

Governor's Advisory Board
On Telecommunications Relay
Meeting Minutes

October 13, 2007
Maryland Relay Center
Frostburg, Maryland

Attendance:

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

TAM Staff: Brenda Kelly-Frey, Pam Stewart and Michael J. Hollywood

Hamilton Relay Staff: Liza Dorsey, Mitchell Levy, Babs Williams, Steven Quillen and Donte Bibbins

Interpreters: Myra Foley and Rebekah Satterfield

CART Transcriber: Natalie Ennis

Public: Ken Putkovich, Harry Larson, and Jennie Ladew

Call to Order: Mitch Travers calls the meeting to order at 9:24 a.m. at MD Relay Center in Frostburg, Maryland.

The meeting minutes of June 9th, 2007 are accepted.

TAM Reports:

Michael J. Hollywood, GABTR Liaison:

- Introduces Joyce Lehrer as GABTR's new board member who will represent government.
- Introduces Paul Rasinski as new board member who will represent the mobility-disabled community.
- Announces GABTR's two vacancies
 - One for representative member of government.
 - One for representative member of the Deaf/hard of hearing community.

- Thanks Rebecca Ladew for sharing DVD, "9-1-1, The Fear of Silence," last night for MD Relay movie night.
- Announces to members that James Stevenson received an award at Open House from MD Relay for his dedication throughout his 15 years on GABTR.
- Establishes three dates for future GABTR meetings in 2008.
 - February 23rd, 2008
 - May 31st, 2008
 - Either October 4th or 11th, 2008

Pam Stewart, Contract Administrator:

- Gives details on her experience working with Hamilton Relay staff.
- Responds to question about number of Hamilton Relay operators.

Brenda Kelly-Frey, TAM Director:

- Speaks on behalf of Patricia Bird, PR Coordinator
 - Explains MD Relay's outreach efforts.
 - Describes positions for TRS outreach coordinator and Captioned Telephone outreach coordinators.
 - Introduces Babs Williams as MD Relay's Captioned Telephone outreach coordinator.
 - Ms. Williams will soon return to Louisiana.
 - MD Captioned Telephone outreach coordinator position will be available.
 - Introduces Steven Quillen as MD Relay's TRS outreach coordinator.
- Speaks on behalf of Meredith Wehrle, MAT Coordinator
 - Presents Meredith's report on number of pieces of equipment distributed from June, 2007 through end of September, 2007.
 - Discusses TEDPA (Telecommunication Equipment Distribution Program Association) conference in Montana.
 - Answers question about MAT's assessment centers.
 - Responds to question about the role of MAT evaluator.
- Gives her report as TAM Director:
 - Provides details on TAM's budget.
 - Discusses the cost of provision of VRS and IP relay.
 - Answers question about cost of VRS and IP relay.
 - Provides information from NECA meetings.
 - Speaks about her experience at NASRA (National Administration State Relay Association) conference in Montana.
 - Receives question about the number of Deaf/Blind people in Maryland.
 - Defers to Ms. Larson, Deaf/Blind member, to answer this question.

- Confers on the topic of MAT program for Deaf/Blind people.
- Gives commendation to Rebecca Ladew for being nominated for Paul G. Hearne AAPD leadership award.
- Comments on letter from Sen. Jim Dementhe on Brenda's service on the mobile service alert (WARN) advisory committee.

Hamilton Relay Reports:

Liza Dorsey, Center Manager:

- Introduces herself to board; gives a brief background.
- Gives presentation on relay statistics.
- Responds to several questions on the statistics.

Steven Quillen, TRS Outreach Coordinator:

- Describes his monthly goals for TRS outreach.
- Receives inquiry about outreach efforts for people who are deaf/oral
 - Brenda Kelly-Frey, Director, responds.
 - Describes several outreach efforts to deaf/oral community.
 - Explains that attempts are often unwelcome in that community.
 - Encourages better engagement from the board to foster improved outreach efforts.

Mitchell Levy, Hamilton Captioned Telephone Product Manager:

- Provides brief description about his job.
- Responds to question about Captioned Telephone Service's answer performance.
- Presents Captioned Telephone Service's statistic report.
 - Answers questions about Captioned Telephone Service's statistics.

Babs Williams, Captioned Telephone Outreach Coordinator:

- Describes her attendance at various outreach events.
- Discusses plans to work with organizations, doctors' offices, audiology offices, nursing homes, and schools.

GABTR Reports:

Rebecca Ladew, Speech Disabled Member:

- Explains need to contact FCC to advocate for better Speech-To-Speech service.

Betty Dodds, Senior Citizen Member:

- No report.

Paula Holbrook, Deaf/Hard of Hearing Member:

- No report.

James Stevenson, Government Member:

- Commends Hamilton staff and operators for their efforts.
- Emphasizes on sharing information about Maryland Relay.

Joy Larson, Deaf/Blind Member:

- Thanks Brenda for explaining about Deaf/Blind Relay services from NASRA conference.
- Encourages everyone to check a website with video about Deaf/Blind relay service.

Joyce Lehrer, Government Member:

- Speaks about Howard County government's unused TTYs.
 - Shares story about county government employees not knowing what to do with TTY calls.
- Recognizes that Deaf people use VRS more often than TTYs when they call her office.

Mitch Travers, GABTR Chairman:

- Comments on his new Ojo Videophone product.

New Business:

Mitch Travers proposes that the board recommend that TAM include pagers and cellphones in MAT's equipment distribution program.

- Board votes unanimously to accept Mr. Travers' proposal.

The meeting is adjourned at 12:40 p.m.

Tour of the MD Relay Center.