

**Governor's Advisory Board**  
**On Telecommunications Relay**  
**Meeting Minutes**

October 20, 2006  
WISP Resort and Conference Center  
McHenry, MD

**Attendance:**

GABTR Members: Mitch Travers, Betty Dodds, Susan Miller and James Stevenson

TAM Staff: Brenda Kelly-Frey, Pam Stewart, Patty Bird, Meredith Wehrle and Michael J. Hollywood

AT & T Staff: Patty Ferran

Interpreters: Myra Foley, Steven Pahn and Angela Childers

CART Transcriber: Tara Stromberg

Public: Ken Putkovich, Alana Beal, Ann Owens and Misty Owens

**Call to Order:** Mitch Travers called the meeting to order at 9:20 a.m., October 20, 2006 at WISP Resort and Conference Center.

**TAM Reports:**

Pam Stewart, Contract Administrator:

- Explained that she had no formal report due to her involvement with the RFP process for a new service provider.
- Answered Mr. Travers' questions on the call statistics report.

Patty Bird, Public Relations Coordinator:

- Shared information on advertising and outreach activities.
- Gave details and feedback on Maryland Relay's sponsorship of American Association of the Deaf-Blind Conference.
- Responded to a board member's question on whether to receive a list of the future events.

Brenda Kelly-Frey, TAM Director:

- Discussed her meeting with an Irish business owner who is currently developing new equipment for STS (Speech-to-Speech) services.
- Shared her experiences on working on an international level with representatives who have inquired about relay service in United States.
- Informed group of invitation extended to French television producer to film documentary at Maryland Relay call center about telecommunications relay service in the United

States. French producer's goal is to educate that government about benefits of relay services.

- Introduced Meredith Wehrle, newest member of the TAM office, as the MAT equipment coordinator.

Meredith Wehrle, MAT Coordinator:

- Shared data on progress of the equipment distribution program from September 2005 to 2006.
- Announced that MAT has two new evaluation sites.
- Led discussion on emergency alert system which was designed for people with mobility problems.

### **AT&T Report:**

Patty Ferran, Account Manager:

- Gave details about the number of operators at the MD Relay Center.
- Shared information about finding network with oral deaf community.
- Described her experiences when taking operators to community events.
- Responded to a question about updating contact information for organizations.
- Answered Mr. Travers' question on statistics for the number of complaints.

### **GABTR Reports:**

James Stevenson, Government Member:

- Gave commendation to Brenda Kelly-Frey and her staff for their great job with relay service.

Susan Stevens-Miller, Government Member:

- No report.

Betty Dodds, Senior Citizen Member:

- Shared an experience she had while using CapTel to speak to her father.

Mitch Travers, GABTR Chairman:

- Discussed the issue of CapTel's warranty.
- Discussed CapTel's new technology for use with the Internet.
- Asked audience about choices in use of 7-1-1 or direct phone numbers.

### **Public Feedback:**

None

The meeting was adjourned at 11:45 a.m.