

Governor Advisory Board
On Telecommunications Relay
Meeting Minutes
October 25th, 2003
Lexington Park, Maryland

Attendance:

GABTR Members: Mitch Travers, Rebecca Ladew, Joy Larson, Patsy Bowman, James Stevenson, Susan Boswell.

TAM: Brenda Kelly-Frey, Nancy Seidman, Patty Bird, Michael J. Hollywood.

AT & T: Patty Ferran and Joe Kolash

Public: Diane Edge, Herb Simon, Howard Eskilson, Lisa Hollywood

Call To Order: Mitch Travers called the meeting to order at 9:00 a.m., October 25th, 2003 in Lexington Park, Maryland.

TAM Report:

Michael J. Hollywood, GABTR Liaison:

- Was announced as new liaison for GABTR.
- Announced that there 5 vacancies for Relay Users (3 hearing impaired positions, 1 senior citizen position and 1 mobility disabled position) on the board.
- Impressed upon the board about the importance and duties of being GABTR member.
- Announced the dates for 2004 GABTR meetings
 - 1st meeting of 2004: March 20th.
 - 2nd meeting of 2004: June 19th
 - 3rd meeting of 2004: October 23rd

Nancy Seidman, Public Relations Coordinator:

- Introduced Joe Kolash as a new account manager for AT&T, responsible for public relations and outreach activities.
- Outlined the outreach events held in Maryland since the last GABTR meeting.
- Announced that website would be accessible to the visually impaired.
- Gave the details on changes on our Internet Relay rather than IP-Relay. Explained that AT&T's Internet protocol relay will be called Internet Relay because MCI has branded the name IP-Relay. This is to make a clear distinction between both service providers.

Patty Bird, MAT Coordinator:

- Explained that MAT program has seen an increase in number of applications as a result of the continued outreach and advertising.

Brenda Kelly-Frey, TAM Director:

- Reminded the board members that it is very important to represent their groups amongst the general population (government, hearing impaired, mobility disabled, and Deaf/Blind).
- Announced that we would provide an orientation meeting on March 2004 for the board members.
- Provided details on CapTel being approved by FCC
 - Ultratec is out with CapTel 200.
 - Will send out letters to individuals who currently have the original CapTel phone, giving them an option to purchase CapTel 200 if they do not qualify for MAT program.
 - The new phone will have two-ports to plug in two telephone lines.
- Replied questions from Mitch Travers on CapTel.

AT&T Report:

Patty Ferran, AT&T Account Manager:

- Stated that the numbers of operators being hired have been increasing. They are still training new operators. Explained why AT&T are continuing to hire operators.
- Explained why the relay center had to be closed because water main broke.
- Discussed development of 4 different kinds of training modules to give operators more understanding on customers who use Deaf, hard of hearing, Deaf/Blind, and Speech-to-Speech.
- Explained that Maryland conference relay is temporarily on hold until further testing.
- Answered questions from Mitch Travers about MD conference relay.

Joe Kolash, AT&T Public Relation Account Manager:

- Introduced himself as new AT&T account Manager for MD.
- Gave brief biography of his years of experience working with relay.

GABTR Members' Reports:

Rebecca Ladew, Speech Disabled Member:

- Explained about her meeting in Consumer Advisory Committee (under FCC) last June.
- Discussed on CAC's four objectives being proposed before FCC.
 - First objective: to determine whether FCC has authority or jurisdiction to conduct a national outreach campaign on TRS.
 - Second objective: to recommend process and mechanism for the national outreach campaign.

- Third objective: to determine whether TRS call centers should be designated as among key telecommunications facilities to reach top priority restoration in event of a weather disaster or an act of terrorism.
- Fourth objective: to give input to FCC on the idea of its hosting a national summit to address homeland security issues for people with disabilities.

James Stevenson, Government Member:

- Explained about his desire to work with TAM on providing awareness campaign to local management boards who are impacted by communications and have involvement within community.
- Would like to see MD Relay as one of the partners in October 2004 presentation at Frostburg State University.

Susan Boswell, Hard of Hearing Member:

- Expressed her concerns about CapTel when used by hard of hearing individuals.
 - Delay in typing after hearing voice.
 - Can hear an echo when using CapTel.

Patsy Bowman, Government Member:

- Shared her experience on working for Office for the Deaf and Hard of Hearing.
- Commended Michael Hollywood for good work on providing trainings to Department of General Services security guards.
- Asked TAM staff about future plans for outreach.
- Expressed her concerns about greeting messages from MD Relay. The messages were too long.

New Business:

- First topic: Discussion on wireless providers being required to contributing to the USTF.
- Second topic: The board members would like to see more quantitative data regarding the downward trend of traditional relay calls.

The meeting was adjourned at 12:25 p.m.