

Governor's Advisory Board
On Telecommunications Relay

Meeting Minutes
October 23rd, 2004
MD Relay Center
Baltimore, MD

ATTENDANCE:

GABTR Members: Mitch Travers, Louis Schwarz, Paula Holbrook, Rebecca Ladew, Cynthia Foss, James Stevenson, Susan Miller, Patsy Bowman, Annette Reichman.

Absent: Joy Larson

TAM: Michael J. Hollywood, Pam Stewart, Nancy Seidman, and Patty Bird.

AT&T: Patty Ferran, Missy Devlin, and Earla Hardy.

Public: Greg Hlibok, Alana Beal, Thomas Carretto, Donald Hart, and Victor Minaya.

Call To Order: Mitch Travers called the meeting to order at 9:30 a.m., October 23rd, 2004 at the MD Relay Center:

TAM REPORTS:

Michael J. Hollywood, GABTR Liaison:

- Explained what happened to the June 2004 meeting minutes.
- Discussed prospective GABTR dates and locations for 2005:
 - March 19th, 2005 - Central MD (exact location to be determined)
 - June 18th, 2005 - Eastern Shore (exact location to be determined).
 - October 15th, 2005 at Western MD (exact location to be determined).
- Reminded GABTR members to state their name before speaking in order for the transcriber to know who is speaking.
- Requested visitors to sign their names on attendance sheet.

Pam Stewart, Contract Administrator:

- Described working with operators in order to introduce them to various cultures of Relay users. i.e. Deaf, Hard of Hearing, Speech disabled.
- Responded question from Paula Holbrook and other GABTR members related to the numbers of calls on the monthly report.
- Answered question from Ms. Holbrook on demographics of Relay users.
- Answered questions from Louis Schwarz and GABTR members on the issue of funding for Video Relay Service currently provided by the FCC.
- Replied question from Mitch Travers, GABTR chairman on the definition of NRT (National Relay Traffic) and numbers of NRT calls processed in the Baltimore center.

- Responded to questions from Mr. Schwarz and Mr. Travers on the types of people who make inbound and outbound relay calls.
- Pam suggested that reporting methodology for compiling the summary report supplied to the Board is complex. She stated it would require more time than is allotted for the board meeting for her to explain it. Instead of using up more of the meeting agenda, she offered to meet with interested GABTR member for an in-depth analysis of the reports at the board's request.

Nancy Seidman, Public Relations Coordinator:

- Explained on outreach activities in several of areas such as deaf community and senior citizens' community.
- Discussed Trix Bruce's "Whose ASL is it Anyway?" shows in Catonsville, Salisbury, and LaPlata.
- Discussed the re-launch of the Relay Partner Program
- Responded a question from Ms. Holbrook on including Deaf/oral community outreach events to the TAM outreach schedule.
- Answered a question from Ms. Holbrook on the CapTel program.
- Responded to a question from Mr. Victor Minaya on the outreach activity in mainstream schools.

Patty Bird, MAT Coordinator:

- Explained on new look of MAT reports.
- Gave details on the numbers of MAT equipment being distributed.
- Replied a question from Patsy Bowman, GABTR member for clarification of MAT reports.
- Answered a question from Ms. Holbrook on the CapTel phones in the MAT program.

AT&T Report:

Patty Ferran, AT&T Account Manager:

- Discussed the operators including Spanish operators.
- Explained the performance testing, performance activities, and performance improvement plans for operators. Described the incentives for performance.
- Discussed outreach events that operators have attended.
- Responded a question from Patsy Bowman on AT&T's downsizing in Relay centers in other state.

GABTR Members' Reports:

Cynthia Foss, Hard of Hearing Member:

- Asked Ms. Pam Stewart for clarification on the monthly report.

James Stevenson, Government Member:

- Asked for further clarification of monthly reports.

- Requested more information on outreach activity in Maryland.

Patsy Bowman, Government:

- Discussed on the idea of having pagers included for alert calls from 9-1-1, reviewed the topics discussed by Brenda Kelly-Frey at a meeting for Emergency situations and the disability community, and stressed the importance of keeping a land-line for emergency access.

Mitch Travers, behalf of Rebecca Ladew, Speech Disabled Member:

- Asked Ms. Ladew if she wanted to add more information from her written report.
- Ms. Ladew submitted her written reports. However her report wasn't read aloud.
- Ms. Annette Reichman inquired about the State equipment distribution programs from Ms. Ladew's report.

Louis Schwarz, Deaf Member:

- Discussed what he learned from his trip to the National Association of the Deaf Conference.
- Met several relay service providers at the NAD exhibit hall.

New Business:

- First topic: The question of surcharges on telephone lines, not only on landlines, the possibility of including mobile phones included.
- Second topic: The discussion on the eligibility issues for MAT programs and possible changes to the program.
- Third topic: The finalizing dates for 2005 GABTR meeting.

The meeting was adjourned at 12.45pm.