

Governor's Advisory Board
On Telecommunications Relay
Meeting Minutes

May 31, 2008
Miller Branch Library
Ellicott City, Maryland

Attendance:

GABTR Members: Mitch Travers, James Stevenson, Joyce Lehrer, Rebecca Ladew, Annette Reichman, Joy Larson, Paul Rasinski, Betty Dodds and Paula Holbrook

TAM Staff: Brenda Kelly-Frey, Pam Stewart, Patricia Bird, Meredith Wehrle, Michael Hollywood, Susan Levi and Kallie Williams

Hamilton Relay Staff: Karen Hawley, Paula Murrell, Mitchell Levy, Liza Dorsey and John Fechter

Interpreters: Kristen Sprenger, Michelle Sumner and Joi Bannister

CART Transcriber: Natalie Ennis

Public: Ken Putkovich, Harry Larson, Lisa Kornberg, Robert Leepa, Roxanne Maqsoud, and Richard Cohen

Call to Order: Mitch Travers has called the meeting to order at 9:30 a.m. at Miller Branch Library in Ellicott City, Maryland.

TAM Reports:

Meredith Wehrle, MAT Coordinator:

- ◇ Reports the number of pieces of equipment distributed from October, 2007 to May, 2008.
- ◇ Explains qualifications for receiving captioned telephones from MAT program.
 - Individuals who do not qualify for the MAT program may apply to purchase a captioned telephone for \$99.00 dollars. Self-purchase application is different than regular MAT application.

- Businesses interested in purchasing a captioned telephone for work accommodation may apply to program. The application is different than regular MAT application.
- ◇ Provides details on statewide assistive equipment master contracts.
- ◇ Identifies MAT evaluation centers where customers can receive assessments.
- ◇ Introduces Susan Levi, MAT evaluator.
- ◇ Receives a commendation from Mr. Stevenson for providing more data in the meeting.
- ◇ Responds to Ms. Reichman's question about possibly adding wireless devices in MAT program.
- ◇ Answers Mr. Stevenson's question about providing county-specific data on equipment distribution.

Susan Levi, MAT evaluator:

- ◇ Clarifies on MAT evaluators giving free assessments to MAT customers.
- ◇ Responds to Ms. Lehrer's questions about the assessments.
- ◇ Gives details on DeafBlind Communicator, a telecommunication device for people who are Deaf/Blind.
- ◇ Speaks about MAT program's new policy, i.e., customers' financial status and hardship eligibility.

Pam Stewart, Contract Administrator:

- ◇ Provides details on her job duties as a contract administrator.

Patricia Bird, Public Relation Coordinator:

- ◇ Introduces Hamilton Relay's outreach coordinators:
 - Karen Hawley, MD Captioned Telephone Outreach Coordinator.
 - Paula Murrell, MD Relay Outreach Coordinator.
- ◇ Thanks Liza Dorsey, MD Relay Center Manager, for sending some operators to DeafNet event.
- ◇ Gives details of outreach events and presentations in 2007.
- ◇ Gives recognition to board members Holbrook and Ladew for their assistance in MD Relay's outreach efforts.
- ◇ Shares info on development of new Maryland Relay brochures and exhibit displays.
- ◇ Responds to Ms. Lehrer's question about possibly developing small posters.

Brenda Kelly-Frey, TAM Director:

- ◇ Introduces Lisa Kornberg, Director for Office of the Deaf and Hard of Hearing.

- ◇ Announces newly created Department of Information Technology under Governor O'Malley to include TAM effective July 1, 2008.
- ◇ Responds to Mr. Travers' question about materials being republished after July 1.
- ◇ Gives details on Department of Information Technology and new Chief Information Officer, Elliott Schlanger.
- ◇ Shares experience working with Homeland Security's pandemic flu exercise.
- ◇ Introduces Kallie Williams, TAM intern.
 - Ms. Williams gives brief bio; plans to work at Deaf/Blind summer camp on TAM's behalf.
- ◇ Announces MD Relay's sponsorship of Maryland School for the Deaf Foundation's Golf Tournament; asks for two eager golfers to join MD Relay's team.
- ◇ Recognizes completion of MD Relay's first contract year with Hamilton Relay.
- ◇ Encourages everyone to take the MD Relay survey on the website www.mdrelay.org.
- ◇ Announces TAM's new full-time position for MAT evaluator in TAM office, effective July 1.
- ◇ Responds to Ms. Dodds' question about MD Relay survey.
- ◇ Responds to audience questions about MAT program.

Michael J. Hollywood, GABTR Liaison:

- ◇ Clarifies answer to Mitch's question about two categories in complaint/inquiry summary.
- ◇ Requests members vote on change of time for third GABTR meeting November 8, in Ocean Pines, to begin at 1pm and end at 4pm; board members concur.
- ◇ Informs GABTR members that TAM will provide lunch before November meeting.
- ◇ Receives a commendation from Mr. Travers for hard work on preparing GABTR meeting.

Hamilton Relay Staff's Reports:

Karen Hawley, Maryland Captioned Telephone Outreach Coordinator:

- ◇ Explains her role as Maryland Captioned Telephone Outreach Coordinator.
- ◇ Shares her experiences at different sites and events.
- ◇ Provides presentation on a CapTel product.
 - Answers Mr. Rasinski's question about lines of captions on the screen.
 - Responds to Ms. Holbrook's question about service from captioned telephone to captioned telephone.

- ◇ Opens discussion on captioned telephone's ability to send medical terminology across captioned telephone's screen.

Paula Murrell, Maryland TRS Outreach Coordinator:

- ◇ Shares her experiences as Maryland TRS Outreach Coordinator.

Mitchell Levy, Hamilton Captioned Telephone Product Manager:

- ◇ Presents Captioned Telephone Service statistic report.
 - Answers Mr. Travers' question about statistics for one-line and two-lines.
 - Responds to Ms. Reichman's question on state and national captioned telephone traffic.
- ◇ Gives PowerPoint presentation and demonstrates Hamilton's Web CapTel; receives several inquiries.

Liza Dorsey, Maryland Relay Center Manager:

- ◇ Recognizes Hamilton Relay's first year anniversary with MD Relay.
- ◇ Gives presentation on MD Relay's call statistics.

GABTR Members' Reports:

Michael Hollywood speaks on behalf of Louis Schwarz, Deaf/Hard of Hearing Member:

- ◇ Describes Mr. Schwarz's involvement with National Association of the Deaf and E-9-1-1.
 - Locations are identified by direct phone numbers instead of IP addresses.
 - NeuStar Inc. can create a phone number database and possibly provide direct phone numbers to 10-digit phone numbers for relay (video and IP) services. (FCC is currently reviewing this issue.)
 - VRS calls to national 9-1-1 center often take up to 20 minutes to connect; wants to see this improve.

Betty Dodds, Senior Citizen Member:

- ◇ Describes difficulty using captioned telephone that her friend who has speech difficulties experiences.
 - Ms. Stewart recommends that her friend use Speech-to-Speech relay.

Joy Larson, Deaf/Blind Member:

- ◇ Shares her interest in new Deaf/Blind Communicator device at TAM office.

Paul Rasinski, Mobility-Disabled Member:

- ◇ Describes his first experience as new GABTR member.

James Stevenson, Government Member:

- ◇ Speaks about service learning for students that require community service hours as part of graduation requirement.
 - Suggests that MD Relay could provide outreach on TRS and captioned telephone to students who interview senior citizens about history of Allegany County.
 - Will work with TAM staff to develop plan for his project.

Joyce Lehrer, Government Member:

- ◇ Shares details of her attendance at Hamilton-sponsored TDI advocacy training in Virginia.

Annette Reichman, Deaf/Hard of Hearing Member:

- ◇ No report at this time.

Paula Holbrook, Deaf/Hard of Hearing Member:

- ◇ No report at this time.

Rebecca Ladew, Speech-Disabled Member:

- ◇ Shares her February report.
 - FCC has adopted a TRS cost recovery methodology and approved the rate of \$2.723.
 - Expresses her interest in working with Hamilton Relay staff to increase awareness in Maryland for Speech-to-Speech relay.
 - Shares her experience at Homeland Defense Journal's Disabilities and Special Needs Technical Assistance Conference.
 - Describes her outreach involvement with Ms. Bird at Baltimore Adult Communication Disorders Interest Group, where they presented on STS relay and MAT program.
 - Plans to attend Maryland Speech Hearing Language Association Conference and give a presentation with Ms. Bird.
- ◇ Shares her May report.
 - Continues working with Ms. Bird and Ms. Murrell on TRS and STS outreach efforts.
 - Gives more details on NECA/TRS council meeting.
 - Informs that she has joined Coalition of Organizations for Accessible Technology (COAT).

- Asks if Hamilton Relay plans to investigate the feasibility of enabling STS users to dial 7-1-1, then press another number to get access to STS operator immediately.
 - Ms. Kelly-Frey begins to answer Ms. Ladew's question.
 - Mr. Travers thanks the audience; replies he has no comments.

Mitch Travers, GABTR Chairman:

- Asks the audience for comments, new business or old business.
 - Tells Ms. Kelly-Frey and Ms. Ladew to speak off the record.
 - Ms. Stewart interjects; asks that the audience have the opportunity to hear Ms. Kelly-Frey's response to Ms. Ladew's question.
- Mr. Travers adjourns the meeting while Ms. Kelly-Frey responds that Hamilton is investigating the feasibility of a platform change to enable STS access via 7-1-1.

New business: None

The meeting is adjourned at 2:20 pm.