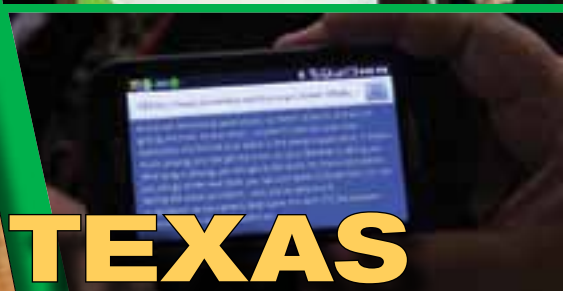




WORLD

Technology News and Commentary for Deaf and Hard of Hearing People



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2011 TDI Awards

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TDI'S MISSION

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

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Board Views



BY DR. ROY MILLER
TDI President

“Yes, everyone will benefit from this TDI-ALDA Joint Conference, and after the conference is over many people will ask “Why did we wait so long to do this?”

GREAT NEWS!

“FIRST-OF-ITS-KIND” JOINT CONFERENCE

It is not often that one gets to announce a “First-of-Its-Kind” event, but it is my honor and privilege to do just that in this column. I could preface this announcement with a variety of superlative promises, such as indicating that this event will be tremendously exciting, enormously stimulating, immensely educational, superbly enjoyable, wonderfully memorable, and truly history making. But no matter how hard I tried, I probably could not find enough words to adequately describe the likely impact and significance of this event. So without any further introduction, I am delighted to simply announce that TDI (Telecommunications for the Deaf and Hard of Hearing) and ALDA (the Association of Late-Deafened Adults) will hold a Joint Conference in 2013. And that will be the first time, as far as I know, that two national consumer organizations whose members are mostly deaf or hard of hearing will work together in such a joint venture.

Both of these organizations have held conferences for many years. TDI held its first conference in Chicago in 1974, and ALDA held its first conference in Chicago fifteen years later in 1989. It was three years before TDI held its second conference, but since then the conference has been a regular biennial event (held every two years). ALDA, on the other hand, holds its conference every year.

The 2013 conference will be a very special one for both organizations. What is now TDI began in 1968 as Teletypewriters for the Deaf, so in 2013 it will be celebrating its 45th birthday. And ALDA was founded in 1988, so in 2013 ALDA will be celebrating its 25th anniversary at the conference. So, the 2013 Joint Conference can be thought of as a “45/25 Anniversary Party.”

Although the 2013 Joint Conference will be an anniversary celebration for both organizations, it will provide many benefits to everyone who attends. In these difficult economic times, there will be many cost-saving benefits of holding a joint conference. For example:

Exhibitors will benefit because by exhibiting at a joint conference, rather than two separate conferences, they will only need to travel once, set up once, mail exhibit materials once, pay hotel and travel costs once, and so forth.

Conference sponsors will benefit because they will only need to contribute to sponsoring one joint conference – presumably at a higher cost than sponsoring only one of the conferences but still at a much lower cost than sponsoring two separate conferences.

Many consumers will benefit because they will not have to pay to attend two individual conferences, but can save money by attending only one joint conference.

Some speakers will benefit because they will not have to speak at two separate conferences or choose between invitations to speak at two separate conferences, but rather will only have to speak at one joint conference which will save them greatly on travel costs.

The conference hotel will benefit because it will sell more room nights, meals, and beverages during a joint conference than it would sell if only one smaller conference were held at its facility – thus giving it a bigger profit.

While everyone will benefit economically from the joint venture,

Continued on page 3

BOARD VIEWS Continued from page 2

there will be other benefits to the two partnering organizations. For example:

TDI will benefit because it will get a significant increase in the number of consumers attending its conference, which will further its educational objective, and TDI will possibly get new members from the conference attendees.

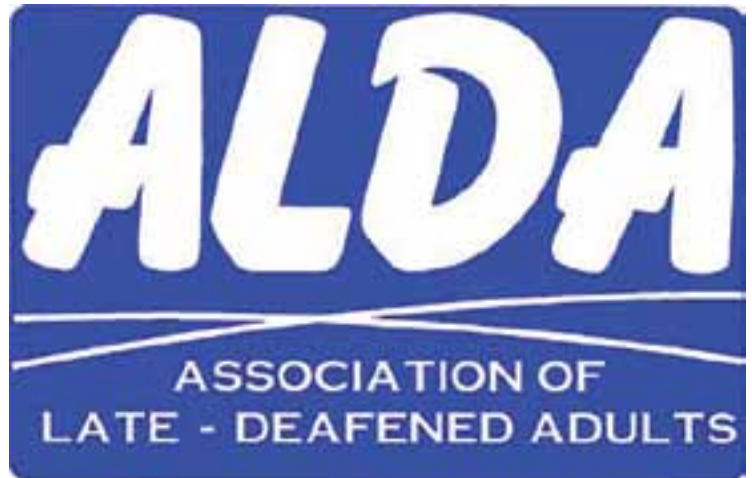
ALDA will benefit because it will get a significant increase in the number of consumers attending its conference, which will further its mission of empowering late-deafened people, and ALDA will possibly get new members from the conference attendees.

TDI will benefit because it will get an opportunity to listen to a broader array of consumer needs and desires related to telecommunications access.

ALDA will benefit because its members will get an opportunity to listen to, interact with, learn from, and explain late-deafened consumer needs and desires face-to-face to government policy makers and industry representatives that don't normally participate in its conferences.

Yes, everyone will benefit from this TDI-ALDA Joint Conference, and after the conference is over many people will ask "Why did we wait so long to do this?" That's definitely a topic for another place and another time. For now, I simply want to share my excitement and enthusiasm, and invite all of you to join me, the TDI staff, and all of the members of the Board of Directors of both TDI and ALDA at what will be a "First-of-Its-Kind" event, the TDI-ALDA Joint Conference in 2013.

“The 2013 Joint Conference can be thought of as a ‘45/25 Anniversary Party.’”



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Capitol Commentary



BY CLAUDE STOUT
TDI Executive Director

“Our current dream team of lawyers has brilliantly served as a bridge between consumer advocates and decision makers who form access policies and regulations on the federal level.”

Lawyers - Making the Case with Disability Access

In Shakespeare's play *Henry VI*, a character named Dick the Butcher said a line that became famous, “The first thing we do, let's kill all the lawyers.” Ironically, he was referring to another character named Cade whom he had hoped would not be exposed as an impostor. He said that line because lawyers in their time were highly esteemed as protectors of truth. Many lawyers today are protectors of the truth and TDI has been fortunate to work with an excellent group of attorneys over the years on disability access issues in Washington, D.C. They are a distinguished group of professionals who have proven beyond any doubt to be TRULY EXCEPTIONAL!

TDI collaborates with other consumer groups like DHHCAN, NAD, HLAA, ALDA, and AADB to file comments with mostly the Federal Communications Commission (FCC). From time to time, we file comments to other agencies such as the U.S. Department of Justice, U.S. Department of Transportation, U.S. Access Board, and other federal agencies. Our comments cover a broad range of issues such as relay services, TV captioning, online captioning, broadband access, movie captioning, web accessibility, access to electronic and information technology, emergency communications, and other topics.

Our current dream team of lawyers has brilliantly served as a bridge between consumer advocates and decision makers who form access policies and regulations on the federal level. Without their expertise, passion, and insightful understanding of our civil rights needs and issues, our comments to and face-to-face discussions with federal regulators on certain topics would lack thoroughness and

substance. We would not have won as many proceedings and favorable regulatory and policy decisions out of Congress, the White House, federal agencies, and a few advisory bodies.

BINGHAM

Bingham McCutchen's relationship with TDI began in 1998, when Swidler, Berlin, Shereff, Friedman, LLP, a highly reputable and prominent law firm approached TDI and offered to provide pro bono legal services. We were thrilled to accept the offer! In 2006 the firm merged with Bingham McCutchen and fortunately TDI was able to stay on board. For 15 productive years and still counting, we've had a great ride.

The impeccable talent and expertise of Bingham's attorneys specializing in telecommunications policy has benefited us and all consumers immensely. Through their work we have made great strides in disability access for relay services, broadband access, and emergency communications. Some of the firm's lawyers have worked in the FCC themselves, and it has been helpful to have their experience and resources on hand to effectively give input to the FCC and other venues on our needs and issues in telecommunications, media, and information technology. And we like to think that their association with us has helped them, too. By working with us, Bingham has been better able to build awareness among their corporate clients about their obligations to provide access for people with disabilities.

Bingham McCutchen's K Street offices in downtown Washington, D.C.,

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CAPITOL COMMENTARY Continued from page 4



serve as their headquarters. **Andrew Lipman** (pictured, left), one of their senior partners, oversees Bingham's services to TDI. We have had the pleasure of working closely with **Tamar Finn** (pictured, right), who coordinates pro bono legal services to TDI. It is not possible to list all the lawyers who have worked with us over the years, but we will mention a few such as **Danielle Burt, Brett Ferenchak, Edward Kirsch, Kimberly Lacey, Philip Macres, Charles Rohe, Jeff Strenkowski, and Patrick Whittle.**



GEORGETOWN LAW

The **Institute for Public Representation (IPR)** entered the picture one year ago when Bingham referred us to work with them on captioning issues. The IPR is a public interest law firm and clinical education program founded by Georgetown University Law Center in 1971.



We were introduced to **Angela Campbell** (pictured, top), a Senior Attorney who is co-director of IPR and **Adrienne Biddings**, who has since left to work

for Google. Our work picked up on

the Universal Captioning Petition that TDI had filed in January 2011. **Niko Perazich**, IPR's office manager, was able to coordinate meetings with all the Commissioners' offices. We were able to push for more action on our captioning petitions, not realizing at the time that we were in for a very productive working relationship with the Institute.



Currently, the bulk of our filings on captioning issues has been done by one of IPR's outstanding graduate fellows, **Blake Reid** (pictured, bottom), and bright, aspiring student

clinicians such as **Jeff Aris, Dan Blynn, Chris Bolyai, Allyn Ginns, Luke McFarland, Raffi Melanson, and Cathie Tong.** TDI is grateful for their pioneering help in filing joint comments with Gallaudet University and the Participatory Culture Foundation to the U.S. Copyright Office in support of providers of closed captioning and video description services. We asked the Office to exempt these providers from illegal copyright infringement violations when they add or alter such accommodation features in video programming shown on the Internet or on DVDs and other fixed media. IPR also provided crucial legal arguments and resources in developing regulations for the Communications and Video Accessibility Act (CVAA) with the FCC, specifically on advanced communication services and IP



captioning,

Andrew Phillips is the policy attorney at the NAD Law and Advocacy Center.

He has a J.D. degree from the University of California-Hastings College of the Law and is a graduate of Gallaudet University. Prior to entering law school, Andrew did a six-week internship with us at TDI. As one of the brightest young stars we have worked with, during his first year at NAD he has produced a good number of filings on topics such as advanced communication services, IP-Relay, Video Relay Service, and access to kiosks and websites.

**Cristina Hartmann**

is another newcomer, and a bright young lawyer who we know will perform well in the future.

Christina is from Colorado, and she worked on NAD's behalf with IPR on the IP captioning rulemaking last fall. In 2010, she graduated from the University of Penn Law School and spent one summer as an intern in FCC Commissioner Michael J. Copps' office.

With the support and guidance over the years from these legal professionals and others, we have a strong foundation on which to build a better future in access. They have helped us build a consistent record of filings—comments, reply comments, and ex-parte letters. We file ex-parte letters when we need to put something on the record outside of the comment periods and after face-to-face meetings with key officials in federal agencies. We have seen our advocacy strategies change for the better. We have learned from mistakes we have made in the



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Accessible Tech



BY JAMES HOUSE
TDI World Editor

“Without proper precautions in this little-regulated digital world, we can become vulnerable to invisible predators who steal ones and zeroes ... the binary code that comprises our identity.”

A Thief Outside the Home —Your Data Up for Grabs!

The security of your data is a serious topic. You see news articles about governments and businesses waging war against cybercrime. The battle against the dark forces of technology actually begins at home. No matter where we live, security can become something that either gives us peace of mind or a hassle to maintain. We can check that our doors are locked each time we leave the house or go to bed, and security measures such as cameras or alarms can further protect our property and possessions, but only up to a point.

Without proper precautions in this little-regulated digital world, we can become vulnerable to invisible predators who steal ones and zeroes, zeroes and ones—the binary code that comprises our identity. When our digital data is compromised, our sense of security may be shattered forever.

A friend of mine began to experience problems with her high speed Internet service, including dropped connections and static during video calls. At the same time, her TV set would show garbled images and freeze up every few minutes. Even though she had Verizon replace the FiOS cable set-top box and router, the problems continued. That’s when she really began to worry, her anxiety seemed to border on paranoia because she did not know what to do next or where to call for help.

My friend was having a hard time convincing anyone who would listen, including her family, friends, and even law enforcement officers, that something “was just not right.” Upon further investigation, she discovered an old Bell Atlantic telephone junction box that had suddenly appeared outside her house right next to her

Verizon FiOS service terminal that had been there for about three years. She checked with Verizon about the box and was told that it was an illegal installation. Yet despite clear evidence of sloppy wiring and an old telephone box, the police refused to write up a report of tampering. So she decided to gamble on hiring an investigator. Her family was concerned that she would be spending a fortune. There were no guarantees that the investigator would find any solid evidence.

One conspicuous problem with the strange box was that Bell Atlantic ceased to exist when it merged with GTE to form Verizon Communications in the year 2000.¹ This smoking gun led to the conclusion that someone was tapping in on the telephone lines going into my friend’s house and getting free telephone service. This caused upstream interference, disrupting her broadband Internet and TV service.

After getting in touch with a counterespionage investigator, Michael Guadagno², things became more clear. During a thorough search of the property, he verified that the box was illegally installed by persons unknown and reported it to the police. Presented with the official evidence of a wiretap uncovered by the investigator, the police commenced their own investigation. Shortly afterwards, my friend relocated her Verizon utility box to inside the house to deter future tampering. Although it had been a gamble, the money she spent to hire an investigator paid off.

A thief doesn’t need to enter your home to steal from you. Mr. Guadagno pointed out that my friend’s wiretap constituted an open door into her residence, and even made

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ACCESSIBLE TECH Continued from page 8

monitoring conversations possible. Sophisticated surveillance equipment is able to peer through your computer's webcam and see you. If you're not careful, all your online activity is potentially available for viewing by others without your knowledge.

This type of theft also can keep you from accessing information that guides your decisions in everyday activities and during personal or public emergencies that can spell the difference between life and death. According to the CableTheft.com³ website: "Lives can be endangered by the shoddy work of cable thieves. Cable's usually 'closed-circuit' distribution system can be compromised, resulting in interference with aeronautic radio navigation signals and emergency service radio transmissions."

"Our digital identities on the Web—email, personal websites, and social media pages—are starting to overshadow our physical identities," says Lori Andrews, author of *I Know Who You Are and I Saw What You Did: Social Networks and the Death of Privacy*. She adds, "As we work and chat and date ... over the Web, we are creating a digital profile of ourselves that redefines us—and could come back to haunt us."

Our privacy is being eroded by businesses either accidentally or intentionally. Stories abound about people losing a laptop with their social security numbers on it. But more often our privacy is compromised by corporate interests, typically by companies that consciously change their privacy policies so more of our personal information can be mined

“Bad credit resulting from unauthorized purchases, for example, can affect your ability to get employment, insurance, and financial loans.”

by online advertisers. Did you think Facebook or Google is actually free? Although the service may be free, you could very well end up losing big-time money from theft of collected snippets of information about yourself and your family.

"But the collection and marketing of personal information are far more insidious, and profitable, than just the actions of Facebook."⁴ Through various actions and sources such as deep-packet inspection, scraping, flash cookies, browser cookies, search engines, and even remotely installed keyloggers that track every keystroke, hackers can tell which sites you have visited, how long you stay on a page, contents of emails, attachments, even private postings on social networks, and much more⁵.

Not all of this is implicitly criminal - but rather, the surface of a perfectly legal multimillion dollar industry. This industry peddles your personal information and exploits your private medical and financial data under the guise of "targeting" their advertisements to you. However, if that information falls into the wrong hands, clearing your good name from the results of identity and data theft can take months if not years. Bad credit resulting from unauthorized purchases, for example, can affect your ability to get employment, insurance, and financial loans.

If you have a wireless network at your home or office, secure it with an

encrypted key. If you use your wireless laptop on an open network people can park on your street and scan the data that you send and receive. Seriously. Likewise, public WiFi hot spots are dangerous places to do financial and other transactions online as innocent-looking people sitting nearby with laptops can actually be deviously reading your personal and very private information.

That idealistic, passionate rant you typed against a mega-corporation about a long-resolved minor issue or that photo of you acting crazy during a frat party in college could cause a prospective employer years later to reject your job application. Says Lori Andrews: "The very structure of social networks prevents you from reinventing yourself. Once information about you and photos of you are on the Web, they can be used against you in perpetuity."⁶

Social media is so entrenched in people's lives that it becomes nearly impossible to opt out and yet retain your digital self in the virtual world. Kurt Opsahl at the Electronic Frontier Foundation has noted this quandary in terms of Facebook's successive changes in its eroding privacy policy. He says, "Viewed together, the successive policies tell a clear story. Facebook originally earned its core base of users by offering them simple and powerful controls over their personal information. As Facebook

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1. http://transition.fcc.gov/wcb/armis/carrier_filing_history/COSA_History/bntr.htm
 2. <http://ispyck.com/technical-surveillance-counter-measures/tscm-services-for-individuals/>
 3. <http://www.cabletheft.com/thefacts.html>

4 Ibid. pg 19
 5 Ibid. Chart on pages 30 and 31
 6 Ibid. pg 14
 7. <https://www.eff.org/deeplinks/2010/04/facebook-timeline>

ACCESSIBLE TECH Continued from page 9



grew larger and became more important, it could have chosen to maintain or improve those controls. Instead, it's slowly but surely helped itself

— and its advertising and business partners — to more and more of its users' information, while limiting the users' options to control their own information.”⁷

Select your words carefully as if they were being written on a postcard. Guard your information, and be very discerning about whom you contact online as if your life depends on it, because it might. It does not matter if you are deaf, hard of hearing, or hearing: You may already be a target. Even videophones or relay calls are not immune to cybertheft. If you suspect that someone is either maliciously intercepting your personal data or compromising your business communications, you need to act quickly.

The dark side of technology can rear its ugly head at any time. As you explore the world of technology—from computers to pagers, from email to video calls, from IP relay to instant messaging or some new and emerging technology—develop a sense that you

are entering uncharted territory where you need to be on guard for yourself and your loved ones. If your local police won't help you, you are pretty much on your own.

TDI not only promotes access to information technology—we also want you to stay safe. We used to say that the Internet is the great equalizer, putting people who are deaf and hard of hearing on equal footing in communication with hearing people. While that remains the positive aspect we want to accentuate, common sense tells us to be careful of the growing dangers and perils of cybercrime in the online world. TDI's vision is to shape an accessible world where everyone can safely enjoy all the great things that technology has to offer.

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When Crickets Sign



BY BILL GRAHAM
TDI Associate Editor

"I missed Microsoft's town hall meeting on accessibility at the conference too. It's amazing the company didn't lay me off sooner than they did."

Remembrance of Things to Come

I attended my first TDI conference in Seattle in 1999. I guess. I don't really remember much about the 13th Biennial TDI International Conference. I'm not sure I'd remember anything if Joe Duarte, a TDI board member, hadn't jogged my memory at the most recent TDI conference. He said I had my toddler daughter in tow, which I also don't remember. The "in tow" part, not the daughter part, although I'm gradually forgetting the toddler part too as her teen years brutishly kick in.

Thanks to Joe's gentle if disbelieving assistance, I now remember the conference hotel, and I remember the lobby. I also remember a lavish party at the elegant home of Jean Saks, wife of Andrew Saks, a co-developer of the original TTY. I remember Andrea Saks, Jean's daughter, moving up and down the long, stately halls making sure everyone in the TDI contingent was a happy camper. I remember wishing I lived in the house.

But I don't remember the conference itself. I think I know why: Most likely I stayed in the lobby with my toddler daughter, chatted for a couple hours with the amazing people who attend TDI conferences, and then took off for Chuck E. Cheese or some other now-frightening, kid-friendly restaurant.

It's not fair to blame your kids for anything besides making you broke, but hey, here's what I missed at that conference: the historic unveiling of Ultratec's CapTel; a keynote speech by FCC Chairman William Kennard; an appearance by Jim Marsters, the driving force behind that original TTY, at the awards luncheon; a plenary session by Frank Bowe, widely recognized as the father of section 504 of the Rehabilitation Act of 1973. Section 504 outlawed discrimination

against people with disabilities under any program or activity receiving federal funds. It helped inspire the Americans with Disabilities Act (ADA).

I also missed the plenary address of Sam Jadallah, a vice president of Microsoft, who I spent considerable time with on and off Microsoft's campus, where I worked then. Sam had a two-year-old deaf son and regularly picked my brain on whether or not Jordan should get a cochlear implant. I missed Microsoft's town hall meeting on accessibility at the conference, too. It's amazing the company didn't lay me off sooner than they did.

The only reason I can enumerate these remarkable sessions and presenters is because Jim House, the living archive of TDI, told me what I had missed. And apparently there was a lot more: a session on rear-window captioning, then a relatively new marvel; digital wireless phones and accessibility; voice recognition and the relay system....stuff that's still relevant today. And I missed it all for lousy pizza. Tell me why people have children again?

Mercifully, I didn't miss last year's TDI conference in Austin. I manned a booth in the exhibit room for a captioning company. Without leaving the room, I met a continuous stream of, need I say, amazing people and learned of telecommunication devices and issues I knew nothing about. I also learned a lot when I left the room, moving from workshop to workshop. At some I planned to just peek in and then get back to the exhibit room, but the presentations drew me in and I stayed the whole session. Don't tell my employer.

Continued on page 12

WHEN CRICKETS SIGN Continued from page 11

And next year TDI will join hands with the Association of Late-Deafened Adults (ALDA) for the 20th Biennial TDI Conference. I'm excited because that means a new horde of lousy voices at ALDA's karaoke night, the organization's trademark social event. I've done ALDA karaoke for years, and it never fails to provide both joyous and poignant memories. One of my personal favorites is when I did a near-solo of Hound Dog on the karaoke stage and a hearing person later told me I had a really good voice. That compliment may have been the high-point of my year. Silly? Pathetic? You have to be formerly hearing to understand.



See you at next year's conference. Don't miss it. Chuck E. Cheese can wait.

Bill Graham (center) explains the work that his company does in remote CART to a conference participant while a coworker looks on.

Contribution Form



Please support TDI in its work in making technology more usable for everyone. While we do appreciate your membership, your contribution can help cover our additional advocacy costs. Please fill out and mail this contribution form (photocopies OK) with payment (check, money order or credit/debit card information) to TDI. You may fax or email a scanned copy of this form if you are paying by credit or debit card. To donate online, go to www.tinyurl.com/donateTDI

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CAPITAL COMMENTARY Continued from page 6

past and are striving not to repeat them. Other events like budgetary restrictions and winds of political change do have an impact on our national agenda.

All of these legal counselors have shared their wisdom to help us understand the policy development processes at the FCC and other federal agencies. They make sure we maintain an ongoing dialogue with industry representatives on issues that affect both of us. This is definitely not a house of cards in which any one adverse event can blow down in the future.

For us, this exemplary legal support is only possible with our lawyers' support. We have seen policies and regulations issued by the FCC evolve

over the years for example, with captioning for video programming on TV, and now for the next two years with TV programs shown online, and for access to emergency services to 9-1-1 centers starting with TTY and VCO capabilities from the early 1990's to any combination of voice, text, and video communications that will


be implemented within the next ten years as a major feature of the Next Generation 9-1-1 framework.

TDI appreciates very much the good work of our lawyers over the last forty years. They have been our protectors of truth, assuring us of a bright and fully accessible future.

Other events like budgetary restrictions and winds of political change do have an impact on our national agenda.

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The Eyes of Texas Were Upon Us

BY JAMES HOUSE

PRE-CONFERENCE ACTIVITIES

During the first four days of June 2011, all eyes of Texas were upon a spirited group of more than 250 attendees at the 19th Biennial TDI International Conference in Austin, Texas. The site of the conference was the Hyatt Regency Hotel on the bank of Lady Bird Johnson Lake across from downtown Austin, within walking distance of the Texas School for the Deaf. As the state capital of Texas, Austin has a vibrant arts community and draws many artists and musicians from all over the world, who do their part in keeping Austin weird. ("Keep Austin Weird" is a popular city slogan seen on

bumper stickers, t-shirts, books—almost anything that doesn't or does move.)

Conference participants began to arrive on Wednesday June 1, as **Dr. Roy Miller** presided over the pre-conference TDI Board Meeting at the hotel. The registration lines flowed smoothly and interpreters were on hand to facilitate communications between hotel guests and staff. CSD of Austin prepared the hotel staff well with basic sign language so simple interactions could occur

without a hitch, such as getting a table of for

six at a hotel restaurant.

DAY 1 - JUNE 2, 2011 - CVAA TITLE I - COMMUNICATIONS ACCESS DAY

Opening Ceremony

The Opening Ceremony set the stage for the rest of the Conference by invoking the theme, "The 21st Century Communications and Video Accessibility Act: Challenges and Opportunities." The theme is named after a new act, and reflects the optimism and political climate as TDI begins to implement the CVAA,

Continued on page 18



Andy Perlman checks computer while a local volunteer gets ready for registration in the background.



FCC Commissioner Copps' Keynote Speech

On June 2 – The Federal Communications Commission issued the following speech by Commissioner Michael J. Copps:

This is such a special day for me. It brings back so many memories of our work together over the past decade. It's hard for me to believe that it was ten years ago that we were together in Sioux Falls, South Dakota at the 14th Biennial TDI Conference. I was a newly-minted Member of the FCC, and addressing that gathering was my first speech as a Commissioner. Since then, I have been privileged to work with so many of you in this room in trying to get your needs and your input before the FCC and to develop policies that could make a difference in your lives and all of our lives.

Claude Stout and I became immediate good friends the moment we met and it was at a small dinner that he arranged in Sioux Falls the night before my speech that I first started to really understand both the depth of the challenges confronted by so many people in our deaf and hard-of-hearing communities, but also to realize the opportunity we had to apply the wonders of new technologies to help overcome those challenges. Working with folks like Claude and Roy Miller and Joe Duarte and Fred Weiner and Carol Sliney and so many more in this audience and throughout the community has been for me the most inspiring and rewarding part of my time at the Commission.

And what an honor it is to be receiving the Karen Peltz-Strauss Public Policy Award—from none other than Karen Peltz-Strauss herself! Karen is one of my heroes. I relied heavily on her in my early days as a Commissioner before she went out to work directly in the community, and I urged Chairman Genachowski to try to entice her back when he became Chairman—and he did. She and Joel Gurin

and Greg Hlibok are so great to work with. Here's how I work with Karen. Inevitably—each and every time—when an idea or proposal regarding your issues comes up, the first question I ask is: “What does Karen think of this?” If it's a “go” for Karen, it's just about always a “go” for me. She'll know the history, the substance, the practical impact, the cost and the right thing to do.

Karen has worked for 25 years to make sure that the disabilities communities are not left behind as technology advances—ensuring that accessibility needs are met when it comes to communicating over the telephone, watching television and, today's challenge, accessing and using broadband. Our agency is such a better place than it would otherwise be thanks to her expertise and her commitment to you. So I thank her for that, for all the great advice and counsel she has shared with me, and for presenting me with this wonderful Award this morning. It is something I will always cherish.

I've been thinking in recent days about what a long way we've come in these ten years! Back then we were just at the dawn of the Twenty-first Century—talking about the potential of advanced communications services and technologies to change our lives for the better but still only on the cusp of actually experiencing their transformative power. Today most of us have seen that power first-hand, many of us have grown to depend upon these amazing services and technologies, and we understand that access to broadband—both fixed and mobile—is vitally important to our lives. It's important to our lives as individuals because the door to opportunity is increasingly online. It's where jobs are found and secured, it's where companies recruit. It's important to our health as telehealth and telemedicine become important components of how we care for ourselves. It's important to how we educate ourselves and our kids

for the competitive world in which we all live. Broadband is already playing a huge role in education but we haven't seen anything yet—the growth will be both phenomenal and transformative.

Broadband is also central to the future of our country. There is almost no challenge we face that does not have a broadband component as an integral part of its successful resolution. Job creation comes immediately to mind—both helping people find the jobs that are out there, but also creating new jobs through the deployment, adoption and utilization of this expansive information infrastructure. Few people would deny that our country faces competitive commercial challenges from other countries more severe than anything we have encountered since we were a colony a quarter of a millennium ago. Our economic future comes with no guarantees—only challenges to the preeminence we enjoyed for so long. Broadband can help us decrease our costly dependence on foreign fuels. It can help us put the brakes on the degradation of our environment. It can do all this and more. So we need to grab onto these new tools of the Twenty-first Century and put them to work for ourselves and for our kids who are growing up in a very different world from the one into which you and I were born. Participation in our economy, our society, and even our democracy increasingly requires high speed Internet access.

For broadband to work it has to be available to all and be utilized by all. Its premise is accessibility to everyone—no matter who they are, where they live, or the particular circumstances of their individual lives. Access to high-speed, high-value broadband is a defining right of this new age. Let's treat it as a civil right because that's how it should be seen. If we don't do that, the

FCC Continued on page 32

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CVAA is a landmark law that was signed by President Barack Obama during a ceremony in the historic East Room of the White House on October 8, 2010. Emcee **Fred Weiner**, Vice President of the Board, kicked off the Conference with a Texas-style greeting, introducing the Board and staff of TDI.

The Ceremony was highlighted by a keynote presentation by an old friend of TDI and other disability advocates, **Commissioner Michael J. Copps** from the Federal Communications Commission (FCC). His inspiring speech took on a special meaning for us because Copps is departing from the FCC at the end of his term with an extraordinary legacy. During the

transition to digital television while he was interim chairman of the FCC, his quick action on setting up a taskforce solved many of the glitches that were plaguing the viewing experiences of people who relied on captioning. His principles of inclusiveness are reflected in regulations that the FCC has implemented over the past ten years leading up to the CVAA. In 2001, freshly confirmed by the U.S. Senate, Commissioner Copps began his tenure as the FCC's commissioner with a keynote speech at the 14th Biennial TDI International Conference in Sioux Falls, South Dakota. For him to return to a TDI Conference and share his parting thoughts as he ends his tenure at the FCC was a distinct honor for us. It was also an honor for him because TDI presented him with the

prestigious Karen Peltz Strauss Public Policy Award for 2011, recognizing his inclusion of access needs for people with disabilities in his regulatory activities. The full speech as released by the FCC is printed beginning on page 17.

Following the keynote speech, the Board of TDI took the time to recognize the sponsors who made the conference possible. The sponsors believe in the opportunity presented by this conference for consumers, government, and industry to exchange notes, brainstorm, and plan for a better future in telecommunications, media, and information technology. The financial support from the following sponsors have kept our individual conference registration costs affordable:

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Town Hall Meeting On CVAA

After the opening ceremony, **Karen Peltz Strauss** hosted a town hall meeting sponsored by the FCC where she explained the provisions and the FCC actions to date on the 21st Century Communications and Video Accessibility Act (CVAA) and accepted questions from the audience. According to Cheryl Heppner, the CVAA brings a higher standard to advanced communication services that calls for accessibility to be provided unless it is not achievable. The CVAA allows the flexibility for the industry to incorporate access or use third party apps and peripheral devices to achieve access at a nominal cost. If a manufacturer offers a line of services or equipment, including software, they may contain varying degrees of functionality depending on price.

Another highlight of the CVAA is the National Deaf-Blind Equipment Distribution Program (NDBEDP), a component designed to put telecommunication equipment in the hands of people who are deaf-blind. When fully implemented, NDBEDP will begin as a two-year pilot program to certify and fund one entity for each state, which will receive a share of \$10M to acquire telecommunications equipment for deaf-blind individuals.

There are many parts to the CVAA. Its impact will exceed that of the ADA when it comes to technology access for people with hearing and vision disabilities. In the next issue of TDI World, we will take a deeper look into the CVAA and provide a status report on each section and its implementation schedule.

Early Afternoon Workshops

After lunch, the first round of breakout workshops, covered many topics including a forum with the co-chair of the FCC's Emergency Access Advisory Committee (EAAC),

David Dzumba; a panel discussion moderated by **Cheryl Heppner** with **Toni Acton** from AT&T, **Jenny Buechner** from Hamilton Relay, **Mike Ellis** from Sprint Relay, and **David Coco**, a consumer who works at the Texas School for the Deaf; and a presentation by **Jeffrey Dallos** from the US Department of Defense about its Computer/Electronics Accommodations Program for federal workers (more information at <http://cap.mil/Solutions/ProductDisability.aspx?DisabilityID=3>).

During the forum, David Dzumba presented the findings and recommendations from the FCC Emergency Access Advisory Committee (EAAC) survey. Dzumba said that the EAAC's aim is to determine the most effective and efficient technologies and methods by which to enable access to Next Generation 911 emergency services by individuals with disabilities. The national survey results, along with input from groups represented by the Committee's membership, were used to develop and submit recommendations to the FCC on how to implement such technologies and methods. The EAAC survey results are at www.fcc.gov/document/eaac-survey-review-and-analysis-report

Cheryl Heppner wrote in her blog after the conference on June 14, 2011 that AT&T Relay had released VL5, a video-calling app that interfaces with a search engine for the Yellow Pages, enabling you to be automatically connected with a sign language interpreter when you click on a phone number. Mike Ellis talked about Sprint's new products, as well as its mission to provide the highest quality wireless service to customers. Jenny Buechner talked about Hamilton's support for "traditional relay services" and CapTel service for 17 states plus D.C. Hamilton also supports Internet-based relay services through its Instant Relay and Web Relay as

well as multiple choices of Internet-based CapTel services via the 800i Captioned Telephone, Web CapTel, and Mobile CapTel on Android phones, iPhone, and BlackBerry. David Coco noted that the 21st Century Communications and Video Accessibility Act (CVAA) will allow deaf and hard of hearing consumers fuller access to videos on news, entertainment, and sports sites and on mobile phones, and expressed concern that the complexity of the CVAA makes it a challenge for most consumers to understand. The full blog including web links from the participants can be found at www.nvrc.org/accessible-products-and-services-panel

Afternoon Plenary Session



Claude Stout introduces Jim Tobias

After the workshops, for the next hour **Jim Tobias** gave a presentation on one of the most exciting outcomes from the CVAA, The Global Public

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Inclusive Infrastructure (GPII). Tobias described how cloud technologies could improve accessibility. GPII will allow things like sign language input to computers and automatic access to captions or real-time transcription services wherever you are. GPII is a project of Raising the Floor, a consortium of academic, industry, and non-governmental organizations and individuals. The purpose of GPII is to build an on-demand, personalized, accessible on-ramp to the Internet. This ensures that everyone who faces accessibility barriers due to disability,

dollar support in Europe, Canada, and the United States. TDI followed up the presentation by officially endorsing GPII. For more information about this initiative, go to <http://gpil.net> and the organization behind this project, Raising the Floor at <http://raisingthefloor.org>. Also contact GPII for opportunities to give input and become an early tester.

Late Afternoon Workshops

The last round of breakout workshops for the day included a panel discussion on apps designed specifically for deaf and hard of hearing users moderated by our own **Neil McDevitt** with

mobile telecommunications field for deaf, hard-of-hearing, and deafblind people. **Daniel Fok** showcased the new BlackBerry Playbook and discussed how the tablet's built-in apps were deaf-friendly out-of-the-box. **Mike Ellis** talked about how Sprint was delivering apps pre-loaded onto phones for customers. **Matt Gerst** talked about the new website by CTIA that is now listing access features in mobile handsets. And **Karl Ewan** talked about features that consumers like himself consider crucial to the mobile telecommunications experience. The specific page for people who are



Neil McDevitt moderating panel discussion.



Marcie Roth stresses the importance of being prepared for emergencies in her keynote speech.



Roy Miller welcomes everyone to the TDI Conference during the President's Receptions

literacy, or aging, regardless of economic resources, can access and use the Internet and all its information, communities, and services for education, employment, daily living, civic participation, health, and safety. GPII combines cloud computing, web, and platform services to make accessibility simpler, more inclusive, and available everywhere at an affordable price for consumers, for ICT and AT companies, for public access points, and for governments. GPII is a world-wide project, with multimillion

Daniel Fok from BlackBerry, **Mike Ellis** from Sprint, **Matt Gerst** from CTIA, and **Karl Ewan**, a consumer; a presentation by **Lisa Åström** from Omnitor in Sweden about interoperable communications for everyday and emergencies; and a presentation by Intrado's **Toni Dunne**, a former TDI Board Member, about NG9-1-1 and the ADA.

In the panel moderated by Neil McDevitt, "Apps for the Deaf and Hard of Hearing," people discussed how apps have revolutionized the

deaf or hard of hearing on CTIA's accessible mobile phone website is at www.accesswireless.org/Disability-Categories/Hearing.aspx.

Lisa Åström was one of the few participants from Europe, and she spent as much time on airplanes and in airports as at the entire TDI conference. She says it was great meeting so many nice people at the conference with the same goals—fighting for an accessible

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world in telecommunications both for personal communication and emergency services. She pointed out, "Don't let deaf people be left behind in telecommunications. Let all videophones include Total Conversation standards, including audio, real-time text, and high-quality video for sign language and speech reading." Lisa's next goal is to incorporate access to emergency services with Total Conversation using the well-known 9-1-1 number in North America, which is like 1-1-2 in Europe.

Toni Dunne told the audience that 9-1-1 centers are moving towards an Internet-enabled network to allow the general public to make a 9-1-1 "call" via voice, text, or video over the Internet and directly communicate with personnel at the centers. However, she noted, the deaf, hard of hearing, and deafblind need SMS text direct to 9-1-1 TODAY! Technology exists to deliver SMS direct to 9-1-1 without a huge capital outlay into current wireless networks and without many of the issues found within the commercial SMS system. To implement, it requires 9-1-1 centers, service providers (such as Intrado), and the wireless industry to work together in a way similar to what has already been done in Raleigh-Durham NC and Black Hawk County IA.

Keynote Speech

Marcie Roth stresses the importance of being prepared for emergencies in her keynote speech.

The closing session for the first day was a fabulous keynote speech that stressed the importance of inclusive emergency management practices. The keynoters were

the Administrator of the Federal Emergency Management Agency (FEMA), **W. Craig Fugate** (via video) and **Marcie Roth**, Director of FEMA's Office of Disability Integration and Coordination. When the whole community, including individuals with disabilities, is involved in the planning process, it can help FEMA's whole team ensure that their needs as well as the needs of others are met in disasters. After Ms. Roth's keynote presentation, TDI presented FEMA with a special award of recognition with a painting "Support" by the late Chuck Baird, honoring their active role in promoting inclusion during times of emergencies..

President's Reception

Roy Miller welcomes everyone to the TDI Conference during the President's Receptions

The first day ended with the traditional President's Reception hosted by Roy Miller. TDI Board members and staff mingled with local consumers, industry leaders, and government

officials, sampling the fine Texan finger foods and drinks in a ballroom high up in the hotel overlooking the Austin skyline. During the reception, there was a brief special recognition program for the four-member Coalition of Organizations for Accessible Technology (COAT) Executive Committee, as well as a number of key industry and government players who contributed to the successful passage of the CVAA. A framed artwork "Paintbrushes" by the late Chuck Baird was presented to each member of the COAT Executive Steering Committee and the two authors of the CVAA law.

If you want to see a video of the TDI Conference activities on the first day, here is a link to an iDeaf News report by Seth Gerlis and Carletta Gentile: <http://ideafnews.com/2011/06/18/19th-biennial-tdi-international-conference-part-one/>

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DAY 2 - JUNE 3, 2011 - CVAA TITLE II - VIDEO PROGRAMMING DAY

Keynote Speech

The morning began bright and early with a keynote speech by **Richard Devylder**, who was selected by the White House to be Senior Advisor for Accessible Transportation, Office of the Secretary, U.S. Department of Transportation (DOT) where he outlined the federal government's role for your needs in traveling, commuting and working. Devylder's presentation focused on the rights of people who are deaf or hard of hearing to access public transportation. He discussed accessing services on water vessels such as ferries and cruise ships, making communication systems accessible on buses, trains, and in stations. The presentation concluded with an update on Next Generation 911 and upcoming rulemaking proceedings at DOT.

Morning Workshops

In one of the breakout workshops after the keynote speech, I had the pleasure of introducing **Brian Determan**, who is the Deafness Resource Specialist for Communication Access Ability Group in Texas. He led the workshop participants in a game show type of activity where we explored several scenarios that illustrated the accomplishments and challenges related to the Americans with Disabilities Act. In the other workshop, **Jeff Rosen** from ZVRS gave the participants an eyeful with the exciting possibilities of video conferencing during the 21st Century.

Determan admits that he learns something from his presentations. He says, "... By my attendees' participation in the activities I provided, I saw that the

accomplishments and challenges with [the ADA] Titles II and III impacted the audience..."

Jeff Rosen stressed in his workshop, "The interoperability of commercially available video conferencing equipment ("VPs") and programs is essential to creating the new generation of telecommunication devices. Yet, the market itself will be glacially slow in producing this outcome due to the self-interest of a few large companies in keeping their customers locked in their specific products (e.g., Apple's success beyond expectation with its iPhones). The FCC must find a way to help make a regulatory push to compel interoperability bridges which are already technologically possible today to create a more accessible and connected telecommunications environment for all."

Professional Motivational Luncheon

One of the highlights of the day was the Professional Motivational Luncheon, followed by an inspiring presentation by **Sherri Collins**, Executive Director of the Arizona Commission for the Deaf and the Hard of Hearing, titled "One Woman's Opinion: Motivation to Advocate - Making Your Voice Heard. The attendees had wonderful food for thought in addition to the Texas style steak.

Early Afternoon Workshops

One of the early afternoon workshops was presented by **Nikki Darland**, **Holly Elkins**, and **Kim Barron** from CSD touting their new Project Endeavor, a federally funded program designed to bring broadband access to deaf and hard of hearing people, which is necessary for them to be able to make and receive video calls. In the other workshop, **Dr. Christian Vogler** and **Norman Williams** from the Technology Access Program (TAP)

at Gallaudet University discussed accessible telecollaboration and web conferencing tools for the workplace.

The workshop on *Project Endeavor* was about an innovative project funded by a federal grant that CSD received from the Broadband Technology Opportunities Program within the US Department of Commerce. Project Endeavor underscored the importance

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Howard Rosenblum (left)



Holly Elkins takes a question during the workshop on Project Endeavor



Dr. Christian Vogler during his presentation

of providing deaf and hard of hearing Americans with access to affordable broadband, the sustainability of broadband and ultimately improving the quality of life for all deaf and hard of hearing Americans.

In the Accessible Telecollaboration and Web Conferencing in the Workplace workshop, Dr. Christian Vogler and Norman Williams from the Technology Access Program

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(TAP) at Gallaudet University discussed the rapidly growing fields of telecollaboration and webconferencing, which pose significant accessibility barriers. Focus groups have revealed that getting the floor to speak and speaker identification are two of the most difficult problems for deaf and hard of hearing people. They revealed a web site, hosted by Gallaudet University, that serves as a clearinghouse for information on the accessibility of telecollaboration systems.

Afternoon Break In Exhibit Hall

Then all the participants had the next hour to network in the exhibit hall with some yummy goodies designed to raise the energy levels so we could stay awake the rest of the day. The centerpiece of the exhibit hall was the refreshment station that was usually stocked with coffee, tea, pastries and fruit during the morning and with cookies, soda and other refreshments during the afternoon. Exhibitors lining the perimeter of the room included: (in order around the room) Verizon, Sorenson Communications, Research in Motion (BlackBerry manufacturer), Ultratec, Hamilton Relay, ZVRS, TDI/CEPIN, GPII / Raising the Floor, Relay Texas, ACS Captions, Sprint Relay, CSD / Project Endeavor, Purple Communications, and AT&T.

Late Afternoon Workshops

The final round of workshops for the day covered: Interoperability Across Videophones, VRS, and Off-the-Shelf Equipment by Dr. Vogler and Norman Williams from the TAP program at Gallaudet. **Howard Rosenblum** and **Shane Feldman** from National Association of the Deaf (NAD) led a discussion "Are We There Yet? The Journey to Full and Equal Technological Access." **Andrew**

Kirkpatrick from Adobe Systems led the third workshop on supporting the CVAA with captioning for video and live meetings.

During the Interoperability Across Videophones, VRS, and Off-the-Shelf Equipment workshop, Dr. Christian Vogler and Norman Williams from TAP at Gallaudet led a discussion about off-the-shelf video conferencing equipment. The FCC is thinking about allowing us to use off-the-shelf equipment from retailers for making VRS calls, because VRS-provided equipment has interoperability issues, and custom equipment is also surprisingly expensive. However, off-the-shelf equipment lacks features that VRS users rely on, such as passing voice numbers to relay services, integration with in-house visual alerting systems, and good camera quality. The audience discussed what needs to be done in this area, and discussed possible future VRS standards.

Howard Rosenblum, NAD CEO, and Shane Feldman, NAD COO, covered the span of technology and telecommunications access including our progress and setbacks as well as a vision of the future in, "Are We There Yet? The Journey to Full & Equal Technological Access." The latest updates were provided for Internet captioning, movie captioning, stadium access, VRI, radio, emergency access, and TV captioning. Rosenblum and Feldman together described a dream for a future where universal design and access is a principle used in all products, including new innovations and technologies.

Andrew Kirkpatrick shared information about the 21st Century Communications and Video Accessibility Act and how Adobe tools help video providers deliver

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accessible video and provide accessible experiences for users watching video. Adobe provides support for closed captioning in a variety of tools including Adobe Premiere Pro and Adobe Encore, to help video professionals incorporate closed captions into broadcast video and DVDs; Adobe Flash and the Open Source Media Framework, which each allow web professionals to easily deliver closed captions for online video; and Adobe Connect,

which provides support for real-time closed captioning for online webinars. Andrew also spoke about Adobe's commitment to supporting access to video, from first making delivering closed captions with video in Flash easy in 2007 to providing closed captioning capabilities in online support and training videos on AdobeTV, to current work enhancing support for the new SMPTE-TT caption format referenced in the FCC's new captioning rules. - Adobe's customers are looking to deliver accessible video and Adobe is working hard to ensure that it is easy for video providers and provides the highest quality experience for users. Audience members were impressed to learn about the depth and breadth of Adobe's involvement and commitment and voiced strong interest in hearing about future developments.

LONESTAR RIVERBOAT DINNER CRUISE

The day ended with everyone aboard a LoneStar Riverboat for a lovely sunset


cruise on Lady Bird Lake, named after Lady Bird Johnson, the hometown First Lady who is known for her outdoor beautification efforts during the 1960's while LBJ was President. The paddleboat meandered around the lake past central Texas flora and fauna. An authentic TexMex dinner of fajitas was served buffet style. As the sun set, the boat neared the Congress Avenue Bridge where we were treated to an awesome spectacle as the largest urban bat colony in North America came alive with millions of bats taking off for their nocturnal feast of bugs and mosquitos in the fields all around Austin. Some bats have been traced as far south as San Antonio and on to Mexico.

If you want to see a video of the TDI Conference activities on the second day, here is the link to iDeaf News report by Seth Gerlis and Carletta Gentile at <http://ideafnews.com/2011/06/20/19th-biennial-tdi-international-conference-part-two/>

SCENES FROM THE EXHIBIT HALL



SCENES FROM THE CRUISE



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19TH TDI INTERNATIONAL CONFERENCE



DAY 3 - JUNE 4, 2011 - CONSUMER DAY

The third day was the day that local consumers looked forward to. All registration fees were waived for the plenary sessions and workshops.

Keynote Speech

The keynote of the day was by **Greg Hlibok** who is the chief of the Disability Rights Office at the FCC. Being a consummate consumer himself, he reviews each proposal at the FCC with this primary thought, "What's in it for the consumer and how will people with disabilities benefit?" This way of thinking served as the impetus for his keynote speech "Consumers: The Driving Force Behind Advancements in Accessible Communication Technology."



Greg Hlibok, Director of Disability Rights Office at the FCC gives a keynote speech to consumers.

In his presentation, using video relay services (VRS) as an example, Greg outlined the importance of the FCC establishing well-balanced and forward-looking policies that encourage the industry to be innovative in meeting the unique needs of consumers with disabilities. Otherwise the relay program would be used to subsidize inefficient providers that would bring complacency with existing relay technologies. Greg noted that relay providers play a critical role in the community as they are the ones who better understanding the unique needs of consumers. Greg also spoke about how ensuring that people with disabilities have equal access to communication technologies

is akin to trying to follow the moving target in that no one can foresee which direction the technologies are moving toward.

Morning Workshops

After the keynote speech, the consumers took advantage of the free workshops. The first workshop of the day was given by **Bill Van Buren**, Producer and Designer at Valve Software, makers of such popular video games as Half-Life, Portal, Left 4 Dead, Counter-Strike, and Team Fortress 2. Bill talked about how Valve is committed to producing accessible video games, how accessibility is created, and how to improve accessibility in future games. The next workshop was a panel discussion about hearing aid compatible phones in the market moderated by **Lise Hamlin** from HLAA. The panelists were Toni Acton from AT&T, Mike Ellis from Sprint, and **Rose Minette** from the Office of Deaf and Hard of Hearing Services for the state of Texas. In the third workshop, **Ken Harrenstein** discussed his work at Google developing the YouTube Auto-Captioning Tool.

Awards Luncheon

A major highlight of the Conference was the Awards Luncheon. With **Phil Jacob** as the emcee, we all watched as an elite group gathered to receive the prestigious TDI Awards and other honors. Dr. Roy Miller gave plaques of appreciation to **Judy Viera** and **Phil Jacob**, thanking them for their service on the Board. Next, Judy recognized the the Home & Garden TV channel (HGTV) for its programming that respectfully depicted our diverse population, including people with hearing disabilities and its total commitment to captioning. **Stephen**

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SCENES FROM THE VIDEO GAME WORKSHOP



SCENES FROM THE TDI AWARDS LUNCHEON



Phil Jacob as emcee for the Awards Luncheon



Claude Stout (L) and Judy Viera (R) present a plaque to Stephen Stuart, Captioning Director for the Scripps Network recognizing diversity in it's programming on the HGTV Channel and it's commitment to captioning.

2011 TDI BIENNIAL AWARDS



Robert H. Weitbrecht
Telecommunications
Access Award

APPLE, INC.

In recognition of its accessibility features that provide access to telecommunications and media such as FaceTime – a video conferencing app, hearing compatibility for iPhone4, and a growing library of captioned videos through iTunes for deaf and hard of hearing people



H. Latham Breunig
Humanitarian Award

ELIOT GREENWALD

In recognition of his many years of advancing TDI's mission through numerous filings on Telecommunications Relay Services and 9-1-1 services that led to regulatory changes and laid the groundwork for increased access to these vital community services



James C. Marsters **Promotion Award**

ZVRS

In recognition of its creative and innovative "Dr. Z" outreach program that went above and beyond in educating users about regulatory and technological changes that affect their use of video relay, and for its versatility in offering products for different computer and mobile platforms that appeal to deaf and hard of hearing individuals and the general public



Andrew Saks **Engineering Award**

GOOGLE

In recognition of its groundbreaking auto-captioning and auto-transcription technologies for YouTube videos that not only provide speech-to-text access for the massive volume of uploaded videos today, but also enables precise searching for videos a reality tomorrow



Karen Peltz Strauss **Public Policy Award**

COMMISSIONER MICHAEL J. COPPS

In recognition of his exemplary regulatory leadership and initiative in addressing captioning issues during the digital television transition, and steadfast and sincere commitment to disability access in various proceedings issued by the Federal Communications Commission that improved the quality of life for 36 million deaf and hard of hearing Americans



I. Lee Brody **Lifetime Achievement Award**

ED BOSSON

In recognition of his outstanding contributions over the years to the welfare of deaf and hard of hearing people, including his solid leadership as Administrator of Relay Texas, and Chair of National Association of State Relay Administrators, pioneering research and feasibility studies that led to the provision of Video Relay Services nationwide, and exemplary corporate management and vision with Convo Relay

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Stuart, Director of Closed Captioning Services at Scripps Network Interactive accepted the award on behalf of the parent company. For a full list of the 2011 TDI Award winners and the citations that appeared on each award, go to page 27.

EARLY AFTERNOON WORKSHOPS

After the awards were handed out, the workshops continued. The first workshop of the afternoon was a panel discussion on the TRS Policy Statement developed by TDI and other consumer groups. **Claude Stout** moderated the panel, which consisted of Cheryl Heppner from Northern Virginia Resource Center (NVRC), Lise Hamlin from Hearing Loss Association of America (HLAA), Shane Feldman from National Association of the Deaf (NAD), **David Myers** from the Texas Office of Deaf and Hard of Hearing Services. The second workshop was a panel discussion reviewing smartphones on the market, moderated by Jim House with Jeff Kramer from Verizon, Daniel Fok from Research in Motion (BlackBerry), and **Maggie Schoolar** from Sprint. The third workshop was conducted by **Sheila Conlon-Mentkowski** and her son, **Alex Mentkowski**, on "How to Tell a Tweet from a Yahoo!"

Moderator Claude Stout briefly explained the Consumer Groups' TRS Policy Statement, the 18-month process of developing the document by the national consumer groups, along with other stakeholders, including the VRS industry. The panelists gave separate remarks on various sections of the Statement, such as the definition and principles of functional equivalency, and the factors that led to the development of the Statement. The Statement also offered goals and objectives for the FCC to consider for managing the national TRS program.

In the second workshop, representatives from the wireless industry came and shared the latest on their smartphones. Daniel Fok, RIM's Accessibility Program Manager went into detail about the company's accessibility efforts on BlackBerry phones. Jeff Kramer from Verizon and Maggie Schoolar from Sprint outlined their offerings on the iPhone and various Android smartphones as well as their respective companies' data service plans. A lively discussion among attendees ensued on current and upcoming apps for mobile videochats and captioned telephones

"How to Tell a Tweet from a Yahoo" was a presentation on generational differences of a mother and son using the Internet and their experiences in social networking. Sheila, the mother,

is still using email more than instant messaging and is not too enamored with Twitter. Alex, the son, uses Twitter more often along with instant messaging, because he keeps on top of trends that way. In a lively exchange, the audience contributed their own experiences with various aspects of the Internet and how they are or aren't beneficial. Sheila said, "We were told by TDI planners that they thought this workshop was the first mother/son workshop ever presented at a TDI conference, so we were pleased to be a 'first!'"

TDI BUSINESS ASSOCIATION MEETING

During the TDI Association Business Meeting, President Roy Miller gave a recap of TDI's activities for the preceding two years since its previous Conference in Washington, D.C. At the end of the meeting, he welcomed two new TDI Board Members, **Bernard Hurwitz** from Rochester, New York, representing the Northeast Region, and Shelia Conlon-Mentkowski, who hails from Sacramento, California, in the West Region.

MID-AFTERNOON WORKSHOPS

After the Business Meetings the workshops continued: Daniel Fok gave a presentation about emerging

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SCENES FROM THE AFTERNOON SESSIONS



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solutions that BlackBerry features in support of the CVAA; **John Waldo**, an attorney who established the Washington State Communication Project (Wash-CAP), and then a sister organization in Oregon, gave a comprehensive update on movie captioning; and **Rebecca Rosenthal** moderated a panel discussion touching on the history of VRS in Texas, with **Paul Rutowski**, **Larry Evans** and **Betty Bounds**.

Daniel Fok from Research in Motion (RIM) elaborated in more detail on the company's products and service offerings. The BlackBerry product line is marketed through several vendors and includes email and texting technologies not found in other products. One of the major reasons why BlackBerrys are attractive for many customers and corporations is the rigorous security measures in place, and the fact that people are able to have their emails transmitted faster than from competing products. After his presentation, Fok shared tips with long-time users and took in questions from prospective customers.

In his presentation on movie captioning, John Waldo said, "Through a combination of favorable court rulings and the long-awaited conversion from film to digital projection, captioned movies are becoming the rule rather than the exception. The major theater chains have committed to providing individual viewing devices that will enable us to view captions for every showing of all movies for which captions have been prepared. Our challenge now as consumers is to press for the best possible viewing devices, and to encourage all studios to provide captions for all of their offerings.

In the workshop "Video Relay Services: Lone Star State's Retrospect and Vision," the panel discussion related to the evolution of the Video

Relay Service in Texas. All the panelists were from the Austin area, was successful with three panelists Betty Bounds, Larry Evans and Paul Rutowski all from the Austin, Texas area. They shared their views on the future of VRS and what they would like to see happen along the way. A common thread in the discussion related to the importance of VRS quality; for instance, a panelist who is also a business owner expressed a desire for a provider to offer an option that enables users to create specific profiles with different greetings, including a customized outgoing message in sign language for video mail. Another example to enhance VRS quality includes offering interpreters on demand who are able to skillfully interpret legal, medical, other specialty situations. Bottom line: it's clear that the future of VRS is largely dependent on consumer feedback to the FCC on VRS reform. TDI can and will represent the consumers on this issue.

LATE AFTERNOON WORKSHOPS

Two workshops wrapped up the day: in one, Lisa Hamlin moderated a panel discussion on current and new offerings in captioned telephone relay services with **Frank Endres** from ClearCaptions, **Mitchell Levy** from Hamilton CapTel, **Damara Paris** from Sprint CapTel, along with consumers Cheryl Heppner and **Carol Sliney**; in the other session, Phil Jacob moderated a panel on Internet-based VRS and Mobile P2P (peer-to-peer) offerings in the market with **Ed Bosson** from Convo Relay, **Kelby Brick** from Purple Communications, and **Tim Rarus** from ZVRS.

EVENING ENTERTAINMENT FINALE

While all good conferences have to come to an end, there is no better finale than CJ Jones Live. **CJ Jones** is an internationally known deaf entertainer whose unique style of comic visual imagery and storytelling delights audiences young and old alike. Some of his skits were interactive as he coaxed volunteers from the room to go up on the stage and join his act, making others in the room figuratively roll on the floor laughing out loud, or as someone would tweet "RTFLOL". Thus the conference on a delightfully light note with many good laughs.

If you want to see a video of the TDI Conference activities on the third day, here is the link to iDeaf News report by Seth Gerlis and Carletta Gentile at <http://ideafnews.com/2011/06/22/19th-biennial-tdi-international-conference-part-three/>

Watch future TDI World and TDI eNotes for more announcements about the 20th Biennial TDI International Conference in 2013. We hope to see you there.

Photo credits

Days 2 & 3: Paul Rutowski

SCENES FROM THE EVENING ENTERTAINMENT FINALE



INTERVIEW WITH JOHN WALDO

BY BILL GRAHAM

John Waldo first came to my attention through his posts on the listserv of the Collaborative for Communication Access via Captioning (CCAC). He was (1) extremely knowledgeable, (2) a gifted, lively writer, (3) occasionally funny (for a lawyer), and (4) absolutely determined to get the major theater chains to caption their movies. And, ta-daaa, along with TDI and deaf and hard-of-hearing advocates everywhere, he played a major role in making this longtime dream a reality in progress. And he ain't done yet.



JOHN WALDO

TDI World: How did you become involved in championing the interests of deaf and hard of hearing people?

JOHN WALDO: I reached a point in my legal career when I wanted to do something that could make a difference in the lives of real people, rather than simply the bottom line of large corporations. It occurred to me that I actually had an obvious opportunity to combine my legal background with my own life experience, and work to implement in practice the benefits and protections that state and federal disability laws afford to people with hearing loss. With that objective in mind, it then appeared that the best way to accomplish that objective was through an advocacy organization, which led to the establishment of the Washington

State Communication Project (Wash-CAP), and then a sister organization in Oregon.

TDI World: What were the turning points in the battle to get the major movie chains to agree to offer captioning for all movies?

JOHN WALDO: Several things happened at close to the same time. First, we received two highly favorable court decisions — one in the Ninth Circuit Court of Appeals and one in the State of Washington — to the effect that theaters are required to install captioning-display equipment unless they can demonstrate that doing so is financially prohibitive. At about the same time, the “big three” theater owners — Regal, AMC and Cinemark — nailed down their financing package and actually began converting from traditional film to digital projection, which created more captioning options. Third, the federal Department of Justice essentially walked back from its proposal to require theaters to offer captions for half of their movies, and took the position that the question of what any given theater must do is a matter to be decided by the courts on a case-by-case basis. Faced with the possibility of serial litigation that they likely could not win, the theaters made the prudent decision to announce that they would provide full captioning capability.

TDI World: What are the major issues left to resolve?

JOHN WALDO: With respect to movies, one issue now is to persuade the hold-out studios to provide captions for their movies. That should be an easier “sell” now that more theaters are equipped to show

captions. Another is to work as consumers and through trial-and-error to find the best caption-display device, because all of the devices now in use have their drawbacks.

On a more global scale, the huge issue is the Internet. Voluntary efforts to make the Internet more accessible through captioning are moving forward, but are not keeping up with the pace at which communication in general is migrating to the Internet. There are real questions about who, if anyone, has the power to make rules governing that medium. A lot of us are thinking about how that problem can be addressed, but I don't think anyone has come up with the real key.

TDI World: What areas of communication access are you focusing on now?

JOHN WALDO: Three areas that I find interesting are athletic venues, health-care facilities, and professional education.

Getting sports facilities to caption the public-address announcements is important because it recognizes the value of enabling those of us with hearing loss to participate in the community experience that prompts people to attend football and basketball games that they could actually see much better at home on their television. Moreover, captioning is highly visible inclusion and gives hearing people the opportunity to see how such inclusion can be done and how, from time to time, they will benefit as well.

Health-care facilities, unfortunately, seem to be repeat offenders — I've

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had three cases just in the past year in Seattle alone of hospitals that have not provided ASL interpreters to deaf patients. Since these are literally life-or-death situations, they simply have to get this right every time.

Virtually all professions have continuing-education requirements. To reduce the cost and travel time, many of these courses are migrating to the Internet, often only in audio form. We need to ensure that those offerings are accessible.

TDI World: You attended the TDI conference last year. What was your take on it?

JOHN WALDO: Of the gatherings I regularly attend, TDI was the best mix of hard-of-hearing, which I am, and culturally deaf individuals. I particularly appreciated the



Captiview is attached to your seat cup holder and the text is displayed inside the box

opportunity to spend some time with the executives of the National Association of the Deaf.

TDI World: Next year TDI will hold a joint conference with the Association of Late-Deafened Adults (ALDA). Any thoughts on that?

JOHN WALDO: I think this is a great idea. We have a number of advocacy groups with their own areas of emphasis, but a lot of common overlap. Separate gatherings get expensive and time-consuming.

Instead of separate gatherings for HLAA, ALDA, TDI, A.G. Bell, and maybe even NAD, wouldn't it make more sense to have one huge national convention to address our common concerns with breakout groups dealing with our individual areas of emphasis? I'm certainly not opting for more witnesses to ALDA karaoke, but that could take place in a separate (and perhaps sound-proof) room while the other groups have their own separate events.



Sony makes Closed Captioning Glasses that displays text within the lens as you watch the movie.

**YOU'RE LOOKING
AT THE ONLY VRS AD
BY A DEAF-OWNED COMPANY**

CONVO

   /convorelay

COPPS Continued from page 17

differences that already divide America will actually grow and the New Digital Age will instead become the Growing Digital Divide. What a tragedy that would be—to have within our grasp the most dynamic, liberating and opportunity-creating information technology in all of history—and let it be used to erect new barriers to inclusion rather than to break down the old.

Earlier this year, we marked the 15th Anniversary of the 1996 Telecommunications Act. Vice President Al Gore's words at the signing back in 1996 really captured the true goal of that landmark legislation. He said then, and it still resonates today, "I firmly believe that the proper role of government in the development of the information superhighway is to promote and achieve at every stage of growth, at every level of operation, at every scale, the public interest values of democracy, education, and economic and social well-being for all of our citizens. If we do not see to it that every project, every network, every system addresses the public interest at the beginning, then when will it be addressed?"

The people I see in this audience today have been leading the way to make that vision a reality, by ensuring that the 54 million Americans with disabilities can share in the benefits of the Digital Age. New technologies and new media certainly hold great promise—but optimism alone doesn't get the job done. Hard work gets it done. You are doing that work. Our job at the FCC is to help ensure that every American with a disability has access to functionally equivalent communications services—a mandate that, if it's going to work, must evolve as rapidly as the technological innovation we see going on all around us.

That is why I was so thrilled to be in the White House watching President Obama sign the Twenty-First

Century Communications and Video Accessibility Act into law last October. Thanks to your tireless advocacy and to true champions on Capitol Hill including my friends Congressman Ed Markey, Congressman Henry Waxman, Senator Jay Rockefeller and Senator Mark Pryor, this sweeping piece of communications and civil rights legislation is now the law of the land, and it's going to make a world of difference. The statute tasks the FCC with quick and far-reaching action to expand opportunity for persons with disabilities. And I am happy to report that the FCC is hard at work following up to implement the mandates of this historic legislation.

Allow me to share with you some of the areas where we've already started moving forward:

Two months ago, we announced the creation of a two-year pilot program to get the Deaf-Blind Equipment Distribution Program up-and-running. The Twenty-first Century Act allocated \$10 million annually from the TRS fund for this nationwide effort. The goal here is to make communications technologies and services accessible to low-income individuals who are deaf-blind.

The FCC has issued a Notice of Proposed Rulemaking to implement the express mandate of Congress to reinstate and modify the video description rules that were originally adopted by the Commission in 2000. Video description, which provides important—sometimes essential—information that is otherwise conveyed to the viewing audience only visually, makes video programming more accessible to the blind and visually impaired. Some broadcasters have provided this service of their own accord since the Commission's rules were overturned in court more than a decade ago, and I salute those that have done so for their leadership. The requirements of the new law will greatly expand the amount of programming that is video-described. The Commission must take action to reinstate video description rules before

the end of the year to meet Congress' deadline. You know, sometimes there is just no substitute for a good deadline!

The Commission is also working to craft rules that ensure that persons with disabilities are able fully to use advanced communications services, equipment and networks. This hard-won requirement of accessibility was first enshrined in Section 255 of the 1996 Act, and even before passage of the Twenty-First Century Act the current Commission was already digging into some of these issues, in particular focusing on the need to expand disability access to wireless telecommunications. But now the Commission has the express statutory mandate to expand that requirement beyond traditional telecommunications services like voice telephony and into the world of advanced offerings like the mobile devices that so many of us use to go online, watch video, send text messages—and, sometimes, even to make a plain old telephone call, too!

Two advisory committees have been set up by the new law—the Video Programming Accessibility Advisory Committee and the Emergency Access Advisory Committee—and they have been meeting regularly and working toward issuing recommendations for FCC action:

The Emergency Access Advisory Committee (EAAC) has already completed a national survey of persons with disabilities regarding emergency calling. We look forward to its recommendations about what policies and practices we can put in place to achieve equal access to emergency services for individuals with disabilities as we migrate to Next Generation 911 that will be capable of receiving emergency calls via voice, text, and video.

The Video Programming Accessibility Advisory Committee (VPAAC) is developing recommendations on a host of critical issues central to the

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new law: closed captioning of Internet programming previously captioned on television; video description of television programming; accessible emergency information for people with vision disabilities; compatibility of accessibility features and new video programming devices; and accessible user interfaces on video programming devices.

I know many of you here today were instrumental in getting this legislation passed in the first place. You did a great job! And now that the action has shifted over to the FCC, you have brought your talents to the advisory Committees and have already given us valuable comment on our proposed rules. I can tell you this for sure: the successful implementation of the law requires that we continue this close and ongoing collaboration with you. So I encourage you to continue to participate actively as these proceedings move forward at the FCC. It's important for this particular law. And it's important for all the things we can do together in the years ahead. As my old boss Senator Fritz Hollings often cautioned: decisions made without you are usually decisions against you.

The FCC needs to be constantly vigilant that we are holding up our end of this bargain, too. During my years at the Commission, I have tried to open our doors to the full panoply of American stakeholders, so that the Commission isn't just hearing from the biggest business interests with their armies of lawyers and lobbyists, but also from consumers and citizens who are the overwhelming majority of folks who must live with the consequences of what we do in Washington. There will always be more work to be done on this outreach score, but I believe our current Commission has made important strides in this area, and I'm excited to see the level of collaboration we are engaging in with the disabilities communities.

We need to hear from you not just on

the items related to implementation of the Twenty-first Century Act, but to sustain a dialogue across the whole wide range of telecommunications and media issues before the FCC. For example, in the coming months, the Commission is going to be very focused on reform of our Universal Service programs. Looking to tackle not only challenges hindering the deployment of broadband networks but also the barriers that stand in the way of millions of Americans adopting broadband service in their homes. As many as one-third of the American people have not adopted high-speed broadband at home—and we know the disparities are even starker for Americans with disabilities, with one recent survey showing that only 54% of Americans with disabilities use the Internet. And we know too that unemployment rates are much higher among the disabled. These are exactly the kind of underserved populations that the Lifeline program—which provides discounted phone service to low-income households—is designed to assist. As we work to reorient this program to support broadband and to provide the services every American needs to be competitive in the Twenty-first Century, we need your ongoing input so that we can maximize the benefits for the disabilities communities.

We also need your valuable input as the Commission works to strengthen the VRS program. This program has been a critical communications link for the deaf and hard of hearing and we cannot allow abuses that we know exist in the program to threaten its long-term viability. The Commission has made some tough decisions and has more on its plate. I am committed to moving forward with reform of the program in a way that protects the interests of consumers who rely on VRS every day to reach their colleagues, friends, and loved ones.

Finally, allow me to address something we need to think more about in the context of our changing communications landscape. We have a

stark small “d” democratic challenge to overcome as we move into a new era of communications with one another—to ensure that we all have accessibility to a dynamic, information-laden media landscape. Here I am talking about accessibility to a robust media for all Americans—you, me, and every other citizen in the land. This is about traditional media—television, radio, cable, and newspapers. This is about broadband, too. It is about fostering a broad information infrastructure to guarantee the flow of news and information throughout the land. Ensuring that every American has access to local news and information is the premise and prerequisite of democracy. Our future depends upon an informed citizenry and the widest possible dissemination of news and information to fuel the nation's conversation with itself.

This conversation must, of course, include Americans with disabilities, who need access to their local news to be fully participating members of our communities. With respect to closed captioning, we've certainly seen progress in the more than twenty years since the Television Decoder Circuitry Act that brought closed captioning to television sets and fifteen years since the 1996 Act extended closed captioning to nearly all television programming. But there are some serious gaps and it is high time that the Commission revisit our rules in this area. For example, generating captions based on the teleprompter text in a nightly newscast guarantees that deaf and hard of hearing individuals will miss breaking news, weather updates, and live field interviews. Viewing habits and programming schedules have changed since captioning rules were originally adopted more than a decade ago and the exemptions that were provided now encompass critical programming like early morning newscasts. These are some of the basic things the FCC can and should do to ensure that deaf and hard of hearing Americans have access to local news programming.

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But, like I said, this media shortfall affects everyone else too. We have to make sure that good, in-depth, hard-hitting news and information are available through our media. There is no doubt that many Americans are increasingly accessing news and information via the Internet—whether it's reading the newspaper digitally, watching a news station video online, accessing various blogs, or using a news aggregator to pick out the information they are looking for. The Internet has huge potential here—if we're smart about it and keep it open. Indeed, there may be no greater benefit that broadband can deliver than its ability to help inform our civic dialogue and stimulate citizen engagement in our democracy.

But we cannot put our heads in the digital sand and assume that in-depth news and accountability journalism will magically appear online while it has been disappearing in our traditional media. We all know, I think, that thousands of journalists are walking the street in search of a job rather than walking the beat in search of a story, and that hundreds of newsrooms have been shuttered or put on starvation diets. Investigative journalism is on the endangered species list. I won't go into the reasons why in great detail here, but the short version is an undisciplined era of rampant private sector speculation and consolidation that shrank news production. And this consolidation process was aided and abetted by successive Federal Communications Commissions that encouraged it all, blessed it all, and walked willingly away from their public interest responsibilities. The newspaper and the TV newsroom still produce probably more than 90% of the news we get—even the news we read online—it's just that there's so much less of it—so much less in-depth reporting, so much less accountability journalism, so few reporters in state capitals and fewer bureaus around the world compared with what used to be.

Unless we fix the problems facing

traditional news outlets, today's problems in journalism will only continue, and inevitably get worse, in the broadband world of tomorrow. Right now I don't see the model, the mass or the momentum in new media to fill the void that has eviscerated traditional media. And we don't have the time to wait for something that may never occur. We just have to find ways now to ensure that American citizens have access to a worthy media by reasserting public interest values for traditional broadcast media and taking other steps that I will be happy to talk about to make sure the digital world is able to realize its huge potential to nourish our democratic dialogue. And we need to be especially vigilant that we don't allow the dynamic, opportunity-creating potential of broadband and the Internet to travel down the same road of consolidation, control by a few big companies and homogenization that inflicted so much damage on traditional media. Will we be smart enough to do this? So far the signs are not particularly encouraging.

One more thought in this regard. We all remember that famous quote from Thomas Jefferson who, when talking about newspapers—the information infrastructure, the broadband, of his time—said that, if given the choice, he would prefer newspapers without government over a government without newspapers. But that wasn't all he said. Jefferson went on to say, "But I should mean that every man should receive those papers, and be capable of reading them." At this critical juncture two hundred years later we would be wise to heed that advice. That is why we all need to be supporters of what are called the new literacies—digital literacy, media literacy and news literacy. Your leadership understands how crucial it is that meaningful support be given to educate our citizens about how important this is to their futures and that they must learn how to navigate the awesome power of the Internet. It's crucial that, with the proliferation of websites, our young people—and us elders, too—can distinguish between trustworthy and not-so-trusty places on the Net and

that we provide our young citizens the education they need to use—and avoid being misused by—our media ecosystem. These are the kinds of things we need to be doing now, not only to instill the importance of quality journalism and to find ways to support its creation, but to strengthen our democracy through a citizenry armed with the news and information it needs to make informed decisions about the future of our country.

So, put all the things together that I've talked about this morning and I think we'll agree—there's a lot to do. A whole lot to do before every American shares in the benefits of advanced telecommunications and world-class media that can open the doors to a better future. I am proud to have travelled this far down the road with you, but we all realize there are so many more steps we need to take together for all people with disabilities—and indeed for all Americans—who want to be, need to be and indeed deserve to be, fully participating, mainstream citizens in our society. If we pull together—if you continue and even expand your cooperation with other affected communities and build effective alliances with them, if you stay vigilant as new technologies develop—we can meet and master all these challenges.

As many of you know, I am completing my time at the Commission this year. But I also want you to know this: I am going to continue speaking out and working on these issues in the years ahead. Your voices inspired me as I walked through the doors of the Commission ten years ago and they continue to inspire me today. Your work, my work—our work—is not done. But we're on the march, we're making progress, and we shall overcome.

Thank you for the good and wonderful things you do, thank you for today, and thank you for the friendship you have shown me through the years. God bless you all.

2012 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 January 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

SAVE TIME & POSTAGE – JOIN OR RENEW YOUR MEMBERSHIP ONLINE AT www.TDIforAccess.org

(Revised (01/06/2011))

iDeaf News interview with Claude Stout

Carletta Gentile, a reporter with iDeaf News.com, caught up with Claude Stout during the 19th Biennial TDI International Conference at the Hyatt Regency hotel in Austin, Texas. Here is the transcript of the interview that follows.

CARLETTA GENTILE: As Executive Director of TDI, what was your vision for the conference?

CLAUDE STOUT: We have this conference every two years. The purpose of this conference is that TDI believes in bringing our work to different communities all over America. Two years ago, it was in Washington, DC. Four years ago, it was in San Mateo, California – and previous conferences have been held in Las Vegas, South Dakota, Seattle and New Orleans. We have never assumed that we automatically know deaf and hard of hearing people's needs or issues with telecommunications, media, or information technology. We are hosting this conference in Austin, Texas, because we want to reach out to the local deaf and hard of hearing people in Austin. We've called in people from the industry, like those from relay services such as Sprint, Purple, Sorenson, and zVRS along with representatives from telephone common carriers like AT&T and Verizon. We also have some government officials from the Federal Communication Commission, Federal Emergency Management Agency, Relay Texas, and some wonderful people from the Texas Department of Rehabilitative Services. All of these people came here to get to know the consumers, industry representatives and government officials. We all pass on information to each other – i.e., what people are happy or not about,



regarding their products/services that we experience everyday in our daily work or in our lives at home.

CG: Years ago, my vision of TDI was of a telephone directory. Now, what is your new vision of TDI?

CS: That is a good point. In 1968, TDI established a telephone directory because there were some deaf people who didn't know if other people had TTYs – i.e, if you were from California, and needed to know if the people you needed to contact in New York had TTYs or not. This is why we set up a telephone directory and it was perfect for people who didn't know who had TTY numbers. So we collected phone numbers and listed them in our directory. In its first year, 1968, we had 174 people listed, and it has increased every year since then. Today, we have about 30,000 listings – but our job is not only to run and maintain the database of those 30,000 people listed in the Blue Book. We do advocacy work often with the Federal Communication Commission. We also have a pro-bono law firm that helps us with filing comments and complaints with the FCC. The FCC has asked us many questions from time to time on VRS, broadband access, and

television captions. Now we serve on its advisory committee dealing with TV programming on the Internet. It must be captioned, so we advised them on what our expectations would be – especially from Internet industry partners such as Yahoo, Microsoft, Google, and Adobe. They want to know the standards we desire for captioned TV programming on the Internet. The standards for video programming on the Internet will be somewhat different from what we have currently for television. We're working on that issue. We also do emergency preparedness, and we provide training in that area. Our specific format is to generate access for Americans who are deaf, hard of hearing, and deafblind in the areas of telecommunications, media, and information technology. Our mission has a specific focus.

CG: What are your goals for TDI in the future?

CS: This is good. First of all, we want to see VRS providers get sufficient funding from the FCC to come up with a new technologies. We hope that they can come up with a solution where if, for instance, you make a VRS call to your mother – and you can see your mother on the screen—but it should also have a split screen where you can see the interpreter as well. You can talk to your mother and the interpreter at the same time. You can look at your mother while signing, and you will see the interpreter relaying the message to your mother at the same time. This way, you can feel more connected with your mother on the screen. When you sign, your mother may not be able to understand you – but she will hear the relayed message from the interpreter. You will see two people on the split screen instead of an

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TDI In Action

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TDI World Editor's Note: For the convenience of our readers who wish to read more about our filings, we are beginning to add web addresses of our postings when available. At the FCC, our filings generally fall into several categories, but the three categories we use most often are: Comments, Reply Comments, and Ex-Parte. Browse to these addresses to read the filed document in its entirety on the FCC or appropriate agency's website.

Telecommunications Access

- **December 7** TDI and other consumer groups jointly filed reply comments on defining advanced communication services (ACS) with the Federal Communications Commission (FCC). Such services need to be accessible to people with disabilities and be able to work with off-the-shelf equipment. Such pairings will allow people to call VRS through their Skype account for example. Access to ACS is a major goal of the 21st Century Communications and Video Accessibility Act (CVAA).
- **December 9** TDI and other consumer groups shared a draft of the white paper on TRS with the staff of the Disability Rights Office (DRO), Consumer and Governmental Affairs Bureau (CGB) at FCC. The white paper helps to identify objectives and action items regarding interoperability and quality standards; outreach, education, and marketing; research and development; competition and choices; and management, staffing, and resources. After further discussions and revisions, a near-final draft of the white paper was presented by the consumer groups to the FCC for a final review on **April 12**. The final version of this document can be found online at <http://apps.fcc.gov/ecfs/comment/view?id=6016375700>
- **December 17** TDI and other consumer groups filed reply comments on the phase out of toll-free numbers supporting the idea but opposing measures that could penalize deaf and hard of hearing relay users because of unorthodox industry practices. Customers wishing to retain toll-free numbers will be transitioned to a third party that will administer the number for a fee. <http://apps.fcc.gov/ecfs/document/view?id=7020924419>
- **January 4** Claude Stout sent an email thanking Julius Genachowski for the FCC's enforcement actions against manufacturers of telephones that were not in compliance with the hearing aid compatibility regulations.
- **February 4** TDI assisted the American Association of the Deaf Blind (AADB) in filing comments with the FCC on establishing a nationwide deafblind telecommunication equipment distribution program. The FCC is allocating \$10 million each year to administer this program and outreach activities.
- **February 4** TDI and other consumer groups had an ex-parte meeting with staff of DRO and CGB at the FCC where the groups strongly urged the FCC not to use competitive bidding or reverse auctions to select VRS providers. <http://apps.fcc.gov/ecfs/document/view?id=7021028071>
- **February 25** TDI issued an eNote following an FCC reminder to all Internet-based TRS providers of their obligations to follow emergency calling requirements.
- **March 24** TDI issued an eNote announcing a joint TDI/NAD (National Association of the Deaf) survey on video relay service and advanced communication services. The purpose of this survey was to collect and document usage data to help answer questions put forth by the FCC in its notice of inquiry. TDI and other consumer groups filed comments with the survey data on **April 1**. <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021236666>
- **March 31** TDI assisted AADB in filing a petition for rulemaking with the FCC proposing rules governing communication facilitators that will physically assist deafblind callers using video relay services by relaying the other party's dialogue during the call. <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021341464>
- **April 8** TDI sent out an eNote applauding the FCC's rulemaking to bolster VRS operations. In the same eNote, TDI praised the establishment of a nationwide deafblind equipment distribution program by the FCC, a major provision of the CVAA.
- **April 25** TDI and other consumer groups submitted comments with the FCC urging the Commission to take a broad view of products covered under the new ACS regulations to cover all components and all features as mandated by the CVAA. <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021341028>

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- **May 4** TDI and other consumer groups submitted comments with the FCC asking for a change in how interconnected VoIP services and non-interconnected VoIP services are required to support the TRS fund, even if the primary use for the device is not telecommunications. <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021648685>
- **May 16** TDI and other consumer groups signed on to comments by NAD with the FCC urging the Commission to remember the principles of functional equivalency when setting up reimbursement rates for video relay users, including encouraging innovation of new products and services. <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021345980>
- **May 23** TDI and other consumer groups filed reply comments with the FCC for its Notice of Proposed Rulemaking on advanced communication services as part of the implementation of the 21st Century Communications and Video Accessibility Act of 2010. <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021650866>
- **May 26** TDI and other consumer groups signed on to comments by NAD with the FCC urging the Commission to promote broadband service transparency so users, including deaf and hard-of-hearing people may understand the requirements and limitations of their high-speed Internet service plans. This will help ensure that they will have enough bandwidth to use video communications without jeopardizing or depleting

their account thresholds. By understanding the fluctuations in speed and other variables in their Internet service, users are more able to maintain their connections with their deaf and hearing contacts.

- **May 26** TDI and other consumer groups signed on to another document containing comments by NAD with the FCC urging them to modify regulations that would widen the pool of VRS consumers to include those who are deaf or hard of hearing but do not use sign language but depend on speech reading and using residual hearing. <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021662200>

Media Access

- **January 24** TDI filed comments with the US Department of Justice (DOJ) in its advanced notice of proposed rulemaking that will update the Americans with Disabilities Act (ADA) regulations on movie captioning and video description. TDI opposed DOJ's proposal for requiring access on 50% of the screens within five years and advised on quality standards and technical standards for the display of captioning in movie theaters.
- **January 24** TDI also filed comments with DOJ in its advanced notice of proposed rulemaking that will update ADA regulations on accessibility of websites operated by state and local government offices and public accommodations. TDI encouraged the use of captioning on all videos and providing visual means of access to all audible information.

- **January 27** TDI and other consumer groups filed a petition with the FCC to eliminate some classes of exemptions and waivers from closed captioning rules. TDI feels that these exemptions are no longer warranted, including late night programming from 2 to 6 a.m., commercials, promotionals, and interstitials, and local newscasts in smaller markets.

- **Part 1:** <http://apps.fcc.gov/ecfs/document/view?id=7021027462>
- **Part 2:** <http://apps.fcc.gov/ecfs/document/view?id=7021027463>
- **Part 3:** <http://apps.fcc.gov/ecfs/document/view?id=7021027464>



Deaf actresses Phyllis Frelich (left) and Marlee Matlin (right) guest star on CSI: CRIME SCENE INVESTIGATION - "The Two Mrs. Grissoms" Thursday Feb.3 (9:00-10:00 PM, ET/PT) on CBS.

Photo: Monty Brinton/CBS(c) 2010 CBS Broadcasting Inc. All Rights Reserved.

- **January 31** TDI issued an eNote announcing a CSI episode featuring deaf characters "CSI: The Two Mrs. Grissoms" on the CBS Network.
- **April 18, 25, and May 31** Representatives from TDI, NAD, and Hearing Loss Association of America (HLAA) met with Commissioner Copps at the FCC to discuss issues related to captioning. There were

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several issues pending such as the Anglers Order where small nonprofit groups were erroneously exempted from captioning, and other captioning quality standards in addition to the recent universal captioning petition. Similar meetings were conducted with representatives from other commissioners (Jennifer Tatel/Meredith Atwell Baker) and Chairman Julius Genachowski's office over the following month.

- <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021238282>
- <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021240094>
- <http://fjallfoss.fcc.gov/ecfs/document/view?id=7021340945>

- **May 12** Jim House, TDI Public Relations Director, gave a presentation at the SayWhatClub Convention in Baltimore,



Maryland. The presentation focused on consumer advocacy and how to write effective complaints for various closed captioning problems.

Information Technology

- **December 14** TDI sent out an eNote announcing Text4baby, a new mobile service that provides free text messages with timely health information to women from early pregnancy through their baby's first year. This is a program of the National Healthy Mothers, Healthy Babies Coalition



with the cooperation of CTIA, the Wireless Association, and the major wireless carriers. For more information, go to www.text4baby.org

- **January 24** TDI also filed comments with DOJ in its advanced notice of proposed rulemaking that will update ADA regulations on equipment and furniture, specifically those that provide electronic information technology such as access to information kiosks and other communication devices. TDI encouraged expanding communication options for people who are deaf or hard of hearing to access restaurant drive-throughs, building intercom systems, and other audio-centric communication systems.



- **March 31** Jim House represented TDI at the Microsoft Accessibility Roundtable where Microsoft announced its new SubTitling Add-in for Microsoft PowerPoint (STAMP), an add-on feature to caption videos embedded by users for their PowerPoint presentations.

- **April 28** Claude Stout gave an online presentation to 30 deaf and hard-of-hearing employees stationed throughout IBM's offices around the



country in honor of the computer company's 100th anniversary.

Emergency Preparedness

- **January 24** TDI filed comments with DOJ in its advanced notice of proposed rulemaking that will update ADA regulations on access to the Next Generation 9-1-1 Access to emergency services operated by state and local government entities. TDI encouraged expanding communication options for people who are deaf or hard of hearing to access 9-1-1 in case of emergency to include Internet-based communication such as SMS, email, and video calls.

Air Travel Access

- **January 19** Jim House represented TDI at the Air Carrier Access Act (ACAA) Forum sponsored by the US Department of Transportation (DOT). Topics covered were movie captioning, deafblind access, service animals, and communications access in airports, especially with alerts and other audible announcements.

CVAA Implementation

- **May 23** TDI filed reply comments to the FCC opposing industry's attempts to minimize the scope of CVAA regulations. Contrary to Congressional intent, representatives from various industry stakeholders filed comments seeking to limit scope of their responsibilities to make their technologies accessible.

TDI Office Activities

- **December 23** TDI issued an



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eNote to its members to solicit donations to help fulfill its mission of leadership in shaping an accessible world.

- **March 25** TDI Board hosts a Town Hall Meeting in

Austin, Texas to give people an opportunity to meet the Board of Directors and learn more about the the TDI Conference, held in Austin in late June.

- **May 13** Claude Stout, Executive Director, was present at

Gallaudet University's 142nd Commencement where Karen Peltz Strauss received an Honorary Doctor of Law Degree for her 25 years of advocacy work to achieve equal access to telecommunications and media.

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interpreter. With one interpreter, we tend to feel somewhat removed from the call – but with the split screen, you will feel more connected with your mother. That's one of the ideas.

Secondly, many hard of hearing people are not using VRS. What they use is called Captioned Telephone Relay Service. They experience around a 7-second delay because when they speak to the hearing person, their voice is passed through – but when the hearing person speaks, a relay operator transcribes the audio message and types it onscreen for the hard of hearing person to see. That is the reason for the 7-second delay. When the deaf person reads the message, it will have shown up seven seconds later after the hearing person has finished speaking. We want research money to go toward a number of companies that provide captioned telephone relay services to reduce the delay from 7 seconds to perhaps 1-2 seconds. That way, communication will be on time, quicker and seamless.

Thirdly – this is important – if you watch local weather or sports news on TV, the FCC has stated that TV stations in the top 25 largest media markets in the United States – such as in New York, Los Angeles, San Francisco, Dallas, Chicago, and many more are required to have real-time captions for their local news, weather, and sports shows. TDI and other consumer organizations are asking that the limit with the top 25 markets be

discontinued. Thus, we want the FCC to require all local TV stations to have their news, weather, and sports shows captioned with real-time captions – not with electronic newsroom captions captured from a teleprompter script. We want to see more robust captions that are created simultaneously, during production. This is the purpose of real-time captioning. Some TV stations do not provide captioning for their local news. Some weather segments have no captions, while others do. The same is true of sports programming, and so on. Regardless of the fact that you live in one of the top 25 media markets or not, we want 100% of news programming in the United States to be captioned. The local TV stations must show captions for their news, weather, and sports programming. As for overnight programming, the TV stations are not required to show captions if you are watching TV between 2am and 6am. We are asking that this be removed. You should get captions on all TV programs for 24 hours. The same idea applies where you have 24-hour access to relay services.

Fourth, and this goal is critical. We enjoy making relay calls. You make a relay call because you want to get in touch with hearing people like your neighbors, parents, brothers, sisters, and co-workers. You can make a relay call, and many of them are depending on you to make a relay call. Often, they don't know or realize they can call you on a regular basis via relay. They should call you because they're

your friends. They should feel free to call you because they're your relatives. They also can call you because they're your co-workers. We want our hearing contacts to feel comfortable making a relay call. Many hearing people do not know how to make a relay call. For many more hearing people to know how to make a relay call, it requires getting additional FCC funding to allow providers to give presentations at their businesses, local chambers of commerce, assorted industry association events, public libraries, and government meetings. Hearing people will then learn about being able to make relay calls through VRS, Internet Relay, traditional TTY relay services, captioned telephone relay services, and much more. They need to use relay services more and more. When people all over America understand how to use the relay service, deaf or hard of hearing people will get more job opportunities. If hearing people do not know how to use relay calls, they will not be willing to hire deaf and hard of hearing people for jobs. It is important that they understand how to use the relay service. When this goes well, we would be more integrated with others in employment, civics, politics, athletics, entertainment, and much more.

CG: Wow. I learned a lot from you and I look forward to seeing TDI achieve its goals in the future. Thank you for participating in the interview with us.

CS: My pleasure.

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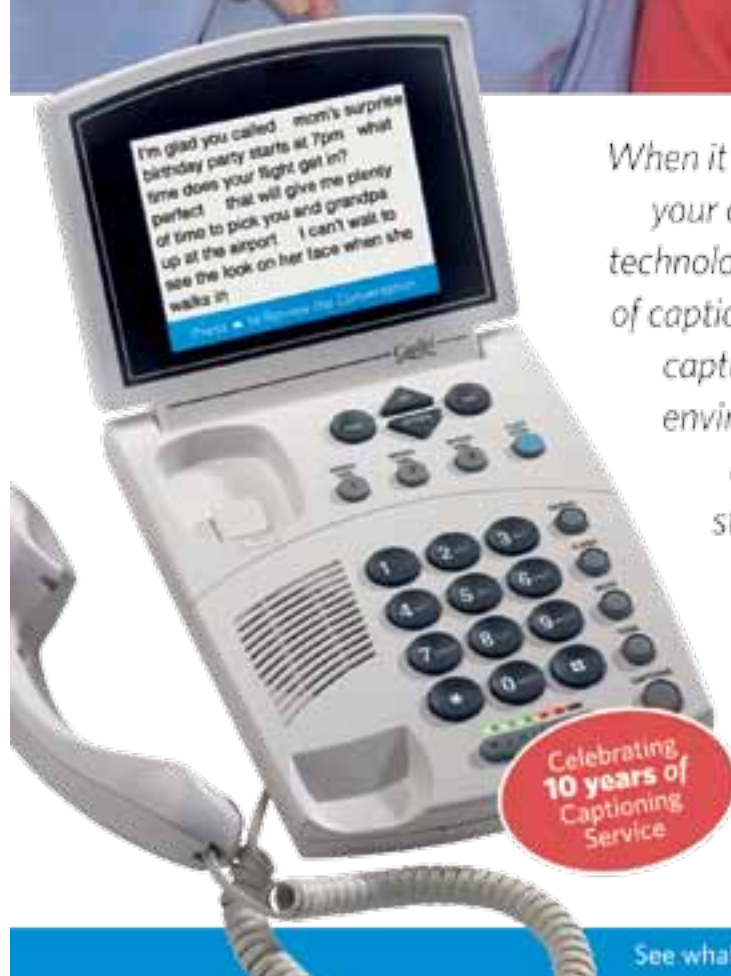
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