for GABTR.
- ◇ Responds to Ms. Holbrook's question and explains that the board member vacancy is for relay user representative of local government, for example, the Public Service Commission.
- ◇ Reminds members about next meeting on October 24, 2009 in Frostburg.
 - Learns that October 24 may not be an ideal date and therefore will contact each member for alternative date.

PAM Stewart, Contract Administrator:

- ◇ Explains her and Mr. Hollywood's efforts on complaint filing with the F.C.C. (Federal Communication Commission).
- ◇ Discusses her quarterly senior management meetings with Hamilton Relay.

Susan Levi, TAM Lead Practitioner for MAT program:

- ◇ Presents current statistics on MAT equipment program from March meeting to present.

- ◇ Shares information about wireless pilot program.
 - Describes TAM's successful information session that was held for the public to meet with AT&T representatives.
 - Gives details on two payment options for pilot program.
- ◇ Introduces Janet Parke, MAT evaluator for Holly Community, Inc.

Patricia Barrick, Public Relation Coordinator:

- ◇ Invites comments and feedback from board members on outreach activity reports that were distributed.
- ◇ Notes that TAM's fiscal year is closing at month-end.

Brenda Kelly-Frey, TAM Director:

- ◇ Informs board members about an event in Ocean City.
- ◇ Expands discussion on the status for board vacancies.
- ◇ Provides details on surcharge being reduced from 20 cents to 18 cents.
- ◇ Emphasizes that TAM is not responsible for video relay service and Internet relay.
 - Expresses concern over ten-digit numbering and the inability to call N-1-1 numbers (ex. 2-1-1, 3-1-1, etc.) via both of these services.
- ◇ Responds to Ms. Holbrook's question about some states that provide funding for VRS equipment to be made available in public places, such as airports.

Hamilton Relay Reports:

Babs Williams, Hamilton Relay Account Manager (reporting for Ms. Paula Murrell, Hamilton Relay TRS Outreach Coordinator).

- ◇ Shares details on outreach events and presentations, as well as upcoming activities.
- ◇ Addresses Ms. Lehrer's question about TTYs not being used in government agencies.
 - Ms. Kelly-Frey responds that employees in some agencies don't know how to use TTY equipment.
 - Ms. Kelly-Frey, board members, and the public discuss ADA (Americans with Disabilities Act) as it relates to accessibility and the use of TTYs.

Karen Hawley, Hamilton Captioned Telephone Outreach Coordinator:

- ◇ Shares details on outreach events and presentations, as well as upcoming activities.
- ◇ Describes Captioned Telephone PSA (Public Service Announcement) scheduled to air on TV stations in Maryland.
 - Answers Mr. Schwarz and explains that PSA is captioned.
- ◇ Explains Captioned Telephone Demo program and selected demo sites in retirement communities such as Charlestown.
- ◇ Responds to Mr. Travers' question about outreach with ER staff at Holy Cross Hospital.
- ◇ Answers Mr. Travers' question and explains that Ultratec is only provider for Captioned Telephone.

- ◇ Receives commendation from Mr. Stevenson for her outreach efforts.
- ◇ Describes experience during outreach where someone was able to set up an account for WebCapTel and MobileCapTel during her presentation.

Babs Williams, Hamilton Relay Account Manager:

- ◇ Presents PowerPoint on statistics for Captioned Telephone service in Maryland.
- ◇ Answers Mr. Travers' question with clarification about two-line Captioned Telephones and factors that influence the number of calls.
 - Ms. Stewart clarifies that CPNI confidentiality prevents any tracking of calls.
- ◇ Responds to Mr. Schwarz's question and explains that .6 seconds represents the average speed of answer.
- ◇ Responds to Mr. Schwarz's question on the number of Captioned Telephones being used in Maryland.
- ◇ Gives details on TRS statistics in Maryland.
- ◇ Replies to Mr. Travers' question and offers to provide year-by-year comparison for all call types at next meeting.
- ◇ Answers Mr. Travers' question about refresher training for relay operators on ASL translation.
 - Donte Bibbins, MD Relay Center Manager, explains that training helps OPRS understand the importance of using ASL translators on calls.

GABTR Members' Reports

Louis Schwarz, Deaf/Hard of Hearing Member:

- ◇ Thanks Ms. Kelly-Frey for connecting him to several significant listservs that offer helpful information relative to 9-1-1 and N-1-1.
- ◇ Recognizes concern over inability to place N-1-1 calls (4-1-1, 5-1-1, etc.) via video relay service and Internet relay.
- ◇ Shares his experience in various airports where he often finds no access to TTY or video relay equipment near gates.
- ◇ Expresses dissatisfaction with interactive recording via TRS.

James Stevenson, Government Member:

- ◇ Reports that Allegany County Public Schools plan to purchase closed-captioning software to support the creation of a trial PSA for Maryland Relay.
- ◇ Suggests possible inclusion of student instruction at career center for CART, closed-captioning, and court stenography.
- ◇ Replies to Ms. Barrick's question and will offer details at a later date on the after-school project to include Maryland Relay outreach this fall.

The meeting has adjourned at 3:40 p.m.