

Governor's Advisory Board
On Telecommunications Relay
Meeting Minutes

June 9, 2007
C. Burr Artz Public Library
Frederick, Maryland

Attendance:

GABTR Members: Mitch Travers, James Stevenson, Paula Holbrook, Louis Schwarz, Joy Larson, Annette Reichman, Betty Dodds

TAM Staff: Brenda Kelly-Frey, Patricia Bird, Meredith Wehrle, Michael Hollywood, and Brian Shaw

Hamilton Relay Staff: Anne Girard and Liza Dorsey

Interpreters: Bobbie Quinn, Angela Childers, and Myra Foley

CART Transcriber: Darian Elliott

Public: Kenneth Zirkle, Myron Randall, Mark Reichman, Ken Putkovich, Herbert Wright, Sr., Harry Larson, Samuel Jones, Teresa Ariosa, Douglas Scrivnor, Christinia Lyons, Lise Hamlin, and Dana Mulvany.

Call to Order: Mitch Travers calls the meeting to order at 10:30 a.m. at C. Burr Artz Public Library in Frederick, Maryland.

Meeting minutes of March 31st, 2007 are amended with Rebecca Ladew's comments on attendance at the FCC's consumer advisory committee's meeting and Paula Holbrook's comments regarding her report. The meeting minutes of March 31st, 2007 are accepted.

TAM Reports:

Michael J. Hollywood, GABTR Liaison:

- ❖ Announces the next GABTR meeting to be on October 6th at new Maryland Relay Center in Frostburg.
- ❖ Reminds GABTR members to confirm with Michael attendance at Maryland Relay's Open House on July 11th.
- ❖ Informs that GABTR has four vacancies.
 - One mobility-disabled member, one Deaf/hard of hearing member, and two government members.
 - Susan Stevens Miller left the PSC, so is no longer board member.
- ❖ Responds to question about the hours for Open House.

Brenda Kelly-Frey, TAM Director:

- ❖ Thanks at&t for five years of wonderful service to Maryland Relay customers.
- ❖ Describes smooth transition of service ('flash-cut') from at&t to Hamilton Relay at 7:30 a.m. on May 31st
- ❖ Shares satisfaction in encountering no problems during switch-over to Hamilton Relay.
- ❖ Provides information about April 1st transition of Maryland's captioned telephone service to Hamilton Relay.
- ❖ Answers question about decision to switch from at&t to Hamilton Relay.
- ❖ Congratulates Hamilton Relay for being newest Maryland Relay provider.
- ❖ Discusses Hamilton's decision to establish Maryland Relay center in Frostburg.
- ❖ Introduces Brian Shaw as a TAM intern.
- ❖ Explains the equipment distribution program's Request For Proposal.
- ❖ Describes TAM's sponsorship of closed-captioning on Baltimore County Fire Department's production of training video for first responders.
- ❖ Shares experience of training Kent County 9-1-1 call center on captioned telephone and TRS.
- ❖ Discusses FCC's decision on VOIP access to 7-1-1.
- ❖ Responds to question about FCC's decision.
- ❖ Details plans for Maryland Relay's Open House.
- ❖ Provides correction to Mr. Schwarz's comment from March 31st meeting.
- ❖ Answers question about two positions for Hamilton Relay outreach coordinators in Maryland.
- ❖ Responds to questions.

Patty Bird, Public Relations Coordinator:

- ❖ Describes details of Maryland Relay's Open House on July 11th.
- ❖ Discusses plans to develop brochures on captioned telephone service.
- ❖ Announces addition of 'Calendar of Events' on Maryland Relay website.
- ❖ Describes various Maryland Relay sponsorships, events and outreach efforts.

Meredith Wehrle, MAT Coordinator:

- ❖ Provides information on MAT statistics from March 31st to June 8th.
- ❖ Explains nontraditional/hardship applications and eligibility requirements.
- ❖ Provides details of captioned telephone training on April 25th.
- ❖ Responds to question about nontraditional/hardship applications.

Hamilton Relay Report:

Anne Girard, Marketing Director:

- ❖ Discusses her role with Hamilton Relay.
- ❖ Shares information on history of Hamilton Relay.
- ❖ Introduces Liza Dorsey as Maryland Relay's center manager.

Liza Dorsey, Maryland Relay Center Manager:

- ❖ Provides information on the number of calls per day.
- ❖ Responds to several questions.

GABTR Reports:

Mitch Travers, GABTR Chairman:

- ❖ Comments on two-line VCO.
- ❖ Asks Ms. Kelly-Frey about FCC's action on reimbursement rate.
 - Mr. Schwarz responds to question.

James Stevenson, Government Member:

- ❖ Briefly describes working with city of Frostburg for Maryland Relay's Open House.

Becky Ladew, Speech Disabled Member:

- ❖ Not in attendance; Meredith Wehrle reads written report.
- ❖ Reports participation on National TRS Advisory Council.
- ❖ Shares experience of using VR for speech-to-speech with Hamilton representative.

Betty Dodds, Senior Citizen Member:

- ❖ Expresses desire to be more actively involved in outreach efforts.
- ❖ Responds to question from Mitch Travers.

Joy Larson, Deaf/Blind Member:

- ❖ Comments about companies not recognizing 7-1-1.

Louis Schwarz, Hearing Impaired Member:

- ❖ Follows up on Ms. Kelly-Frey's comment on VOIP.
- ❖ Describes involvement with NENA via telephone conferences.

Annette Reichman, Hearing Impaired Member:

- ❖ No report

Paula Holbrook, Hearing Impaired Member:

- ❖ No report

Public Feedback:

- ❖ Ms. Mulvany asks Board to consider providing access to teleconferences through the provision of CART.
 - Board responds.
 - Ms. Brenda Kelly-Frey comments on previous use of CART for teleconferences.

The meeting was adjourned at 1:15 p.m.