

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

**Meeting Minutes**

November 1, 2008

West County Area Library

Odenton, Maryland

**Attendance:**

GABTR Members: Mitch Travers, James Stevenson, Paula Holbrook, Betty Dodds, Paul Rasinski and Louis Schwarz

Excused absences: Rebecca Ladew, Joy Larson, Joyce Lehrer, and Annette Reichman

TAM Staff: Pam Stewart, Patricia Bird, Meredith Wehrle, Michael Hollywood and Susan Levi

Hamilton Relay Staff: Paula Murrell, Babs Williams, and Donte Bibbins

Interpreters: Jana Owen, Michelle Sumner, and Shelby Stuart

CART Transcriber: Megan McKenzie

Public: Ken Putkovich and Julie George

Call to Order: Mitch Travers has called the meeting to order at

**TAM Reports:**

Michael J. Hollywood, GABTR Liaison:

- ✓ Introduces Babs Williams and Donte Bibbins.
  - Pam later provides the details on their roles in her report.
- ✓ Provides the details about the changes in complaint summary reports.
- ✓ Asks board members to decide the dates for 2009 GABTR meetings, who defer back to Michael to poll members on potential dates, then report final vote at a later.
- ✓ Responds to Mr. Schwarz's questions on TAM's law.

Pam Stewart, Contract Administrator:

- ✓ Explains the roles of Babs Williams' and Donte Bibbins' with Hamilton Relay.
- ✓ Responds to questions about phone services and wireless services.

Meredith Wehrle, MAT Coordinator:

- ✓ Reports the number of new MAT customers and equipment distributed since June, 2008.
- ✓ Explains chart for equipment distributed by county.
- ✓ Speaks about her research on the possibility of incorporating wireless equipment into MAT program.
- ✓ Describes her experience at TEDPA conference in Boston.
- ✓ Responds to several questions about wireless equipment, number of customers and equipment.
- ✓ Responds to Mr. Schwarz's inquiry about the term 'customer' vs. 'recipient.'

Susan Levi, MAT Lead Practitioner:

- ✓ Describes her role as TAM/MAT Lead Practitioner.
- ✓ Summarizes her activities, including a trip to Appalachian Crossroads, the MAT assessment center in Western Maryland.

Patricia Bird, Public Relation Coordinator:

- ✓ Recognizes to Paula Murrell, Karen Hawley, Michael Hollywood, Pam Stewart, Meredith Wehrle, and Susan Levi for their outreach efforts.
- ✓ Announces that TAM is in process of developing R.F.P. (Request for Proposal) for a vendor who specializes in marketing and public relations.
- ✓ Shares her experience with board member Rebecca Ladew in outreach to speech-disabled communities and the Cerebral Palsy Group conference in Arlington, VA.
- ✓ Receives commendation from Mr. Stevenson on outstanding brochures.
- ✓ Responds to question about MD Relay's website.

### **Hamilton Relay Reports:**

Paula Murrell, Maryland TRS Outreach Coordinator:

- ✓ Describes her outreach activities from June to October.
- ✓ Presents plans for future outreach events.
- ✓ Answers questions from board members.
- ✓ Announces that Amy Bopp is Hamilton Relay's 2008 Maryland Deaf and Hard of Hearing Community Leader of the Year.

Babs Williams, Account Manager:

- ✓ Presents Karen Hawley's report on MD Captioned Telephone outreach efforts.
- ✓ Explains her reports on statistics for MD Captioned Telephone and TRS.
  - Responds to questions about statistics.
- ✓ Receives a commendation from Mr. Stevenson.

## **GABTR Reports:**

Betty Dodds, Senior Citizens Member:

- ✓ Shares her experience at a presentation she gave to Silver Spring Chapter of the National Association of Retired Employees.
- ✓ Gives details on her participation in National Public Radio's captioned radio study.

Louis Schwarz, Deaf/Hard of Hearing Member:

- ✓ Comments on customers' direct numbers for Video Relay Service (VRS).
- ✓ Expresses his frustration on I.V.R. not being functionally equivalent to Deaf customers.

James Stevenson, Government Member:

- ✓ Shares his experience on using VRS call with Mr. Hollywood.
  - Answers question on VRS.
- ✓ Gives commendation to Mr. Hollywood for his performance as a GABTR liaison.
- ✓ Shares Mr. Bibbins' idea about having students visit MD Relay Center to learn how MD Relay works.

Paul Rasinski, Mobility Member:

- ✓ Commends TAM and Hamilton staff for sharing information with public.

Mitch Travers, GABTR Chairman:

- ✓ Shares his positive experience with I-Phone that can be used for Web Captioned Telephone.

## **Public Feedback:**

Julie George:

- ✓ Expresses her concerns about not being able to receive any messages from hearing professionals via MD Relay.

Ken Putkovich:

- ✓ Provides important information about Verizon FIOS and the Captioned Telephone.
  - Verizon FIOS installers remove ground wire line service and only make exceptions for subscribers who have special needs.
  - Captioned telephone users must notify Verizon not to remove line in order to accommodate the use of the captioned phone.

The meeting was adjourned at 12:20 pm.