



# WORLD

Technology News and Commentary for Deaf and Hard of Hearing People



**IS CLOSED CAPTIONING  
LIVING UP TO ITS PROMISES?**

ADDRESS SERVICE REQUESTED

## ALSO INSIDE:

Special Pull Out Section  
Begins on page 16

Interview with Bill Creswell  
Details on page 22

Non-Profit Org.  
U.S. Postage  
PAID  
Dulles, VA  
Permit No. 163

TDI  
8630 Fenton Street • Suite 604  
Silver Spring, Maryland  
20910-3822



Better. Different. Purple.

Purple works with all of these –



anytime, anywhere, anyplace!

Download **Purple VRS** today at [www.purple.us/trynow!](http://www.purple.us/trynow!)

Visit [www.purple.us/sermonice](http://www.purple.us/sermonice) for important information concerning 30-day numbering and E911 services for VRS or IP-Poly. © 2011 Purple Communications, Inc. All rights reserved. Purple, P2, the hands logo and the Purple logo are registered trademarks of Purple Communications, Inc. Other names may be trademarks of their respective owners.

## TDI'S MISSION

**"TDI provides leadership in achieving equal access to telecommunications, media, and information technologies for deaf and hard of hearing people."**

### FEATURE ARTICLES

**TDI Files Universal Captioning Petition with the FCC.....pg 20**

**PULL OUT SECTION.....pg 16**

Title Page .....pg 16

TDI Membership form .....pg 17

What is the FCC .....pg 18

History of Captioning .....pg 19

**Interview with Bill Creswell.....pg 22**

### REGULAR COLUMNS

**BOARD VIEWS by Dr. Roy Miller, TDI President .....pg 2**

Captions, Scouts and Rain!

**CAPITOL COMMENTARY by Claude Stout, TDI Executive Director .....pg 4**

See a TV Captioning Problem? Help File a Complaint with the FCC!

**ACCESSIBLE TECH by James House, TDI World Editor .....pg 8**

A Personal History of Captioning.

**WHEN CRICKETS SIGN by Bill Graham, TDI Associate Editor .....pg 11**

Westerns On My Mind.

**TDI IN ACTION June - August 2010 .....pg 28**

## Thanks to these Advertisers:

Purple (C2) • AT&T (pg. 5) • Sorenson (pg. 7) • Maryland Relay (pg. 9) • BlackBerry (pg. 11)  
Rochester Institute of Technology (pg. 13) • Authorized Laptop Repair (pg. 14) • Verizon (pg. 15) • Hamilton Relay (pg. 16)  
Sprint (pg. 27) • ZVRS (pg. 29) • AT&T (pg. 31) • Ultratec (pg. 34) • SnapVRS (C3) • Sorenson (C4)

Contact TDI WORLD Managing Editor for reprints of articles in PDF format.

*TDI WORLD* is published quarterly by TDI to provide information about telecommunications, media and information technology access for people who are deaf, late-deafened, hard of hearing and deaf-blind. You may freely copy and distribute all or portions of *TDI WORLD* for non-commercial use with credit given to TDI. TDI has no affiliation with any company advertised, and the mention of company names, products and services in the articles herein comes solely from the authors' own experiences and does not imply accuracy nor endorsement by TDI. Furthermore, TDI does not warrant any products or services mentioned in *TDI WORLD* to be in compliance with any applicable federal, state or local disability access laws and regulations or industry standards.



## WORLD

**Volume 41, Number 3  
Summer 2010**

**Editor-in-Chief:** Claude Stout

**Managing Editor:** Jim House

**Associate Editor:** Bill Graham

**Advertising Manager:** Robert McConnell

**Publication Production:** Electronic Ink

### TDI BOARD OF DIRECTORS

#### NORTHEAST REGION

Bernard Hurwitz (NY)

NortheastRep@TDIforAccess.org

#### SOUTHEAST REGION

Fred Weiner (MD), Vice President

SoutheastRep@TDIforAccess.org

#### MIDWEST REGION

Stephanie Buell (WI)

MidwestRep@TDIforAccess.org

#### CENTRAL REGION

Rebecca Rosenthal (KS), Secretary

CentralRep@TDIforAccess.org

#### WEST REGION

Sheila Conlon-Mentkowski (CA)

WestRep@TDIforAccess.org

### MEMBERS-AT-LARGE

Dr. Roy E. Miller, President

AtLarge1@TDIforAccess.org

Joe Duarte, Treasurer

AtLarge2@TDIforAccess.org

Carol Sliney

AtLarge3@TDIforAccess.org

### EXECUTIVE DIRECTOR

Claude Stout

Executive.Director@TDIforAccess.org

### CEPIN PROGRAM DIRECTOR

Andrew Perlman

CEPIN.Director@TDIforAccess.org

### CEPIN OUTREACH SPECIALIST

James House

CEPIN.Outreach@TDIforAccess.org

### ADVERTISING MANAGER & MEMBER SERVICES OFFICER

Robert McConnell

Member.Services@TDIforAccess.org

### BUSINESS MANAGER

John Skjeveland • Financial@TDIforAccess.org

### EXECUTIVE SECRETARY

Gloria Carter

Executive.Secretary@TDIforAccess.org

### VOLUNTEER

Dawnell Douthit

### TDI

8630 Fenton Street - Suite 604

Silver Spring, Maryland 20910-3822

www.TDIforAccess.org - www.cepintdi.org

### TELEPHONES:

Voice: .....301-589-3786

Video: .....71.166.174.51 or 301-563-9112

TTY: .....301-589-3006

FAX: .....301-589-3797

To subscribe to *TDI eNotes*,  
send an email to [pubrel@TDIforAccess.org](mailto:pubrel@TDIforAccess.org)

## Board Views



BY DR. ROY MILLER  
*TDI President*

**“Being treated as a second class citizen is so irritating that at times I have to admit that I don’t enjoy watching TV.”**

## Captions, Scouts and Rain!

Every time I see captions on TV it reminds me of the many pleasant years that I spent as an adult Scouter. I was privileged to serve for a decade in the roles of Cubmaster of Cub Scout Pack 37, Scoutmaster of Boy Scout Troop 66, and Adviser to Explorer Post 1243 in southern Illinois. During those years I was fortunate to be able to help my two sons become competent and confident in meeting the challenges of living in the woods and develop respect and appreciation for the many wonders that Mother Nature has given us – not to mention being able to watch both of them mature and attain the rank of Eagle Scout.

Troop 66 was an outdoors-oriented troop and prided itself on going camping one weekend per month all year – come rain, sleet, hail, snow, or sunshine, and regardless of whether the temperature was an unbearable 100 degrees or an equally uncomfortable 10 degrees above zero. In addition to being strongly committed to a year-round camping program, many of the scouts in Troop 66 took a lot of 10- and 20-mile hikes in the Shawnee National Forest while working with me on their Hiking Merit Badge. And legend has it that all of our hikes had one thing in common – RAIN (and lots of it!).

It seemed like every time we went out on a hike we got soaked, and not just for a few minutes in a brief afternoon shower but for hours while trudging in a downpour. One of my older scouts, a young man by the name of Richard Brown, developed a saying that he liked to offer several times during our water-logged hikes, namely, he would look at me and ask “Mr. Miller, are we having fun yet?” That always brought a smile to my face and a laugh from a few of the Scouts as Richard was able to find humor while having what most people would

think of as a terrible experience. As the miles slowly disappeared behind us, and the end of the day’s walk became closer and closer, Richard would often change his tongue-in-cheek question to “Mr. Miller, are we there yet?” – a question that was more rhetorical than real.

So what has all of this got to do with TV captioning? And why am I reminded of those long walks in the pouring rain when I see TV captions? Well, every time I turn on the tube I still encounter commercials that aren’t captioned, programs that aren’t captioned, local news broadcasts that are only partially captioned, and so forth. And this bothers me a lot (perhaps “infuriates” is a better word). Being treated as a second-class citizen is so irritating that at times I have to admit that I don’t enjoy watching TV. If Richard Brown were sitting on the sofa next to me while I tried to find complete satisfaction in the TV viewing experience, I would have to say “No, we are not having fun yet!”

Like making good progress on a 20-mile hike, TV captioning has moved a long way from where it started nearly 40 years ago. The first regularly captioned TV program was *The French Chef*, which was open captioned in 1972, and that was followed by a few shows being closed captioned in 1980 (*The ABC Sunday Night Movie*, Disney’s *Wonderful World* (NBC), and PBS’s *Masterpiece Theater*). Indeed, it’s getting harder and harder for most of us to remember the days in the 80’s and 90’s when there was relatively little captioning on TV. In 1997 the Federal Communications Commission (FCC) set a transition schedule requiring distributors to provide an increasing amount of captioned programming. Ever since the 100 percent benchmark mandated by the FCC arrived in 2006, many consumers have been lulled

*Continued on page 3*



**BOARD VIEWS** Continued from page 2

into thinking that we had successfully reached the end of the trail.

Unfortunately, that is not true. There are still many exemptions to the FCC's 100 percent captioning rule, including:

- Commercials
- Programs aired between 2:00 a.m. and 6:00 a.m.
- Intertitles--videos of less than 10 minutes within longer programming, such as interviews with the director or cast members during movies
- Station promotional announcements
- Public service announcements
- Programs broadcast in any language other than English and Spanish
- Locally produced and distributed non-news programming with no repeat value (such as a "Stay tuned for")
- Programming on a video programming network for the first four years after it begins operation
- Educational programming that is locally produced by public television stations
- TV programs broadcast on channels producing less than \$3 million in revenues in the previous year

And given the decision by the FCC in issuing what is known as the Anglers Exemption Order in 2006, a whole new class of exempt programming was created. The FCC overturned this ruling in October 2011.

Throughout the years TDI has consistently fought for a totally accessible TV viewing experience for deaf and hard-of-hearing consumers. In its early years TDI advocated for a continual expansion of the number of hours of captioning on TV. Later we petitioned the FCC for the establishment of quality standards for TV captioning. For years we have opposed almost every request for a waiver of the captioning

rules by a TV program producer and/or provider. TDI vigorously opposed the implementation by the FCC of its terrible Anglers Exemption Order (named for one of the parties that requested the exemption, Anglers for Christ Ministries, Inc.), which exempted any non-profit organization that does not receive compensation for airing its programming if the organization contends that it may need to terminate or substantially curtail its programming if required to caption its programming. The FCC overturned this ruling in October 2011.

Furthermore, TDI supported every effort to educate consumers concerning the digital TV (DTV) transition and the problems of DTV captioning. TDI was a strong advocate for the passage of the 21st Century Communications and Video Accessibility Act (CVAA), which includes some captioning requirements for streaming TV shows on the Internet. And earlier this year TDI led the development of a petition to the FCC for universal captioning, which calls for the elimination of all captioning exemptions and the requirement of realtime captioning of all local news broadcasts in all TV markets (not just the "Top 25" markets, as is presently the requirement).

In essence, as I argued in TDI World a couple of years ago, "It is time to change the rules and require 'universal' television captioning — that is captioning of every word spoken on TV, with absolutely no waivers and no exemptions." If, with respect to captioning on TV, Richard Brown were to ask me "Are we there yet?" I would have to say "No, we aren't there yet." But the sun is trying to peek through the clouds and the rain has dwindled. Hopefully the end of the trail is just around the next bend!

"Like taking a 20-mile hike, TV captioning has moved a long way from where it started nearly forty years ago."



Top: Boy Scouts from Troop 66 hiking in the rain in Ferne Clyffe State Park in the Shawnee National Forest in Southern Illinois.  
Bottom: Eagle Scout Kenneth Miller, Scoutmaster Roy Miller, and Eagle Scout Russell Miller atop Baldy Peak (12,441 feet) at Philmont Scout Ranch in New Mexico.

## Capitol Commentary



BY CLAUDE STOUT  
*TDI Executive Director*

**“The more complaints that the FCC receives, the easier it is to see patterns of similar captioning problems.”**

# See a TV Captioning Problem?

## Help File a Complaint with the FCC!

**D**o you watch TV every day? If so, are you satisfied with the captions on your favorite TV programs? Do you find there are problems with the captions on some of those programs?

Let me mention a few examples of TV captioning problems that TDI has brought to the attention of the FCC in recent years:

- Instead of showing the words as spoken — “go for broke” — the captions are garbled and read as follows: “gb fhg boke.”
- The captions sometimes just don’t appear at all. You can see the characters on the screen speaking but no captions.
- The captions start off okay in the beginning but don’t finish such as “Desperate Hous...”
- The captions are not synchronized with the audio. The text don’t always match the action, nor the words as they are spoken on TV.

And there are several other kinds of captioning problems, too. You get the picture, but not always the captions.

These problems can become a thing of the past, if you help us. We invite you to help us report every captioning problem you see on TV to the FCC. By reporting problems and providing the FCC with all the important details, everyone wins!

How so? Let me give you a scenario so you can see how a fictitious TV captioning complaint is processed at the FCC. This story is based on a number of successful experiences by the TDI staff and board members as well as other consumer advocates.


Let us imagine that Mika Oliver (not a real person) was watching a popular weekly cartoon show called “Deer Park Diaries” (not a real program) on the WON Network (not a real network) broadcasts through OrbiTV satellite service (not a real distributor). Mika flips the channels to find the program, only to discover that the captions are garbled and unreadable on her TV. When the FCC receives her complaint, the Commission notifies OrbiTV of the complaint. OrbiTV then checks with WON Network, where its engineers conduct an investigation to identify the source of the problem, and make necessary repairs. WON Network responds back to OrbiTV on the results of its investigation and any remedial action taken. Then OrbiTV reports back to the FCC and that matter is closed.

Mika receives several letters and/or emails from the FCC, the distributor and the network asking questions and keeping her informed of the process as they investigate the complaint. She works with them, answers many questions and helps them find a solution by describing clearly what she saw and when those things happened.

### How does everyone win?

The more complaints that the FCC receives, the easier it is to see patterns of similar captioning problems. The FCC may see it is time to revise its captioning rules. The agency may work closer with those TV program distributors that may not be as vigilant in their work. If problems persist, and the FCC concludes there is no chance of resolution, the distributor may be responsible for fines which can run up to tens or hundred of thousands of dollars.

*Continued on page 6*

Rethink Possible® 

**“if ... you have the  
driving force,  
it’s possible.”**

— **Charl de Villiers, first Deaf individual  
to circumnavigate the globe**



Record everyday adventures and journeys with AT&T products and services for the Deaf and/or Hard of Hearing customer, such as:

- **VRS Relay**

Experience fast service and professional interpreters with AT&T Video Relay Services. We are accessible 24 hours a day — every day. Find out more online at [att.com/vrs](http://att.com/vrs).

- **TAP (Text Accessibility Plans)**

AT&T has established data-only monthly plans developed especially for the Deaf and/or Hard of Hearing.

- **TTY-Compatible Phones**

Uninterrupted communication with other TTY users.

Go to [att.com/livelarge](http://att.com/livelarge) for more information.

Or call the AT&T Sales and Service Center for Disabilities and Aging:

**Voice calls: 1-800-661-8931 | TTY calls: 1-800-919-9684**

As of 1/1/2010, VRS and IP Relay users are required to register their address and to obtain a 10-digit telephone number. Users can change providers at any time and retain the same number. Users should keep their address information updated for emergency 911 calls. For more details, please visit [att.com/relay](http://att.com/relay).

All customers interested in any of the TAP plans will need to qualify for these plans by completing the Text Accessibility Plan (TAP) Application and Certification form. TAP plans are available on select consumer devices. Please check with our Sales and Service Center for Disabilities and Aging for available devices.

© 2011 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.



## CAPITOL COMMENTARY Continued from page 4

As the multiple channel video distributor (MCVP), OrbiTV in this situation holds the final responsibility as your pay television (satellite or cable) service provider. By paying a monthly fee, you have every right to access any of its TV programs available in your service package and receive the same level of service as your neighbors. If the sound is not working, hearing people will complain, so it is with captions for viewers like you and I that depend on them. OrbiTV often distributes the "Deer Park Diaries" program from WON Network to your home and other subscribers in your area. When it receives your complaint from the FCC, it will work with WON Network and the producers of "Deer Park Diaries" to resolve the situation. FCC regulations hold OrbiTV responsible to follow up on your complaint. The producers of "Deer Park Diaries" and the WON Network is under OrbiTV as one of its program providers. By following up on your complaint and remedying the bad captions, OrbiTV has met its responsibilities as stated in the FCC regulations.

When the WON Network got news of your complaint from OrbiTV, often it wouldn't know this problem was occurring. There is usually an on-air monitor that the engineers use to keep an eye on how well the video feed from the network is working. Sometimes there are so many duties that they may not constantly check on the captions on its programs 24 hours a day. There are many links and equipment between the network and your home so the problem could be someplace else. The captions may disappear in the middle of its feed to OrbiTV. Maybe the producer or whoever sent the program to WON Network did not get all the captions in or some equipment broke down. Sometimes the producer may find out late in the process that the captioner had done a bad job of captioning the program.



Mika and other TV viewers like you who depend on captioning will benefit in the long run because she took action and complained to the FCC. Hopefully, OrbiTV and WON Network will be more careful and make sure there are no more captioning problems with "Deer Park Diaries" and other programs. If everyone reports a captioning problem with different TV programs, the TV industry becomes more proactive in addressing the captioning problems. The FCC would continue to observe and keep track of all the complaints.

Thanks to Mika's complaint, everyone is aware of the captioning problem and knows how to minimize repeated problems. Otherwise, if no one complains, no one would know, thus no one would take action on it. Because if no one does anything, no one is happy. It all begins with you.

So, the more complaints we file with the FCC on TV captioning problems, the better the future will be for us to enjoy TV programming with full and clear captions. In response to more active monitoring from the FCC, the broadcast industry will come up with ways to maintain high quality captioning for all the TV programs.

Some of you may be reluctant to fill out a complaint with the FCC for different

reasons. You may think it is too long or too complicated to fill out. We fully understand, however you will find that it does not require a lot of technical details. You will find it easy to fill out by explaining what you saw.

We encourage you to file a complaint anytime with the FCC. It will only take you a few minutes to fill out. The online captioning complaint form is at: [https://esupport.fcc.gov/ccmsforms/form2000.action?form\\_type=2000C](https://esupport.fcc.gov/ccmsforms/form2000.action?form_type=2000C). The PDF version for mailing or faxing is at <http://transition.fcc.gov/cgb/consumerfacts/Form2000C.pdf>. If you need help on filling this form out, contact us at TDI anytime, and we will be happy to help you. For those of you who have helped file captioning complaints with the FCC recently or over the years, many thanks! And those of you who haven't, we challenge you to do your part, and thanks for your consideration!

Check page 26 for the FCC's Form 2000C, and see the sample form Mika used to send a complaint with OrbiTV on the captioning problems she had with WON Network's "Deer Park Diaries" program.

As you can see, the FCC is not asking us for a whole lot of information. Just fill in a few key items to cover for your complaint, and the FCC will follow up on them.





Experience the **joy** of your world  
in touch

Introducing **ntouch<sup>®</sup>VP**, the next generation in the SVRS<sup>®</sup> family of communication products. Our newest videophone includes features designed just for you. See your world through the amazing quality of Sorenson HD video and share your life's most treasured moments.



Experience **what's next** in VRS from Sorenson Communications  
Learn more and apply at **[www.svrs.com/ntouch](http://www.svrs.com/ntouch)**

Copyright © 2011 Sorenson Communications. All rights reserved. ntouch and ntouch VP are registered trademarks of Sorenson Communications.

## Accessible Tech



BY JAMES HOUSE  
TDI World Editor

Looking back on some of these events, I feel like that Forrest Gump movie character, popping up here and there over the years, not always knowing that I was right in the midst of history being made.

## A Personal History of Captioning

In the previous issue of *TDI World*, Executive Director Claude Stout took us on a ride in his time machine, recounting his personal experience with accessible communication technology. The photo of the open captioned ABC News gave me some flashbacks, inspiring my own trip down memory lane, with a focus on captioning. Join me as I point out some mileposts in captioning history, and how captioning had an impact on me long before I joined TDI. Looking back on some of these events, I feel like that Forrest Gump movie character, popping up here and there over the years, not always knowing that I was right in the midst of history being made.

**The Late 60s** - My earliest exposure to captioning was during the late 1960s at a week-long summer camp—Camp Kiwanis on the western slope of Mount Hood, the highest peak in Oregon. Under majestic Douglas firs on many starry nights, a few dozen deaf campers would hustle into a huge log-cabin lodge to watch open-captioned movies. Back then, Captioned Films for the Deaf, a program under what was known as the U.S. Department of Health, Education and Welfare, provided captioned versions of certain Hollywood blockbusters and educational films. One of those first movies I recall was “The Heroes of Telemark,”



a World War II epic about Norwegians destroying a German atomic weapons factory in their Nazi-occupied homeland.

The Captioned Films program eventually became the Described and Captioned Media Program, administered by the National Association of the Deaf under a grant from the U.S. Department of Education. Maybe my memory is kind of hazy, but I think, coincidentally perhaps, this probably happened around the time TDI was formed. My higher power certainly works in mysterious ways.

**The Mid-70s** - Like Claude and so many other deaf people, my friends and I frequently stayed up till midnight, even on school nights just to watch the ABC Evening News that was rebroadcasted with open captions on our local PBS channel. Not only did we get to know the first names of all the on-air talent on ABC, we were able to learn about the deaf community across the country through a text newsfeed that appeared during commercial breaks. Little did I know back then that captioning would be a major part of my professional life.

**The Late 70s** - I was a student at Gallaudet College (now Gallaudet University). As an institute of higher learning, Gallaudet offered many opportunities to participate in research projects, and get paid. One of the research projects that I participated in dealt with captioning formats. The results from that research led to the familiar white-letters-on-black-background schema. During the research, they showed us many samples of color captions, and they were kind of primitive compared to what we see on digital televisions today. Sometimes I get the feeling that while TV screens and sound systems have improved a whole lot since then, the captioning seems stuck in the

Continued on page 9

**ACCESSIBLE TECH** Continued from page 8

20th Century because the television industry is not willing to innovate and take full advantage of the digital captioning capabilities.

**1980** - My student years at Gallaudet were exciting times! I worked for the Gallaudet Television Department and had the distinction of supervising the recording of the first closed-captioned television program, which aired on March 16, 1980. The programs were the ABC Sunday Night Movie, Disney's Wonderful World (NBC) and Masterpiece Theater (PBS). That same year, for a class assignment, I had the privilege to interview with Malcolm ("Mac") Norwood, who administered the Captioned Film program for many years. Mac is often referred to as the Father of Closed Captioning because of his trailblazing work in the field,

which included securing seed money from the Department of Education to establish the National Captioning Institute (NCI) in 1979. NCI is still in business today.

**1982** - Gallaudet Television was called to provide consultation at the Supreme Court of the United States. At issue was accommodating Michael Chatoff, the first deaf attorney to argue a case at the nation's highest court. The outcome of this case, Amy Rowley versus the Hendrick Hudson School District in New York not only vindicated the right of deaf students to have full and equal access to public education, but also validated the use of computers as an auxiliary aid to communication access via transcription of the courtroom dialogue. During this case, I met a



John Long, Vice President of Sales and I were interviewed by Washington Post prior to the launch of WJLA's real-time captioned local news on September 8, 1987.

great mentor, Marty Block, the first real-time captioner, and Joe Karlovits, who provided CART services for Chatoff in the courtroom. Both

Continued on page 13

# Captions Aren't Just for TV...

## Now get captions on phone calls

The CapTel Captioned Telephone shows you word-for-word captions of everything a caller says. Just like captions on TV, only for phone calls!

Try CapTel 800i risk free — 90-day trial offer

Learn more at [www.CapTel.com](http://www.CapTel.com)  
(800) 233-9130 V/TTY





## Access your world on the go

Stay in touch with the people and information that matter — wherever you are, and wherever you're going.

### Email and Push-delivery Technology

BlackBerry® smartphones deliver text-based messages, updates and notifications right to you automatically, giving you more time to focus on the things that matter<sup>1</sup>.

### BlackBerry® Messenger

No matter who you're talking to, BBM™ gets your messages to where they're going in no time<sup>1</sup>.

### Closed Caption Media Support

Enjoy open captioned or closed captioned multimedia content<sup>2</sup>.

### Extended Vibration Settings

Set the number and duration of vibrations that you want<sup>2</sup>.

### Hearing Aid Compatibility

Use your smartphone with your hearing aid on BlackBerry smartphones rated for use with hearing aids<sup>2</sup>.



[www.blackberry.com/accessibility](http://www.blackberry.com/accessibility)

©2010 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Data plan required. Please check with your service provider for availability, costs and restrictions. <sup>1</sup>Available on select BlackBerry smartphones.



## When Crickets Sign



BY BILL GRAHAM  
TDI Associate Editor

I never again  
reacted so  
primally to  
captioning on  
television.

## Westerns on My Mind

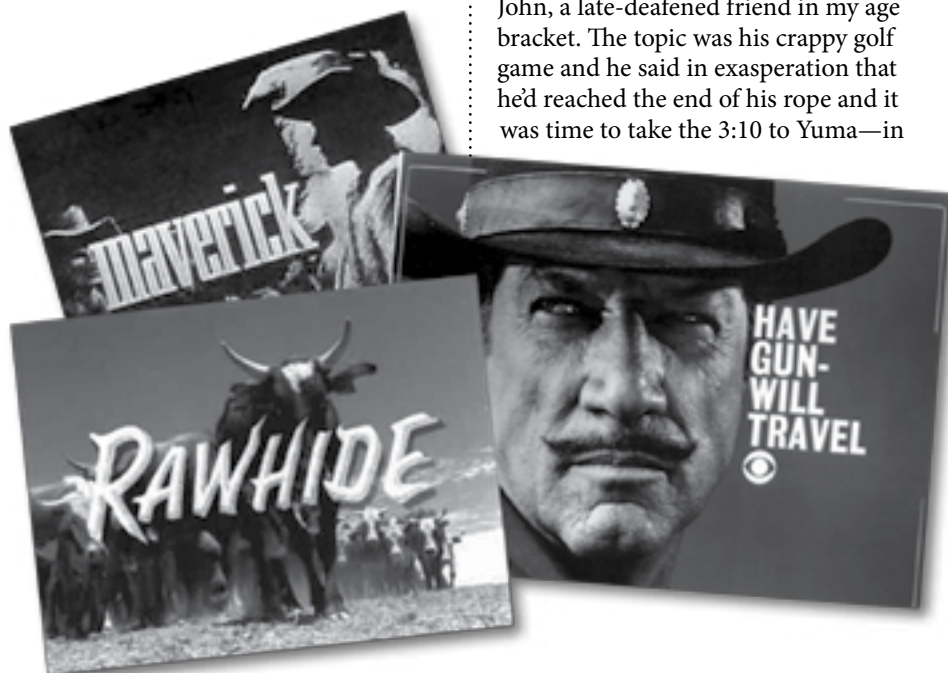
**M**y story is no different than that of many others who grew up with normal hearing in the 1950s and 1960s and became deaf as adults. As a kid I watched television—a lot of it—with family or friends in the living room. Back then I could hear, and I laughed or said “Omigod!” during shows at the same time as everybody else. TV was a vast wasteland perhaps, but also the quintessential American experience, a shared experience that I took part in fully.

It seems utterly impossible today but a good number of the shows I watched were Westerns. And I wasn’t the only one watching: Almost 50 different Westerns appeared on TV during the 50’s and 60’s; for years Gunsmoke and Bonanza dominated the weekly Nielsen ratings. There were only three major commercial networks then and people pretty much watched the same shows. If you’re my age, male, and don’t know who Pa Cartwright is, you might as well be from Mars.

This common cultural heritage was impressed upon me a few months ago during an email exchange with John, a late-deafened friend in my age bracket. The topic was his crappy golf game and he said in exasperation that he’d reached the end of his rope and it was time to take the 3:10 to Yuma—in

other words, in the parlance of the movie of that name, put an end to things. I emailed him back, typing simply: “Johnny Yuma was a rebel.” His response: “He roamed through the West.” Me: “Did Johnny Yu-MAA, the rebel.” John: “He wandered alone.”

Those lines form the chorus of the theme song of *The Rebel*, a TV Western from our youth. The song was sung by the legendary Johnny Cash in his trademark languid way, and after evoking it in our emails John and I couldn’t get the song out of our heads for hours—okay, days. Increasingly obsessed, I found a video on YouTube of Johnny Cash performing the song live. John found another. Then we began digging up the themes of other immortal (to us) Westerns: *Maverick* (“Riverboat, ring your bell....Fare thee well, Annabelle...Luck is the lady that he loves the best...”), *Have Gun Will Travel* (“Paladin, Paladin, where do you RO-oam?.... Paladin, Paladin, far far from ho-ome.”), *Rawhide* (“Rollin’, rollin’, Though the streams are swollen, Keep them doggies rollin’, Rawhide!”)...the list went on. And



# WHEN CRICKETS SIGN Continued from page 11

here it is months later and the songs continue to carousel through my head when I should be pondering how to find a full-time job with benefits. I'm about ready to check out the train schedule to Yuma myself.

All of this means absolutely nothing to most of you, but in a way that's the point. Broadcast media—in this case, the theme songs of television shows—can uniquely frame and cement personal relationships. John and I would be great friends even if I'd watched Petticoat Junction instead of Death Valley Days and Wagon Train, but the fact that we both devoutly watched and, especially, listened to these TV shows before deafness came along adds another dimension to our friendship.

The 1970s and early 1980s were my

own private wasteland years, when I struggled ignobly with deafness. Shame, denial, withdrawal, and fear were some of the self-directed arrows in my quiver of dejection. The lack or scarcity of television captioning during that period contributed to my sense of isolation, although I didn't realize how acutely until much later.

Some necessary background: During the mid-1970s Saturday Night Live became a hit television show, actually a cultural phenomenon. The show gave impetus to weekend parties. On Saturday nights, friends gathered for drinks and banter and to watch the show. At least my friends did. As airtime approached they'd all position themselves amphitheater-style in front of the TV set. Trying to preserve my status as a fake hearing person at the time, I stood at the back of the room so nobody could see I wasn't enjoying

the comedy sketches, which I couldn't hear. I'd try to will the hands of my watch to midnight, when the show ended. Needless to say, this wasn't a high point in my life.

Flash forward to about 1990. I'm married now and my wife Karina notices that an early Saturday Night with Dan Aykroyd and John Belushi was being aired.

"Oh, let's watch it!" she says.

"Nah," I shrug.



Continued on page 13

R·I·T Rochester Institute of Technology

## Prepare for Success

*Cutting-edge career education for  
students with hearing loss*

- *Dynamic, high-tech learning environment*
- *Hands-on experience in your field*
- *Outstanding access and support services*

*For more information, call 585-475-6700 (voice/TTY)  
or email [NTIDadmissions@rit.edu](mailto:NTIDadmissions@rit.edu)  
[www.rit.edu/ntid/tdi](http://www.rit.edu/ntid/tdi)*



**WHEN CRICKETS SIGN** Continued from page 12

"Why not, Guillermo?" she says. "John Belushi!"

"I won't understand it, for one thing."

"But it's captioned."

"It's captioned?"

"Yes."

"Oh. Okay. I guess."

So we put the show on. About ten minutes into it, Karina throws back her head in laughter and looks at me. And... I'm crying. Megatears coursing down my cheeks.

"What's the matter, Guillermo?!" she says.

"I don't know. I'm crying."

"I see that. But why?"

"I don't know. Something...I don't know."

But I did know. It was the specter of Saturday nights past, when I stood at the margins of parties, full of angst and foreboding. When that particular show first aired, I probably hadn't understood a word. And now there were captions. Belushi, yes; Aykroyd, yes: they're funny. My tears flowed from a mishmash of sudden, unexpected feelings: distress, relief, resentment, gratitude.

That night is a moment frozen in time. I never again reacted so primally to captioning on television. Today, my attitude is probably just like yours: I expect perfection and am annoyed by recurring typos or when captioning lags behind. And when there are no captions at all, I get upset and may raise a fuss.

But I'm not likely to forget how fundamental captioning is to my sense of wholeness, community, and belonging. I watch television with my hearing family and friends, and we laugh and say "Omigod!" at approximately the same time. Maybe watching TV together is no longer a quintessential American experience (only Facebook is), but it's still a cherished one. And when Clint Eastwood reprises his breakthrough role as Rowdy Yates in *Rawhide* I'll be able to understand him, just like old times. Not that I'll actually watch the show: I'm done with Westerns. Done. Now how do I get all those theme songs out of my head?

"...Natchez to New Orleans....Livin' on jacks and queens....Maverick is a legend of the Wessst...."

**ACCESSIBLE TECH** Continued from page 9

Block and Karlovits were veteran court reporters who went on to set up VITAC, the first for-profit captioning company with another industry veteran, Jeff Hutchins. Through the years my respect for them grew as I saw how they nurtured and influenced the captioning profession. Today they are all retired and the company, VITAC, is still in business as the nation's largest captioning provider.

**1987** - One spring morning in 1985, after a series of brutal snowstorms, my boss, the news director at WJLA TV-7, an ABC affiliate in Washington, D.C., showed me a letter from Northern Virginia Association of the Deaf (NVAD). The letter described some of the frustrations that NVAD members had with access to the local news and asked that the station caption its newscasts. (One of these snowstorms was accompanied by temperatures so cold that it forced Ronald Reagan's second swearing-in ceremony indoors and the cancellation of the inaugural

parade and other festivities. This set in motion a chain of events that led WJLA to produce the first live captioned local news program in the nation's capital on September 8, 1987, with captioning provided by the National Captioning Institute. The photo on the previous page is from the Washington Post TV magazine showing me with John Long, Vice President of Sales, who has a deaf son. The monitor on the right is showing a tape of anchors Wes Sarginson and Renee Poussaint practicing their newscast with captioning support. Anyway, as they say, "The rest is history" - and WJLA continues to keep its commitment to being accessible each day through real-time newscasts.

**July and October 1990** - All of us celebrated when the Americans with Disabilities Act was signed into law on July 26, 1990. Another extremely important bill, the Television Decoder Circuitry Act was also enacted that year, on October 15. This act required all television sets above 13 inches diagonally to have built-in capability

to caption programming without the need for a separate set-top box. The 21st Century Communications and Video Accessibility Act of 2010 (CVAA) expands on this law by requiring all video display devices to be able to decode captions.

**1998** - While working at an independent living center, I volunteered to develop a special issue of the GA-SK newsletter (the forerunner of this TDI World magazine) that commemorated 30 individuals and organizations who played major roles in improving access to telecommunications and media. In that issue, 30 of the most outstanding movers and shakers were recognized in honor of TDI's 30th anniversary, and 73 others received honorable mentions. This turned out to be not just a crash course in the history of telecommunications access for me, but also the beginning of the what I consider the most rewarding chapter of my life so far: a job at TDI.



# DO MORE WITH VERIZON FIOS



**Never let anything  
stand in your way.**

Verizon provides FIOS Internet and phone services over the nation's most advanced fiber-optic network straight to your door. This means faster speed, more reliability, advanced extras, plus a superior entertainment and online experience.

FIOS helps you soar to new heights.

- Work from home with speeds ranging from 5 - 30 Mbps
- Upload speeds from 2 - 5 Mbps
- Live real-time, seamless Video capabilities

**The Verizon Center for Customers with Disabilities  
is here to help you connect.**

Call toll-free **1.800.974.6006 (V/TTY)**

**[verizon.com/disabilities](http://verizon.com/disabilities)**

Verizon FIOS available in select areas only. Speed and uninterrupted service not guaranteed. Voice service for FIOS customers is provisioned over FiOS. A battery unit will supply back-up power for standard voice service (but not Voice Over IP services, including 9-1-1), for up to eight hours. ©2010 Verizon



## Hamilton CapTel® is the perfect holiday gift for you or someone you care about.

My Dad's hearing loss used to be a family frustration – especially during the Holidays. He just wouldn't answer the phone. Then we discovered Hamilton CapTel. Now our frustration is gone and my Dad answers every call with holiday cheer.

The holidays have always been a special time for our family and thanks to Hamilton CapTel, they still are.



**Purchase the CapTel 800i for just \$99 and receive free shipping!**

*\*Order by 12/15/11 to ensure holiday delivery.*

To order, call: **888-514-7933**

Visit: **HamiltonCapTel.com**



*Replaces phone answer and high speed internet*

### **CapTel 800i** Captioned Telephone

More than an amplified phone, experience real-time captions of what's said on the phone – similar to captions on television.

See what they say!

**HAMILTON**  
capitel.

\*Typing technology available, additional features apply.



# TDI WORLD: NEXT GENERATION

*This past spring, TDI had the pleasure of working with two young interns, Mika Bennett-Fraychineaud and Oliver Lee. Mika and Oliver were seniors at the Model Secondary School for the Deaf at Gallaudet University and they chose to have their senior year internship at TDI. This centerfold is their project.*



## 2011 TDI INDIVIDUAL MEMBERSHIP APPLICATION FORM

(If you are a business or organization, contact TDI for an Affiliate Membership Application Form.)

**Check here if this is a renewal** ☐ **Alternate Formats Available**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Additional person's name desired in listing : \_\_\_\_\_  
 Street or Mailing Address: \_\_\_\_\_  
 City, State, and Zip Code: \_\_\_\_\_  
 (If your address is outside USA) Postal Code, Country: \_\_\_\_\_  
 E-Mail address (Necessary for free TDI eNotes): \_\_\_\_\_  
 Phone: (\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ TTY ☐ Voice ☐ CapTel®  
 FAX: (\_\_\_\_) \_\_\_\_\_ Mobile (Cell Phone): (\_\_\_\_) \_\_\_\_\_  
 Pager Address: \_\_\_\_\_  
 IM Service: \_\_\_\_\_ IM User ID: \_\_\_\_\_  
 Web Site Address: \_\_\_\_\_

**Check all items that you want published** ☐ Address ☐ E-mail ☐ Website ☐ IM ☐ Phones\*  
**in the Blue Book or eBlue Book:** (\*Phones include Video/TTY/Voice/FAX/Mobile/CapTel®)

(If no items are checked, your contact information will be unlisted and not published.)

May TDI occasionally send you TDI eNotes, TDI's free email newsletter? ☐ YES ☐ NO

*All new listings/updates must be received in writing before October 1 to be included in next Blue Book.  
 Allow up to 30 days processing in eBlue Book for changes mailed to TDI.*



### Select one TDI Membership rate:

	1 Year	2 Years	LIFETIME
Individual – Regular (age below 60):	<input type="checkbox"/> \$40.00	<input type="checkbox"/> \$75.00	<input type="checkbox"/> \$1,000.00
Individual – Senior Citizen (age 60+):	<input type="checkbox"/> \$30.00	<input type="checkbox"/> \$55.00	<input type="checkbox"/> \$1,000.00

### Indicate the TDI Membership Rate that you have selected above:

(Outside USA) Add additional \$15.00 for International Shipping: \$ \_\_\_\_\_

Contribution to TDI (Fed Tax # 35-1146784): *Thank you!* \$ \_\_\_\_\_

**GRAND TOTAL:** \$ \_\_\_\_\_

*TDI Members Receive: Listing in the Blue Book, four issues of TDI World and one Blue Book annually, occasional eNotes, and access to the eBlue Book until date of expiration.*

## Sorry, no refunds. Exchanges allowed for defective merchandise.

(If Paying by Check or Money Order) Make payable to "TDI".

(There is a \$35 fee for checks returned due to insufficient funds.)



(If Paying by Credit or Debit Card) Issued by: ☐ American Express ☐ MasterCard ☐ VISA

Account Number: \_\_\_\_\_ 3-Digit Security Code: \_\_\_\_\_

Name of cardholder: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

**Mail or fax completed application with payment information to:**

**TDI - 8630 Fenton Street, Suite 604, Silver Spring, MD 20910-3822**

Phone: 301-589-3786 • Video: 301-563-9112 • TTY: 301-589-3006 • FAX: 301-589-3797

E-Mail: [listings@TDIforAccess.org](mailto:listings@TDIforAccess.org)

**SAVE TIME & POSTAGE – JOIN OR RENEW YOUR MEMBERSHIP ONLINE AT [www.TDIforAccess.org](http://www.TDIforAccess.org)**

(Revised (01/06/2011))





## What is the FCC?

The FCC (Federal Communications Commission) is an independent agency of the US government located in Washington, DC. It was established in 1934 by Franklin D. Roosevelt the 32nd President of the United States. The FCC regulates all 50 states and territories. One of its responsibilities is to provide people who have disabilities with access to technologies. Everyone, including people who are deaf, have the right to ask that the FCC regulate and enforce accessibility. One example is that the FCC requires closed-captioning on most television shows for people who are deaf or hard of hearing.

People with disabilities have devices, such as, televisions, computer, and mobile phones that use the Internet. When a consumer has a problem, such as a television program that is not showing closed-captioning, the consumer has the right to complain to the FCC, because the law says that TV programs must be captioned.

There are several ways consumers can file a complaint. They can send the FCC an online form or download and print a complaint form to be sent by fax or mail. They can also send an email with a complaint form attached. Filing a complaint to the FCC must be done within 60 days after you notice the problem with captions. The first step is to go to [www.FCC.gov](http://www.FCC.gov) and type, "File a complaint" in the blank box under "Search the FCC". When you see "FCC Consumer Complaints" on the list, you should click on it. There are several boxes that cover different accessibility issues such as problems with relay calls, so look for the box where it says closed captioning complaints, which is in #6. Next, complete the complaint form. It is not required, but the consumer may attach a photo showing the TV screen with the errors in closed captioning. The FCC will investigate and take action to resolve the closed-captioning issues after they receive the complaint.

For young TV viewers who need captions, filing a complaint is a great experience. The complaint is easy to file, but may take some time to complete. If a young consumer files a complaint, it is possible that you can make a big difference for everyone.

Of course, many young people probably don't want to fill out a complaint, but it could be very helpful to others who have disabilities. If more people file complaints, the TV industry will listen to us. Some young people may struggle in trying to fill out the form. Ask friends who may have already had this experience, who would be willing to help you fill the form out correctly. Our message to young people is that if you have a complaint for the FCC, don't let this opportunity to help yourself and others pass you by.

*Watch us on YouTube at*

<http://tinyurl.com/2011TDIInterns>



# GROWING UP IN TDI WORLD

**EDITOR'S NOTE:** *This past spring, TDI had the pleasure of working with two young interns, Mika Bennett-Fraychineaud and Oliver Lee. Mika and Oliver were seniors at the Model Secondary School for the Deaf at Gallaudet University and they chose to have their senior year internship at TDI. This centerfold is their project.*

## History of Captioning

Why do we have captioning on television and movies today? In the past, deaf and hard of hearing people could not understand television shows and movies because they were unable to hear what was being said. Let's explore the fantastic history of captioning, which has had a great impact on the way deaf and hard of hearing people are entertained and informed.

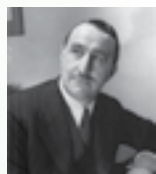


### 1947:

- Emerson Romero invented a form of captioning by splicing subtitles into movies, as in silent films.

### 1949:

- British producer J. Arthur Rank (right) showed the movie *Dawn Departure* with subtitles in London. Subtitles in films began to spread rapidly.



- Edmund Boatner (superintendent of the American School for the Deaf, Connecticut) and Clarence O' Connor (superintendent of the Lexington School for the Deaf, New York) established a private business, Captioned Films for the Deaf (CFD).

### 1951:

- *America the Beautiful* was the

first film to be open-captioned. It is a 25-minute film that Warner Brothers made for \$100,000 and presented to the government to help sell war bonds.

### 1958:

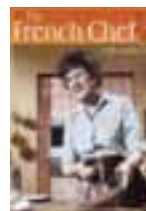
- Public Law 85-905 was passed to make sure that films with captions are available to meet the needs of deaf people. This law provided for captioning of films made in Hollywood and for their distribution to deaf people through CFD. Today, CFD is known as the Described and Captioned Media Program (DCMP).

### 1970:

- Malcolm Norwood, known as the "Father of Closed Captioning," became Chief of Media Services of the Captioned Film Branch.

### 1972:

- The French Chef with Julia Child was the first nationally broadcast opened-captioned television program.



### 1980:

- On Sunday March 16, The ABC Sunday Night Movie, "Disney's Wonderful World" (NBC), and Masterpiece Theatre (PBS) were the first TV programs to air with closed-captioning, provided by the National Captioning Institute (NCI).

### 1982:

- NCI introduced real-time

captioning for live events, such as sports, network specials, and news broadcasts. Real-time captioning was provided by court reporters trained as real-time captioners.

### 1993:

- The Television Decoder Circuitry Act of 1990 becomes effective requiring televisions of more than 13" sold in the United States to be equipped with built-in circuitry to decode captioning when available.

### 1996:

- The Telecommunications Act of 1996 mandated closed captioning in virtually all new video programming by 2006. The Federal Communications Commission (FCC) enforces the new regulations.

### 2010

- President Barack Obama signed the 21st Century Communication and Video Accessibility Act (CVAA), which requires Internet-enabled cell phones and video display devices to have captioning capabilities. The captioning controls must be easy to find on the television set and the remote. Previously broadcast television programs that are shown on the Internet must be accessible to people with hearing and vision disabilities using captioning and video description.





## TDI and Consumer Groups File Universal Captioning Petition

**O**n January 27, 2011, Telecommunications for the Deaf and Hard of Hearing (TDI) filed a petition with the Federal Communications Commission (FCC) for universal television captioning. With sign-ons by seven other nonprofit consumer advocacy organizations and ad-hoc grassroots groups, this petition asked the FCC to begin a rulemaking process that would increase captioning by closing some exemptions now in place.

Deaf viewers in Tucson, Arizona, live in a smaller television market that is not among the top 25. Tucson is a classic example of cities that have hundreds of thousands of people and are also major employment centers that frequently hire deaf and hard of hearing people. A group of concerned and frustrated deaf citizens turned to TDI when they were not making any headway with their local TV stations to increase captioning of Tucson's local news programming.

When the current captioning regulations were developed as part of the Telecommunications Act of 1996, the FCC allowed for some exemptions for captioning. TDI's petition asks the FCC to eliminate many of these exemptions. Here is

a list of waivers now permitted for television programming content, along with some of the arguments made by TDI (in italics) justifying the removal of these waivers:

- **Late night programming between the hours of 2:00 a.m and 6:00 a.m. local time**
- *...exempting late night programming from the captioning requirement does not just disadvantage insomniacs, but also those who watch the news before 6:00 a.m. because of long commutes to work and those who work late shifts.*

Viewership numbers in the early morning hours were much lower when the FCC rules were developed. Now we perform much function as a 24/7 society with jobs around the clock and commutes sometimes begin before the sun rises.

- **Commercials of less than five minutes including political advertising**
- *John Lick, Executive Producer of the Target Corporation states, "The process is simple, the cost reasonable and the*

*Continued on page*

Continued from page 20

*benefit substantial. There really is no reason not to take the inclusive approach to television advertising.”*

So much for letting the marketplace influence accessibility. The fact remains that as advertisers and program sponsors refuse to caption they lose their audience during commercial breaks as they take advantage of the lull in captions to do other things. When that happens, the commercial loses its punch and sponsors do not get full value for their investment.

- **Locally produced non-news programming**
- *Programming that is valuable to the entire community is by definition also of value to deaf and hard of hearing viewers and they should have access to it.*

Whether the programming is shown once or twice, everyone should be able to participate. A deaf couple that wants to watch their daughter in a local parade on TV cannot really enjoy it if there are no captions.

- **Interstitials, Public Service Announcements (PSAs) and station promotionals**
- *When a movie is scheduled to air on TV from 9:00 to 11:00 p.m., viewers expect to see the entire movie captioned, including the interstitials at the beginning in which the host introduces the film, and those during breaks in the film that include interviews with the cast and crew for background information and commentary on the film.*

Public service announcements carry important messages about issues that are important to the community, deaf people and hard-of-hearing people included. Likewise, station promotionals should be more inclusive of their entire viewing audiences.

- **Channels producing annual revenues of less than \$3 million**

- *Improvements in captioning technologies as well as expanded competition in the captioning provider industry over the past 10 years have drastically driven down the costs of captioning.*

Captioning viewers who watch television using antennas will see extra channels in addition to the channels they are familiar with. On some stations, the subchannels show weather and traffic reports. On other stations, the subchannels show movies and other television channels. If it was not for the main channel, those subchannels would not exist so therefore, they should be captioned as well.

- **Local news programming in smaller television markets that are permitted to use the Electronic Newsroom Technique (the newscasts prepared script) instead of real-time captioning**
- *The responses...demonstrate that many deaf and hard of hearing persons are deeply troubled by...their continued exclusion from critical information regarding evolving natural disasters and other emergencies that is not live captioned.*

Only the top 25 television markets are required to live caption their newscasts. This FCC exemption leaves half the U.S. population uncovered and thus endangers deaf and hard of hearing viewers in smaller cities and towns

The Universal Captioning Petition also mentioned the infamous Anglers Exemption Order which has been overturned by the FCC on October 20, 2011. The original decision five years ago improperly established a new class of exempt programming without a rulemaking proceeding as required by law. The 300 program producers affected by the recent decision has 90 days to file a request for a waiver and these requests will be processed individually.

“Captioning has become an integral

**Only the top 25 television markets are required to live caption their newscasts.**

part of America for more than thirty years,” said Claude Stout, Executive Director of Telecommunications for the Deaf, Inc. Stout further adds, “It is now past time for all video programmers to ensure that the estimated 100 million television viewers, including those who are deaf and hard of hearing that rely on captioning receive the full content they are entitled to.”

The petitioners include the following national, state, and local consumer organizations and coalitions:

- Association of Late-Deafened Adults (ALDA)
- American Association of the Deaf-Blind (AADB)
- American Association of People with Disabilities (AAPD)
- California Coalition of Agencies Serving the Deaf and Hard of Hearing (CCASDHH)
- Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN)
- Hearing Loss Association of America (HLAA)
- Tucson Citizens for Better Captioning (TCBC)

**NOTE: Just as we were going to press, the FCC announced on October 20, 2011 that the Angler’s Exemption has been overturned and providers who have asked for a waiver in 2006 now have 90 days to file for continued waivers under the undue burden exemption and provide documentation supporting the waiver request.**



## Captioning the Internet One Video at a Time

### An Interview with Bill Creswell

BY BILL GRAHAM

**B**y day, Bill Creswell works on Internet and Intranet websites at Morrison Industries in Grand Rapids, Michigan. But it's what he does in his free time that fascinates.

Bill has captioned as many as 1,000 Internet videos, usually free of charge. The tagline of his blog/website is "Captioning the Internet One Video at a Time." No explanation needed, except... who is this hearing guy and why is he doing this? This interview will shed some light.

**TDI World: What got you interested in captioning?**

**Bill Creswell:** I worked in the IT department of Studio 28, one of the first multiplex theaters and an early adopter of the MoPix Rear Window closed captioning (RW/CC) and audio



BILL CRESWELL

description (AD) systems. Through the theater's website contact form I received a complaint from a deaf person about the incorrect showtimes for captioned movies. I got curious about the captions, and I used the rear-window reflector at one of the captioned movies.

It bothered me that the trailers preceding the movie weren't captioned. At the time I was managing the movie content database for the website. I added the capability to show movie trailers from YouTube, Yahoo! Movies, and other sites. I thought it would be cool to add captioned and audio-described movie trailers, but I rarely could find them. I say rarely—Your Local Cinema.com, an organization in the United Kingdom, displayed professionally done subtitled and audio-described trailers, but they were not consistently available nor available very far ahead of the movie release dates.

Meanwhile I started captioning full-length movies that played at Studio 28. The movies would usually stay at the theater only about three weeks,

and I couldn't caption all of them, so I focused mainly on the ones requested in comments to my blog.

I also did some research and figured out how to caption a trailer. I made some and posted them on my blog. Then DeafRead, a site that posts the best of deaf blogs and vlogs, started to publish some of them, and hits to my own site jumped. I make the captioned trailers used by Captionfish. These are also now mixed in with the results on Your Local Cinema.com. Some of my early ones are being used on dvd-subtitles.com, the DVD subtitles database.

**TDI World: That's really neat; Captionfish is a terrific resource for deaf and hard-of-hearing moviegoers.**

**Bill Creswell:** Yes, it is. But back in 2007, before Captionfish, it was hard to find captioned movies. InSight Cinema listed some, Regal listed some, AMC listed some, and Fomdi tried to aggregate some.

I was working then at Celebration! Cinema, a small theater chain in

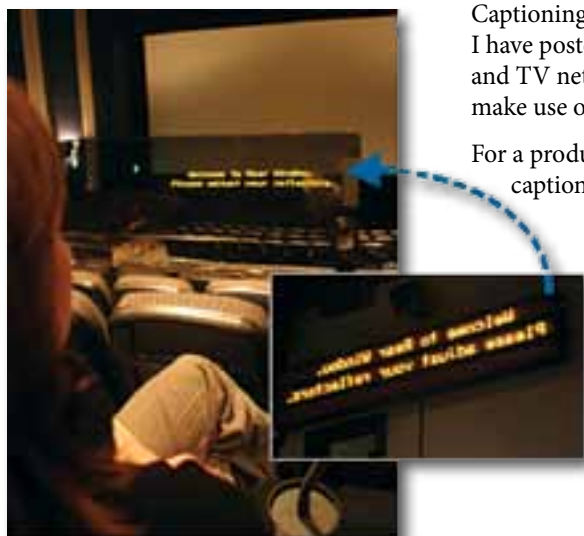


Michigan that also deploys the MoPix system. I spent a lot of time trying to work with the data people from Fandango and MovieTickets.com to get the formats I needed to display CC and AD in the listings on the Celebration! website. I finally got it working, but it took a lot of communication. And Fandango and MovieTickets.com never made a way for people to check specifically for RW captioned showtimes.

Fomdi worked with Fandango to check open-captioned showtimes; but AMC—the megachain with MoPix—didn't work with Fandango, so CC and AD showtimes never appeared in AMC website listings.

Captionfish started in 2009, featuring better and more reliable Rear Window (CC) showtime lookups, and the built-in ability to display trailers. When they added subtitled movies to the listings, I would add captions to the subtitled movie trailers for non-verbal clues, such as water splashing, sirens, music, etc.

I asked Captionfish to add the audio description showtimes since they were already doing the MoPix RW listings, and AD showtimes are almost always the MoPix ones. Captionfish now displays both.



## TDI World: Who else is doing good work on the captioning front?

**Bill Creswell:** Oh, a lot of people and organizations. I particularly appreciate Jamie Berke's efforts. She's doing great work making the preferences of consumers known. I like that Jamie not only requests producers to caption their programming but also helps them publicize it when they do. She contacts them privately, gives them a chance to be responsive, and then rewards them with publicity when they are responsive.

The Collaborative for Communication Access via Captioning (CCAC) is a relatively new organization that is making a difference. It advocates for the inclusion of quality captioning and CART in basically all venues—live events, schools, businesses, online videos, you name it. Membership is free and consists of people who use captioning and those who provide various captioning options. The CCAC website ([www.ccaccaptioning.org](http://www.ccaccaptioning.org)) is rich with resources, including letters of request for captioning and links to providers.

I wish that everyone who wants captions would (1) make sure that their desire and need for captioning is made known and (2) be appreciative and supportive, in words and actions, when their needs are accommodated. On the Captioning Advocacy tab of my website, I have posted an open letter to studios and TV networks that consumers can make use of to request captioning.

For a producer, the effort to add captions isn't exorbitant, but it's extra effort. If the demand is not there, if the response is not there, it's wasted effort. If a Netflix video is captioned on the Internet and nobody uses the captions.... well, it's the tree falling in a forest thing.

## TDI World: What are your thoughts about the 21st Century Communications and Video Accessibility Act (CVAA)?

**Bill Creswell:** I'm not into legalities, rights, or politics. I'm about helping, creating, enabling, doing good, doing right. I'm not downplaying the importance of laws, rights, and political action—not at all. I understand that wheelchair access in most public places would be awful without laws requiring it, and in the same way I appreciate people's efforts to provide laws about captioning. I'm just personally not interested in these things.

In my little world, architects would learn early in their careers that constructing an accessible building is vital, and film and video students would learn how to add captions and audio descriptions to their work, and web developers would all learn in school about web access. To me captioning is one of those issues where people should just realize that it's not that difficult to provide accessibility and that it yields benefits all over the place. It takes a lot of time to produce a video. Relative to that time, the time it takes to create a transcript and a caption file from that is miniscule. I've captioned between 600 to 1,000 Internet videos myself and I've posted how-to instructions on my website, along with lists of captioning tools and lists of video players that play captions. It's not that hard. It's just silly not to provide captioning.

I've been surprised that the movie studios have left my work alone. Perhaps there are laws about content that give legal justification to what I do, I don't know. I sometimes wonder what a legal challenge on my captioned trailers would look like, or if I'd have any real support from consumers. I hope I don't have to find out.

## FCC Form 2000C Disability Access Complaint pg 1

(SAMPLE)

[Print Form]

Approved by OMB

3060-0874

Estimated time per response: 30 minutes

## Form 2000C - Disability Access Complaint

**Consumer's Information:**First Name: Mika Last Name: OliverCompany Name: N/A (Not Applicable)

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Street Address or Post Office Box Number: 8630 Fenton Street Apt #604City: Silver Spring State: MD Zip Code: 20910 - 3822Telephone Number (Residential or **Business**): ( 301 ) 589 - 3786 Ext: \_\_\_\_\_E-mail Address: Info@TDIforAccess.ORG

Are you filing information on behalf of another party, such as client, parent, spouse or roommate?

☐ Yes ☒ No If yes, complete items a through g.

a. Your relationship with the party: \_\_\_\_\_

b. The party's first name: \_\_\_\_\_

c. The party's last name: \_\_\_\_\_

d. The party's daytime phone number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Ext: \_\_\_\_\_

e. The party's street address or post office box number: \_\_\_\_\_

f. City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ - \_\_\_\_\_

g. E-mail Address: \_\_\_\_\_

**IMPORTANT:** Please indicate the preferred format or method of response to the complaint by the Commission and defendant: ☐ Letter ☐ Facsimile (fax) ☐ Telephone Voice ☐ TTY☒ Internet E-mail ☐ ASCII Text ☐ Audio-Cassette Recording ☐ Braille☐ TRS (designate form of TRS and appropriate contact information) \_\_\_\_\_**\*\*\*ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT\*\*\***

1. Check the appropriate box for your type of complaint:

☐ Telecommunications Relay Service (TRS)

(i.e., TTY-based, IP Relay, CapTel, IP CapTel, Speech-to-Speech, Video Relay Service (VRS))

☐ Accessibility of emergency information on television☒ Closed Captioning☐ Wireless telephone equipment or service (includes hearing aid compatibility and other accessibility issues)☐ Wireline telephone equipment or service (includes hearing aid compatibility and other accessibility issues)

## FCC Form 2000C Disability Access Complaint pg 2

(SAMPLE)

## Form 2000C - Disability Access Complaint

**\*\*\*ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT\*\*\***

2. Provide the name, address and telephone number (if known) of the company(s) involved in your complaint:

Name: OrbiTV, Inc.

City: Portland State: OR Zip Code: 97202 - \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_ - N/A

3. If your complaint is about accessibility of telecommunications services or equipment, provide the make and model number of the equipment or device that this complaint is about:

N/A

4. If your complaint is about closed captioning or emergency information on television, provide the date (mm/dd/yyyy) 7 / 24 / 2010 and time 8:00 {} AM {X} PM and any details of when the event or action you are complaining about occurred:

Captions were not available during the entire program. They were on the previous episodes of this program earlier this month.

5. If your complaint is about access to emergency information on television, provide the following information:

a. Television station call sign and network name (if applicable), or channel name

(e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"): \_\_\_\_\_

b. Channel (e.g., "13"): \_\_\_\_\_

c. Station or subscription TV provider system location: City: \_\_\_\_\_

County: \_\_\_\_\_ State: \_\_\_\_\_

d. Date(s) and time(s) of emergency: (mm/dd/yyyy) \_\_\_\_ / \_\_\_\_ / \_\_\_\_ and time \_\_\_\_ {} AM {} PM

e. Detailed description of the emergency (i.e., flood, hurricane, tornado, etc., as well as the areas in which the emergency occurred): N/A

6. If your complaint is about closed captioning, provide the following:

a. Television station call sign and network name (if applicable), or channel name (e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"): WON Network

b. Channel (e.g., "13"): 789

c. Station or subscription TV provider system location: City: Pittsboro

County: N/A State: NC

d. If you pay to receive television programming, type of subscription service (e.g., cable, satellite):

Satellite TV

e. If you pay to receive television programming, name of company to whom you subscribe:

OrbiTV



## FCC Form 2000C Disability Access Complaint pg 3

(SAMPLE)

f. Name of program(s) involved: "The Deer Park Diaries"

7. Briefly describe your complaint and include the resolution you are seeking. If applicable, provide a full description of the telecommunications equipment or customer premises equipment (CPE) and/or the telecommunications service about which the complaint is made, and the date or dates on which the complainant either purchased, acquired or used, or attempted to purchase, acquire or use the telecommunications equipment, CPE or telecommunications service about which the complaint is being made. **We didn't get captions for this episode on Sunday, July 25, 2010. We would appreciate if OrbiTV and WON would make sure this program is captioned every Sunday night from now on.**

**Form 2000C - Disability Access Complaint**

You may submit this form over the Internet at <http://esupport.fcc.gov/complaints.htm>, by e-mail to [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov), by fax to 1-866-418-0232, or by postal mail to:

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12th Street, SW  
Washington, D.C. 20554

In addition, you may submit your complaint over the telephone by calling 1-888-CALL-FCC or 1-888-TELL-FCC (TTY). If you choose to submit your complaint over the telephone, an FCC customer service representative will fill out an electronic version of the form for you during your conversation. If you have any questions, feel free to contact the FCC at 1-888-CALL-FCC or 1-888-TELL-FCC (TTY).

**FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT**

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for complaints that involve disability access. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PERF, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to [PRA@fcc.gov](mailto:PRA@fcc.gov). PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874.

In addition, the information that consumers provide when filling out FCC Form 2000 is covered by the system of records notice, FCC/CGB-1, Informal Complaints and Inquiries File (Broadcast, Common Carrier, and Wireless Telecommunications Bureau Radio Services). The Commission is authorized to request this information from consumers under 47 U.S.C. 206, 208, 301, 303, 309(e), 312, 362, 364, 386, 507, and 51; and 47 CFR 1.711 et seq.

Under this system of records notice, FCC/CGB-1, the FCC may disclose information that consumers provide as follows: when a record in this system involves a complaint against a company, the complaint is forwarded to the defendant who must, within a prescribed time frame, either satisfy the complaint or explain to the Commission and the complainant its failure to do so; where there is an indication of a violation or potential violation of a statute, regulation, rule, or order, records from this system may be referred to the appropriate Federal, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit; a record on an individual in this system of records may be disclosed, where pertinent, in any legal proceeding to which the Commission is a party before a court or administrative body; a record from this system of records may be disclosed to the Department of Justice or in a proceeding before a court or adjudicative body when: (a) the United States, the Commission, a component of the Commission, or, when represented by the government, an employee of the Commission is a party to litigation or anticipated litigation or has an interest in such litigation, and (b) the Commission determines that the disclosure is relevant or necessary to the litigation; a record on an individual in this system of records may be disclosed to a Congressional office in response to an inquiry the individual has made to the Congressional office; a record from this system of records may be disclosed to GSA and NARA for the purpose of records management inspections conducted under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall not be used to make a determination about individuals.

In each of these cases, the FCC will determine whether disclosure of the information in this system of records notice is compatible with the purpose for which the records were collected. Furthermore, information in this system of records notice is available for public inspection after redaction of information that could identify the complainant or correspondent, i.e., name, address and/or telephone number.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).

# Two great new ways to Get Connected With Z



## 1NUMBER™

*to reach you anywhere!*

With 1Number™, people dial a single phone number and their call will reach you simultaneously at up to four Z videophone products and/or your VP-200®.

Learn more about 1Number™ at [www.zvrs.com/1number](http://www.zvrs.com/1number)



## ZBox

*for enhanced call alerts!*

Z Box is a terminal adapter that works with a flash alert notification system, allowing multiple receivers (such as lamps) to signal incoming calls.

Learn more about Z Box at [www.zvrs.com/zbox](http://www.zvrs.com/zbox)

VP-200® is a trademark of Sonoson Communications, Inc.

**WWW.ZVRS.COM**  
 [fb.com/like.zvrs](https://www.facebook.com/like.zvrs)  [@zvrs](https://twitter.com/zvrs)





# TDI In Action

June - August 2010

## Telecommunications Access

- June 28, 2010 - TDI and other consumer groups met with officials representing the Disability Rights Office (DRO) and the Consumer and Governmental Affairs Bureau (CGB) at the Federal Communications Commission (FCC) to discuss several topics exploring possible options for deaf-blind callers, a nationwide mandate for Captioned Telephone Services, and allowing hearing people to possess phone numbers that would enable them to call deaf people directly on videophones.
- July 6 - TDI and other consumer groups signed a supplement to the petition filed by Hearing Loss Association of America (HLAA) requesting clarification and a declaratory ruling on communications assistant transparency. At issue was the State of California Public Utilities Commission and its recent requirement that Captioned Telephone Service call assistants notify the other party of their presence on the line. This requirement caused the escalation of parties refusing to accept captioned telephone calls, including medical professionals who fear a potential violation of health information privacy laws each time they speak on the phone. The FCC subsequently issued a consumer advisory that because communication assistants are subject to strict confidentiality rules, relay calls do not violate HIPPA regulations.



- July 16 - TDI and other consumer groups filed comments supporting a petition made by Purple Communications to implement call forwarding services for point-to-point Internet-based telecommunications based on principles of functional equivalency. Using a server-based routing scheme instead of routing based on consumer premises equipment for Internet-based calls will allow users to configure their profile to have incoming video calls forwarded to specific devices such as an office videophone during working hours or any other videophone during extended periods away from home or workplace. During the reply comments a week later, TDI supported requests from ZVRS and SnapVRS to grant the request made by Purple on an industry-wide basis and extend consumer protections that others enjoy on regular phone networks.



- August 18 - TDI and other consumer groups filed comments in response to a notice of inquiry in the matter of the structure and practices of the video relay service (VRS). The consumer groups support the efforts of the FCC in revising the VRS rate tiers and modifying price caps on compensation. Additionally, VRS rates should take into account research and development as well as marketing expenses. Education and outreach activities should be provided by a neutral third party contractor. The

Interstate TRS Fund should supply vouchers to individuals to purchase interoperable VRS equipment. All VRS providers must be certified and that annual reports from such providers should be made available to the public. In other discussions, consumer groups stressed that the quality of interpreters should be a valid aspect of functional equivalency; they also underscored the need to expand access to the broadband network and to allow redundant emergency call centers that work with text and video.

## Emergency Preparedness

- June 2, 2010 - The Deaf and Hard of Hearing Consumer Advocacy Network had HyTek, Ltd give a presentation at its monthly meeting. HyTek, Ltd is a small Maryland company that works with the National Oceanic & Atmospheric Administration (NOAA) in developing "WeatherText," a product that would insert text inside National Weather Service (NWS) alerts that go out to the public.



- June 10 - Claude Stout represented TDI on a panel during the Emergency Alerting for the 21st Century Workshop, sponsored by the FCC and the Federal Emergency

Continued on page 29





# TDI In Action

June - August 2010

Continued from page 28

Management Agency (FEMA). This panel focused on how broadband can be used by the Integrated Public Alert and Warning System (IPAWS) to redefine alert distribution technologies like the Emergency Alert System (EAS) and the Commercial Mobile Alert System (CMAS), and how the full potential of Common Alert Protocol (CAP) helps develop a broadband-based multi-platform alerting system. The panel also examined the role of the Internet in distributing emergency alerts via email, websites, social networking, and other ways to ensure that the public can receive alerts and warnings over broadband systems.



Federal  
Communications  
Commission

## Electronic Communications and Information Technology

■ June 21, 2010 - TDI filed comments with the Architectural and Transportation Barriers Compliance Board, also known as the U.S. Access Board. These comments were filed in regards to updating regulations in the Americans with Disabilities Act (ADA) Accessibility Guidelines for Buildings and Facilities, Telecommunications Act Accessibility Guidelines, and the Electronic and Information Technology Accessibility Standards. TDI commended the Access Board for acknowledging that significant change has occurred over the past decade in information, electronic, and telecommunications (IET)

### Claude at the FCC's Advisory Committee Meeting



Members of the FCC Consumer Advisory Committee, and FCC staff gathered for a group picture during its last meeting in December, 2010. L-R: Irene Leech (Consumer Federation of America), Betty Lewis (FCC), John Cole (Hawaii State Public Utilities Commission), Karen Peltz-Strauss (FCC), Lawrence Daniels (National Association of State Utility Consumer Advocates), Eric Bridges (American Council of the Blind), unidentified, Scott Marshall (FCC), unidentified, Joel Gurin (FCC), unidentified, Debra Berlyn (National Consumers League), Ann Bobeck (National Association of Broadcasters), Mary Crespy (Verizon), Eduardo Pena, Jr. (League of United Latin America Citizens), Donna Rynex (Verizon), Claude Stout (Deaf and Hard of Hearing Consumer Advocacy Network), Ed Barthlome (Call for Action), Chris Soukup (Communication Service for the Deaf), Cheryl Heppner (Northern Virginia Resource Center for Deaf and Hard of Hearing Persons), Bill Belt (Consumer Electronics Association), and Lise Hamlin (Hearing Loss Association of America).

technologies, including advances that blurred the distinct categories of products, hardware, and applications. Applications that were new in 2000 are now essential to doing business in 2010. TDI believes that the Access Board's new methodology and guidelines should improve access to content even as technology changes, and that the Board should remain flexible and routinely evaluate the scope of the ADA Accessibility Guidelines concerning access to electronic content. Furthermore, TDI commented on specific questions concerning captions and transcripts for audio content, user controls for captions and video description, volume controls for items typically held to the ear, real-time text functionality, and alerting mechanisms for VoIP telephones.

## Industry/Government Collaboration

■ August 3, 2010 -- Claude Stout attended a special briefing for AT&T's Consumer Advisory Panel

on wireless technologies.

■ August 4 - Claude attended the FCC's Consumer Advisory Committee meeting.

## TDI in the News

■ July 16, 2010 -- Claude Stout was interviewed by a reporter from WDBJ Television, based in Roanoke, Virginia, where the FCC was reassuring deaf and hard of hearing people that video relay services will always be here. Stout decried the scare tactics used by certain service providers claiming a dire future for video relay services as a result of the new interim reimbursement rate for VRS, a vital program beset by fraud allegations.

## TDI in the Community

■ July 7, 2010 - President Barack Obama nominated Pamela Young-Holmes for a seat on the National Council on Disability

Continued on page 31



## CEPIN/TDI and the Inclusive Preparedness Center (IPC) Announce a Joint Venture

CEPIN/TDI (Community Emergency Preparedness Information Network, TDI) and IPC (Inclusive Preparedness Center) have formed a strategic alliance to deliver training that addresses the unique fire prevention and safety needs of the deaf and hard of hearing communities.

Individually, CEPIN and IPC have offered unique and valuable training opportunities to emergency responders, as well as advocate agencies and organizations that serve these consumers. As experienced FEMA training partners, CEPIN and IPC will present stakeholders with the necessary information to reach out to the consumers they serve. This will be a nationwide effort, targeting the most underserved communities in the country.

CEPIN and IPC are offering a unique training opportunity to introduce proven new outreach and planning tools for helping all communities, particularly the deaf and hard of hearing communities, improve their home smoke and fire safety. The 3 hour workshop focuses on the unique fire prevention and safety challenges faced by individuals who are deaf, hard of hearing and deaf-blind, and will cover:

- The IPC/CEPIN engagement approach to residential fire safety planning and practice
- How to use the Smoke and Fire Safety Action Planner to support smoke alarm installation, maintenance, and testing
- Using the Action Planner to support face to face fire safety planning and practicing
- Using the Instruction Manual to train partner organization staff to do practical outreach and planning with the people the organization serves, including members of the deaf and hard of hearing communities
- Particular challenges faced by the deaf and hard of hearing communities in home fire safety
- How collaboration multiplies the effective outreach of Fire Life Safety Educators to the deaf and hard of hearing communities
- Meeting the communication and accessibility needs of individuals who are deaf and hard of hearing
- Alerting methods and smoke alarms available to the deaf and hard of hearing communities

**TARGET AUDIENCE:** Fire Life Safety Educators, firefighters, fire marshals, representatives from advocate agencies serving the deaf and hard of hearing, and key leaders from the deaf and hard of hearing community.

This training opportunity is made possible by a grant provided by FEMA (Federal Emergency Management Agency) and DHS (U.S. Dept. of Homeland Security). For more information about this unique train-the-trainer workshop, contact Andrew Perlman, Acting Program Director, CEPIN, at [aperlman@cepintdi.org](mailto:aperlman@cepintdi.org) or Bill Swenson, Vice President, IPC, at [wgsenson@inclusionresearch.org](mailto:wgsenson@inclusionresearch.org).



## TDI In Action June - August 2010

Continued from page 29

(NCD). Ms. Holmes is a former TDI Board member and the 2003 recipient of the H. Latham Breunig Humanitarian Award. When he first heard about Holmes' appointment, Claude Stout remarked, "Pam Holmes brings a human touch to policy development. TDI and its constituents have benefited greatly from her expertise on the TDI Board and on the U.S. Access Board. We look forward to working with her at NCD as communication access is now becoming more recognized as a valid civil right for people with disabilities in America and in the virtual world online."

■ July 19 - As part of the 20th anniversary celebrations honoring

the ADA, TDI had an exhibit booth at the U.S. Department of Commerce Technology Expo showcasing emerging technologies that promise greater accessibility for people with disabilities. During the day's ceremonies, Claude Stout participated in a brainstorming session to come up with ideas on how to quickly implement software solutions that would provide some access to people with disabilities when they travel on the train, either light rail, commuter, or commercial.

■ August 9 - TDI issued an eNote applauding the passage of the 21st Century Communications and Video Accessibility Act in the U.S. Senate. The bill S. 3304 was introduced by Senator Pryor (D-AR) with cosponsors Senator

Kerry (D-MA) and Senators Dorgan and Conrad, both Democrats from North Dakota. S. 3304 also garnered support from Senators Hutchison (R-TX), Ensign (R-NV), and Schumer (D-NY). The bill also received bipartisan support from the House and went to the White House for President Obama's signature. In the eNote Claude Stout, TDI's Executive Director, expressed TDI's heartfelt accolades to both houses of the U.S. Congress. Stout also adds, "This unprecedented level of achievement can only occur when consumers, industry, and government work together to produce results. TDI stands ready to work with government and industry in implementing this historic legislation."

**TRUSTED...**  
**...TO GET YOUR MESSAGE ACROSS**

**7-1-1 in Maryland**  
 1-800-735-2258 TTY/Hearing Carry-Over (HCO)  
 1-800-201-7165 Voice  
 1-888-826-9673 Voice Carry-Over (VCO) [1-888-VCO-WORD]  
 1-877-258-9854 Two-Line VCO  
 1-877-243-2823 Captioned Telephone Service

**MD Relay Customer Service**  
 1-800-552-7724 V/TTY

1-800-785-5630 Speech-to-Speech  
 1-877-735-5151 ASCII  
 1-800-877-1264 Spanish  
 7-1-1 for calls to 900 numbers

**RELAY** 7-1-1 [www.mdrelay.org](http://www.mdrelay.org) • [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org) **MARYLAND**





## What else can CEPIN Can Do For You

### Training and Education

CEPIN (Community Emergency Preparedness Information Network) has been a FEMA training partner since 2004, developing and delivering U.S. Department of Homeland Security (DHS) certified courses on emergency and disaster preparedness for the deaf, hard of hearing and deaf-blind. Here are a few of the course offerings:

- **Emergency Responders and the Deaf and Hard of Hearing: Taking the First Steps to Disaster Preparedness, Course #AWR-186**

A DHS-certified direct delivery that provides emergency responders with the tools needed to address the emergency and disaster preparedness needs of the deaf, hard of hearing and deaf-blind communities. The course also gives individuals who are deaf, hard of hearing and deaf-blind a better understanding of the roles and responsibilities of emergency responders during emergencies and disasters. Go to <http://www.cepintdi.org/course-offerings/awr-186> for more information.

- **Collaboration Works: Inclusion in the Disaster Preparedness Cycle**

A DHS-certified online course intended for individuals responsible for disaster planning for their community. Course content focuses on planning for the whole community which includes individuals with access and functional needs. (in development)

- **Law Enforcement and the Deaf, Hard of Hearing and Deaf-Blind Communities**

*Description to come (in development)*

### Outreach and Advisory Services

#### **NEW: Consultation for Schools for the Deaf and Schools for the Blind**

School emergencies continue to be a challenge even for the best-prepared campuses. This is particularly true at Schools for the Deaf and Schools for the Blind. These schools have unique security and communications challenges, and CEPIN has been out front in training and education regarding these issues.

### Your School Emergency Preparedness Plan

School Emergency Preparedness Plans are an important first step, but the paperwork is not the Plan. The Plan is the team you've put in place to ensure the safety and security of your students, staff and visitors to your school. Your team should consist of qualified school staff, police and fire department personnel, and your local Office of Emergency Management. CEPIN routinely works with these agencies and can:

- Help school administration and staff become more familiar with their roles and responsibilities under their Emergency Preparedness Plan
- Identify gaps or redundancies that will streamline the Plan guidelines you've established
- Facilitate scenario-based, table-top exercises to give your administration and staff a more realistic view of their roles and responsibilities under the Plan
- Serve as a liaison between school administration and emergency services.

### What Can You Do?

All successful school Emergency Preparedness Plans begin with a conversation and collaboration with local emergency responders and emergency management. You can begin by reaching out to your local police and fire departments and tell them about your concerns. CEPIN has been a Federal Emergency Management Agency (FEMA) training partner since 2004, and can serve as a liaison between school administration and your local emergency services, and help "bring them into the room". CEPIN's years of emergency preparedness experience in the Deaf, Hard of Hearing and Deaf-Blind communities makes us uniquely qualified to guide Schools for the Deaf and Schools for the Blind through the complex process of emergency planning. Click on <http://www.cepintdi.org/home/new-for-schools> to get started.

### Other Options

If you're with an emergency response or management agency, CEPIN can help you reach out to the deaf, hard of hearing, and deaf-blind communities you serve. Depending on where you're located, that could account for about 20% of the population. We can help ensure these individuals aren't overlooked in your preparedness planning by:

- providing outreach services
- assisting with fire safety and preparedness guidelines that are specific to the deaf, hard of hearing, and deaf-blind communities in your jurisdiction
- showing you how to make your community fire safety training programs truly accessible
- facilitating sessions between emergency planning/disability groups, as well as tabletop exercises

**In a world you can't predict, you need a training partner you can depend on. Let a proven, experienced FEMA training partner assist you in helping the people you serve.**



*It's your choice!*

**Three amazing apps** are available for your Sprint Android™-powered device.



### **Sprint Mobile IP App**



*Click, connect and chat wirelessly.  
Save or send text conversations.  
Even receive incoming calls!*



Scan the Sprint Mobile IP App with a QR Code reader.

For more information go to [sprintrelay.com](http://sprintrelay.com)



### **Sprint Mobile VRS App**



*Click, connect and chat in sign language.  
VRS Voice Carry-Over is available.  
Even receive videomail!*



Scan the Sprint Mobile VRS app with a QR Code reader.

For more information go to [sprintvrs.com](http://sprintvrs.com)



### **Wireless CapTel® by Sprint® App**



*Tap and read word-for-word captions  
of everything your caller says, while  
listening and speaking directly.  
Even listen and read your voicemail!*



Scan the Wireless CapTel® by Sprint® app with a QR Code reader.

For more information go to [sprintcaptel.com](http://sprintcaptel.com)

The app enables users to use Sprint® IP Relay (text relay), Sprint® Video Relay or Sprint® CapTel (Captioned Telephone). Description: Sprint Mobile IP Relay and Sprint Mobile Video Relay Service (VRS) are free apps available for Deaf, Hard of Hearing, and Speech Disabled individuals to place relay calls and communicate using text or sign language on Android devices running 2.1 or higher. These apps are only available on the Sprint network and are not available through other wireless carriers. Connect with a qualified relay operator via Sprint® Mobile IP, a video interpreter via Sprint Mobile VRS or an operator via Wireless CapTel® by Sprint®. Features include: integrated contact list, call history, and access to live customer service. Available only in USA and US territories. International calls will either be declined or terminated. Registration is required to use the app. If no data plan service selected, casual data charges may apply. Learn more at [www.sprint.com](http://www.sprint.com), [www.sprintvrs.com](http://www.sprintvrs.com) or [www.sprintcaptel.com](http://www.sprintcaptel.com). Although Sprint Mobile IP, Sprint Mobile VRS or Wireless CapTel® by Sprint® can be used for emergency calling, such emergency calling may not function the same as traditional 911/911 services. By using Sprint Mobile IP, Sprint Mobile VRS or Wireless CapTel® by Sprint® for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, omissions, malfunctions, interruption or failure in accessing or attempting to access emergency services through Sprint Mobile IP, Sprint Mobile VRS or Wireless CapTel® by Sprint® whether caused by the negligence of Sprint or otherwise. Due to FCC regulations, only Deaf, Hard of Hearing and Speech disabled individuals can use the app. ©2011 Sprint. All rights reserved. Sprint and the logo are trademarks of Sprint. CapTel is a registered trademark of Thales, Inc. The HTC logo and HTC logo are the trademarks of HTC Corporation. Android, Google, the Google logo and Android Market are trademarks of Google Inc. Other marks are the property of their respective owners.

# Connecting Made Easy



*Whether it's voice or text, from across the street or across the country you can rely on Ultratec technology to keep you connected.*



*CapTel  
Captioned  
Telephone*



*TTYs and  
Signalers*



[www.ultratec.com](http://www.ultratec.com)  
**1-800-482-2424 (V/TTY)**

450 Science Drive • Madison, WI 53711 • [service@ultratec.com](mailto:service@ultratec.com)  
(608) 238-5400 (V/TTY) • (608) 238-3008 (FAX)

**Ultratec®**

**The World Leader in  
Text Telecommunications**