

Governor's Advisory Board
On Telecommunications Relay
Meeting Minutes

March 31st, 2007
Maryland Relay Center
Baltimore, MD

Attendance:

GABTR Members: Mitch Travers, Rebecca Ladew, Louis Schwarz, Paula Holbrook, James Stevenson, Betty Dodds, Joy Larson and Susan Stevens Miller

TAM Staff: Brenda Kelly-Frey, Pam Stewart, Patty Bird, Meredith Wehrle and Michael J. Hollywood

AT&T Staff: Patty Ferran

Interpreters: Jana Owen, Angela Childers and Amy Merriman

CART Transcriber: Tara Stromberg

Public: Ken Putkovich, Bruce Harlan, David Birnbaum, Harry Larson, Thomas Carruth, Denise Perdue, Linda Downey, Warren Downey, Becky Frey, Karl Kosiorek, and Michael Griebler

Call to Order: Mitch Travers called the meeting to order at 9:03 a.m., March 31st, 2007 at Maryland Relay Center.

TAM Reports:

Brenda Kelly-Frey, TAM Director:

- Mentioned that RFPs were released in November, 2006, and addressed two functional areas: TRS Relay and Captioned Telephone Service
 - First functional area (Telecommunications Relay Service):
 - Hamilton Relay was awarded five year contract to expire in 2012.
 - Hamilton Relay will establish in-state relay center in Frostburg, MD.
 - Hamilton will hire PR/outreach specialist for TRS to work in TAM office.
 - Second functional area (Captioned Telephone Service):
 - Hamilton Relay was awarded five year contract to expire in 2012.
 - Captioned Telephone service will expand TAM program by one hundred new users per month.

- Hamilton will hire PR/outreach specialist for Captioned Telephone Service to work in TAM office.
- Gave details of her November 2006 meeting with FCC's consumer advisory committee.
- Described her experience with training at Prince George's County 9-1-1 centers.
- Discussed her involvement at December 2006 N-11 meeting in Washington, D.C.
 - Met with other representatives involved with 4-1-1, 3-1-1, 2-1-1, 5-1-1, 7-1-1, and 9-1-1 services.
 - Conferred about similarities and differences in funding sources, approaches, advertising, etc.
- Mentioned that TAM sent the PSC a letter of justification for current monthly surcharge of twenty cents.
- Explained Internet relay fraud.
- Made note of recent important visitors to Maryland Relay Center.
- Reported on her recent attendance at a Video Relay Service demonstration at Capitol Hill, Washington, D.C.
- Emphasized her strong involvement with homeland security at the state level.
- Gave commendation to at&t for their wonderful service to the citizens of Maryland for the past five years.
- Responded to question about Captioned Telephone Service contract.
- Responded to question regarding the performance of 9-1-1 centers.

Michael J. Hollywood, GABTR Liaison:

- Explained significant information included in GABTR members' folders.
- Responded to question about complaints' report.
- Announced two future GABTR meetings.
 - June 9th, 2007
 - October 6th, 2007
- Answered question regarding location for third meeting.

Pam Stewart, Contract Administrator:

- Discussed her experience in working with Hamilton Relay staff on planning for service transition.
- Announced that Hamilton Relay will provide in-state customer service.
- Provided details about possible date of July 11th (7/11) for open house at new Maryland Relay Center in Frostburg.
- Responded to questions about Captioned Telephone Service contract.

Patty Bird, PR Coordinator:

- Gave details on Maryland Relay's outreach efforts.

- Reminded GABTR members to visit MD Relay's website which has a new link for calendar of events.
- Explained that TAM continues to work with Market Street Communications on public relation efforts.
- Shared her experiences in distributing some contributed articles about MD Relay and MAT program.

Meredith Wehrle, MAT Coordinator:

- Presented MAT statistics from October 2006 to current date.
- Responded to question about eligibility criteria for applicants to the MAT program.
- Responded to question about Braille TTY.
- Announced that TAM will provide two CapTel training sessions on April 25th designed to educate the public about features and functions of the captioned telephone.

at&t Report:

Patty Ferran, Account Manager:

- Thanked Ms. Kelly-Frey for her comments about at&t service.
- Expressed her gratitude for the opportunity to work with TAM and GABTR.
- Described her outreach efforts and operators' involvement in community activities.
 - Invitation to Rebecca Ladew, who gave presentation to operators about her own background and experience.
 - Invitation to Joy Larson, who gave presentation and held activities for operators.
- Responded to question about monthly report regarding VCO calls.

GABTR Reports:

Rebecca Ladew, Speech Disabled Member:

- Discussed her experience in testing new technology from Ireland.
- Shared information about STS-VRS.
- Described her experience about her presentation to at&t operators.
- Gave details on FCC's consumer advisory committee's meeting.

Susan Stevens Miller, Government Member:

- Discussed and responded to several questions regarding recent VOIP.

James Stevenson, Government Member:

- Commended TAM staff for their good work.

- Recommended that GABTR invite MAT evaluators to provide presentations at the grassroots level about MAT at a future GABTR meeting.
- Responded to question about MAT evaluation sites.

Louis Schwarz, Hearing Impaired Member:

- Explained his current involvement in serving on E-9-1-1 accessibility committee.
- Described his attendance at NENA (National Emergency Numbering Association) meeting.
- Described his observation of FCC's consumer advisory committee.

Betty Dodds, Senior Citizen Member:

- Shared information about DHHIG (Deaf and Hard of Hearing in Government) National Training Conference to be held May 8th to 10th.

Joy Larson, Deaf/Blind Member:

- Gave commendation to Patty Ferran for a great job.

Mitch Travers, Hearing Impaired Member:

- Inquired about vacancies on GABTR.

Public Feedback:

- Expressed a problem about making a relay call with typing phone number on UFA before operator asked for phone number again.
- Described details of problems with TTYs or CapTels connected by digital lines.

The meeting was adjourned at 11:35 a.m.

Karl Kosiorek, SNAP-VRS representative, gave a demonstration on Ojo Videophone.