

Governor's Advisory Board
On Telecommunications Relay
Meeting Minutes
March 18th, 2006
Greenbelt Community Center
Greenbelt, MD

ATTENDANCE:

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

TAM Staff: Brenda Kelly-Frey, Pam Stewart, Michael Hollywood and Patty Bird

AT&T: Patty Ferran

Interpreters: Jana Owen Beckford, Joe McLeary, and Amy Merriman

CART Transcriber: Carmen Cromartie

Public: Dr. Ava Morrow, Marilyn McConchie, Ken Putkovich, Harry Larson, David Birnbaum, Stephanie Rakes, Gordon Pickering, and Maryann Pickering.

Call to Order: Mitch Travers called the meeting to order at 9:10 a.m., March 18th, 2006 at the Greenbelt Community Center.

TAM Reports:

Patty Bird, MAT Coordinator:

- Responded to Mr. Travers' question on new category in MAT's spreadsheet.
- Answered Mr. Schwarz's question on TAM's marketing of MAT to prospective MAT customers.

Pam Stewart, Contract Administrator:

- Explained the increased distribution of CapTel phones.

Brenda Kelly-Frey, TAM Director:

- Announced that Nancy Seidman, PR coordinator, was no longer working for TAM office.
- Discussed the process to hire new PR coordinator.
- Shared information on moving MD Relay website to State's website.
- Gave commendation to GABTR's subcommittee for their hard work on strategic planning for TAM.
- Reminded everyone to sign attendance sheet.

Michael Hollywood, GABTR Liaison:

- Gave update on the next meetings for June and October.
 - 2nd GABTR meeting will be in McHenry on June 10th.
 - 3rd GABTR meeting will be in Easton on October 14th.
- Explained the change in call statistics report.

AT&T Report:

Patty Ferran, Account Manager:

- Shared information on what's happening at Relay Center.
 - Number of operators decreased from 200 to 65.
- Discussed outreach efforts.
 - Operators were required to attend one outreach event per year.
 - It increased their awareness about people who use Maryland Relay.
- Shared her experience with having Joy Larson (GABTR member) as a speaker for the operators.
 - Ms. Larson talked about issues related to deaf-blind customers.

GABTR Members' Reports:

Annette Reichman, Deaf Member:

- Gave her report for Strategic Planning subcommittee.

Joy Larson, Deaf/Blind Member:

- Explained her experience on giving her presentation to AT&T Relay operators.
 - Allowed operators to experience themselves as deaf and blind people by wearing mask and earplugs.

Louis Schwarz, Deaf Member:

- Gave his report about his attending several deaf expos.
 - Saw several merchants who sell TTYs; was surprised to see so many who still do.
 - Attended VRSCA meeting (VRS Consumer Association) at Gallaudet University.
 - Attended NEA committee meeting.

James Stevenson, Government Member:

- Discussed his project with educational television groups.
 - Would look into this if it would include MD Relay for the purpose of public relations.

Betty Dodds, Senior Citizen Member:

- No report.

Public Feedback:

Several people from the public provided feedback.

- Problem reported where customer was required to call number twice.
- Discussed emergency preparedness such as keeping TTY with battery back-up.

Presentation on Emergency Preparedness and Warning provided by Ken Putkovich

The meeting was adjourned at 12:55 p.m.