



# WORLD

Technology News and Commentary for Deaf and Hard of Hearing People



## TDI-ALDA Joint Conference

October 16-20, 2013  
Albuquerque, New Mexico

Coverage begins on pg. 8

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

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**Shaping An Accessible World**

## Board Views



**SHEILA  
CONLON-MENTKOWSKI**

*TDI President and  
Western TDI Region-Elected  
Board Member*

**“... a variety of TDI and ALDA awards were presented in recognition of individuals or corporations that advocated for our communities or produced state of the art accessible technologies.”**

## Joint TDI/ALDA Conference

**T**he idea of a joint conference was first brought up by Dr. Roy Miller with a few Association of Late-Deafened Adults (ALDA) members during the late 2010s. When he received favorable feedback to the idea from ALDA, he then raised the idea with the members of the TDI Board of Directors who fully endorsed the idea. We negotiated and signed an agreement during middle of year 2012 with the ALDA board of directors to jointly hold a conference sometime in fall 2013 since ALDA usually has their annual conferences in October. TDI traditionally has its biennial conference in any month between June and August. The conference city was then voted on by both boards and Albuquerque, New Mexico was selected.

As the conference approached, Dr. Miller sent out TDI/ALDA Conference briefs on various topics related to preparing for traveling to and attending the joint conference that were emailed to members of both organizations. Carol Sliney, TDI Board Member At Large, did a lot of the groundwork leading up to the conference as she lives in Albuquerque. The conference took place at the Hotel Albuquerque near Old Town. Highlights of the conference were the presidents' reception, originally slated to be held in an outdoor hotel location, but had to be moved indoors due to unusually cool weather for that time of year. The reception was a great way to enjoy delicious hors d'oeuvres, meet old friends, and make new ones. During the actual conference, there were a variety of workshops that were accessible both via ASL interpreters and real time captioning for the attendees.

Due to the federal government sequestration, the FCC officials

were unable to attend and one plenary session featuring acting FCC chairperson Mignon Clyburn had to be cancelled since she was unable to come to Albuquerque. We were able to fill that time slot with a panel that had been scheduled for later in the day. Other activities were joint conference luncheons and dinners where a variety of TDI and ALDA awards were presented in recognition of individuals or corporations that advocated for our communities or produced state of the art accessible technologies (see elsewhere in issue for list of TDI and ALDA awards that were distributed at the conference).

On the last evening of the conference, a dinner event, we enjoyed some entertainment from a local Albuquerque, NM Native American tribe and a deaf mime, JJ Jones from Kansas City, MO. One unique feature of the conference was a Silent Auction that was organized by Carol Sliney and her volunteers. Attendees enjoyed browsing the various items ranging from books on deafness and hearing loss to jewelry, T-shirts, local spices, and the like. In the exhibitor area, there were exhibits that displayed the latest in various types of communication technology ranging from Video Relay Services, CapTel, InnoCaption, and etc. One evening there was a Karaoke Party which is an ALDAcon tradition. I stopped by for a few minutes to watch. It did seem very popular as the room was very crowded with enthusiastic attendees doing their thing at karaoke.

One highlight for me was seeing seasoned volunteers in the wide hallway helping attendees file their concerns with the FCC on their laptops as the FCC electronic process

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## BOARD VIEWS Continued from page 2

can be very confusing on their website as it is not easy to find and follow. The volunteers patiently walked the people through the FCC electronic website so they could learn how to file their personal concerns with the FCC and know how to continue to do so in the future as other issues would arise. It was great to see citizenry in action!

All in all, the joint TDI/ALDA conference went well. We conducted a survey of the attendees and the returns we received indicated an overall satisfaction with the conference. They also included comments and suggestions on how to improve for future joint conferences. We always appreciate those who take the time

to complete surveys like these as they indicate where things went well or not and had suggestions for improvement. Photos of the 2013 TDI/ALDA Conference can be viewed at TDI's photo gallery website under Conferences, [www.tdiforaccess.org](http://www.tdiforaccess.org). (Also, in this issue we have a gallery of pictures taken at the conference.) The TDI Board meeting was held the day prior to the start of the Joint Conference. It was Carol Sliney's and Dr. Roy Miller's last TDI Board meeting. We had an election of officers, and I was elected president. Fred Weiner was reelected as vice president, and so were Rebecca Rosenthal as secretary, and Joe Duarte as treasurer. Our term as officers began at the completion of the 2013

conference and expires at the end of the next conference in 2015. The TDI board took outgoing President Dr. Roy Miller to one of Albuquerque's best restaurants, Seasons Rotisserie & Grill, as a thanks and acknowledgment of his many years as TDI's president.

As I sign off on this conference overview article, we are in the beginning stages of planning our next TDI Conference in August 2015 and we hope to see many of you there with us. Please watch for ongoing updates as August 2015 approaches.

*All for Access,  
Sheila Conlon-Mentkowski  
President, TDI  
Western Region Board Member*

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## Capitol Commentary



BY CLAUDE STOUT  
TDI Executive Director

**“As a result of the conference, TDI is more appreciative of a broader array of needs and desires related to telecommunications access from ALDA. ALDA now knows more about advocating for its own agenda in conjunction with TDI and other sister consumer groups, government, and industry.”**

## 2013 Joint Conference: Fostering a Collaborative Partnership Between TDI and ALDA

**W**e hope you enjoy reading the results of the TDI-ALDA 2013 joint conference in this double issue. The joint conference was held in Hotel Albuquerque at Old Town on October 16-20, 2013 in Albuquerque, NM.

Participants were given the option of completing a paper evaluation or an electronic online evaluation. Over three fourths of the evaluations completed rated the joint conference as highly successful. A good number were impressed by the hotel's catering for a number of food functions held during the conference. Most were generally pleased with the plenary sessions and breakout workshops. A number of participants enjoyed the Southwest decor in the hotel and walked on the streets of Old Town, which was just across the street from the hotel. Some participants took special training one afternoon on how to file comments online with the FCC. The silent auction had a lot of good items, some of them from Albuquerque merchants, that we could bid for, and the items were nicely exhibited in a room near the hotel's courtyard. An Elvis (Ken Arcia) impersonator joined us at the karaoke

party and everyone had a great time dancing and “listening” to the music! We agreed that we could have done better with the opening ceremony. A lesson learned: for this part of the program, we have a person or a team giving a keynote address, rather than us observing competing companies debating against each other on a topic.

The members of the joint planning committee contributed hours and hours of their time and effort toward the success of the conference. Most of the credit goes to Dr. Roy E. Miller for the lion's share of the planning and coordinating work. He put together an online registration system that was convenient for everyone to use, and sent out a number of conference briefs regularly over a year's time to promote the conference. Members of the joint planning committee appear below.

The committee worked amiably as a team in a number of areas such as publicity, registration, sponsorships, exhibits, program book, awards, silent auction, entertainment (especially the karaoke party!), hotel services, food, and functions. We made every effort to balance meeting the needs, traditions,

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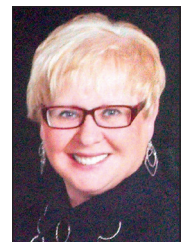
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## CAPITOL COMMENTARY Continued from page 4

and other details for both the TDI and ALDA organizations.

The joint conference generated a number of benefits for both TDI and ALDA. TDI and ALDA attained a significant increase in the number of attendees (over 300) to the joint conference. If each organization had held its own conference, the number of attendees to either conference would have been around 200 to 250. TDI is more appreciative now of a broader array of needs and desires related to telecommunications access from ALDA. ALDA knows more about advocating for its own agenda in conjunction with TDI and other sister consumer groups, government, and industry in the best manner possible. TDI had more volunteer assistance than usual from ALDA in planning and implementing the conference. ALDA enjoyed having full-time administrative support from TDI for the conference, because for its previous annual conferences, they had to rely on full volunteer support. Exhibitors were elated to take part in the joint conference because they only needed to travel once, rather than at different times for the separate TDI and ALDA conferences. Sponsors saved a bundle because they only needed to contribute to sponsoring one joint conference at a lower total cost than sponsoring both of the conferences (which would have been most likely double the cost of the sponsorship). Some consumers and government representatives didn't have to choose between the two individual conferences to attend—for them it was like “hitting two birds with one stone” to take part in the joint conference.

As done for many years before the joint conference, TDI and ALDA have collaborated together on policy issues in the nation's capital, Washington, DC. TDI and ALDA, along with NAD and DSA, serve as leaders of the Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN). Ever since DHHCAN was established in 1992, Cheryl Heppner, ALDA's

representative, has been an officer (currently vice chair) of this coalition. She has ably represented ALDA in the halls of the federal government since ALDA was first established in 1987. She was the chief architect of a DHHCAN and NVRC white paper, titled *Emergency Preparedness and Emergency Communication Access, Lessons Learned Since 9/11 and Recommendations* which documented deaf and hard of hearing Americans' experience/lack thereof in access prior, during, and after the events of the September 11, 2001 terrorist attacks. Cheryl has also been instrumental over the years on a range of issues in TV captioning. I will never forget her resilience when she and Rosaline Crawford, then with NAD, stayed just about all night at the FCC making copies of captioning waiver requests, so that we could file oppositions to these requests by the FCC's deadline. Nowadays, FCC is able to post these requests in electronic format. ALDA, through the commendable efforts of John Waldo in the last few years, is involving other organizations like TDI, NAD, and HLAA in the drafting of comments with U.S. Department of Justice (DOJ) for its notice of proposed rulemaking on movie captioning. ALDA has consistently joined forces with TDI and others in face-to-face meetings and filings of comments/reply comments with the Federal Communications Commission (FCC) in areas of relay services, emergency

communications, TV caption quality, and Internet access. We have deeply appreciated getting input for these filings from ALDA's past and current presidents such as Brenda Estes, Mary Lou Mistretta, and David Litman. Bill Graham was great with a number of guest editorials for our previous *TDI World* issues. He has a unique sense of humor, and a rare ability to develop/maintain camaraderie with his fellow ALDA members.

TDI salutes ALDA for its years of advocacy for Americans who are late-deafened. We relate very much with a part of its mission, that of encouraging further development and use of captioning technology which enables full participation of Americans who are deaf, late-deafened, hard of hearing, and deaf-blind in economic and social aspects of life. ALDA gives us invaluable input and real-life examples when we discuss with officials in industry and government on issues and expectations we commonly share for improvements in areas of captioned telephone relay services, quality of captioning on television and the Internet, and access in movie theatres (captions and/or audio support).

As we look back favorably on the first-ever joint conference last year with ALDA, TDI is open to another joint conference with ALDA in the near future. We wish ALDA all the best with its upcoming annual conference in Norfolk, VA on October 8-12, 2014.



## Accessible Tech



BY JAMES HOUSE  
TDI World Guest Editor

**"The work in Portland has just begun, and we join other deaf and hard of hearing advocates, and hearing friends in the trenches taking up causes in our individual home towns. Thanks to TDI's leadership in consumer advocacy, many of our efforts will have a nationwide impact."**

## Advocacy Begins at Home

**A**fter the TDI-ALDA Joint Conference ended in October 2013, I returned to Maryland and started packing for a cross country road trip to Portland, Oregon so I can keep a closer eye on my dad who is living with Parkinson's Disease with some mild cognitive impairments. Though I have visited the Pacific Northwest from time to time, after 36 years on the East Coast, this corner of our great country seemed like a different territory in many ways.

Sure, the natives are friendly, even on the highways. It was a sort of a culture shock for me when you think of relocating from an area that has the fourth worst aggressive driving culture in the US according to an NBC News survey<sup>1</sup> to the most courteous driving culture where practically everyone knows what a turn signal is used for, and you do not have to wait long to merge into a through lane at construction zones. Believe me, I am not missing the Beltway traffic at all!

After 15 plus years of being engaged in telecommunications public policy, I find that once you become a successful advocate, you will manage to stay as an advocate and seek out new battles on the accessibility front. I think its a better calling than lobbyist. We walk the same hallways, essentially doing the same kind of work, but as an advocate, my beneficiaries are deaf and hard of hearing people like you, not faceless, soul-less corporations that profit from the work of lobbyists pushing for favorable policies at the expense of average citizens.

Once my dad's condition had stabilized and I had settled in *The City of Roses*, I began to look for ways to give back to the community. I networked with many people from all walks of life, including leaders that others look up to and respect. I visited with officials

of local state groups such as Oregon and Washington State Associations of the Deaf, as well as the Hearing Loss Association chapters in Portland and Vancouver (WA). In order to maintain my passion for captioning issues, I set up a FaceBook page called, CC Crusaders<sup>2</sup> and relayed captioning related news that I came across.

I have come to respect many folks as leaders in their own right, but this one person whom I shall name "Roberta" has an interesting approach to information technology. As a former cross-disability activist in several cities around the country, she uses any technology that works best for her in a particular environment. For example, with her good ear, she can follow audible directions from her GPS in the quiet of her car as she focuses on her driving, but anywhere else, she relies on captioning. She refuses to leave her deaf ear at the door to accommodate hearing people, and also refuses to leave her hearing ear at other doors to fit in with deaf and hard of hearing people. When I mentioned TDI's work and its benefits for deaf and hard of hearing people, she understood and appreciated our years of advocacy work in the nation's capital three thousand miles away.

When you consider the ongoing Net Neutrality debate at the Federal Communications Commission (FCC), please know there are many people who are deaf or hard of hearing that do not have full access to the latest and greatest in broadband. Because Internet access is not always affordable, they have to schlep to a local wifi hotspot at the library or McDonalds each time they want to make a phone call through some kind of Internet Protocol (IP)-based relay service such as video calls, IP relay or captioned telephone. Attaining equal rights as a

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**ACCESSIBLE TECH** Continued from page 6

person with a hearing disability is still a dream for many, but it is not always a high priority—especially when they have to work multiple part-time jobs just to make ends meet.

One morning I had a breakfast meeting with someone I had first become acquainted with while I was involved with the Coalition of Organizations for Accessible Technology (COAT). As you may recall, COAT was a successful grassroots group that pushed for the passage of The 21st Century Communication and Video Accessibility Act of 2010, today you can see the COAT website<sup>3</sup> and Facebook page.

Carol Studenmund<sup>4</sup> is the president and owner of LNS Captioning in Portland, Oregon, founded in 1993. Carol's passion for captioning extends far beyond her company on the national and local levels. She chaired the Captioning Community of Interest at National Court Reporters Association (NCRA) from 2012 to 2014, and participated in many of the recent FCC rulemaking procedures on television and IP captioning. Currently, she serves as the chair of the Mount Hood Cable Regulatory Commission, and also sits on the board of Portland Community Media.

During that breakfast meeting, Carol and I started talking about captioning

in general. I brought her up to date on TDI's work in implementing the CVAA, especially in the areas of online captioning of television programming and video clips, Text-to-911, and advanced communication services. Carol and I also discussed access to captioning in public places. San Francisco had passed a citywide ordinance in 2008<sup>5</sup> requiring captions be displayed on all television sets in public places at all times. In Maryland, a similar statewide law went into effect in 2010<sup>6</sup>, but with a major difference—captions must be turned on upon request of a customer or patron.

Carol and I felt that a similar law on captioning activation was something we can bring to Portland. David Viers, executive director of Hearing Loss Services of Northwest<sup>7</sup>, a nonprofit agency serving deaf and hard of hearing people in the metropolitan Portland area, became an enthusiastic supporter and joined our efforts. As a former Portland commissioner on disabilities and a long time member of local organizations, he will be an excellent person to connect with the hard of hearing population.

The three of us called our group "Portland: Turn on the Captions Now!" and set up an online petition page.<sup>8</sup> We decided to follow San Francisco's model because it would have less impact on businesses. Our reasoning is that it is less work to click on the remote once to turn on the captions

and leave it on. I have seen situations, especially in Maryland, where waiters could not find someone who knew how to turn on the captions, or there were technical problems stemming from the equipment. Encouraged by positive responses during the preliminary stage, we look forward to seeing this ordinance to a successful completion, not only in Portland, but in other cities around the country.

This column marks the end of my regular Accessible Tech column for *TDI World*. But this is not the end of my relationship with TDI as I hope to contribute more articles and update you on the advocacy work I am doing from time to time. The work in Portland has just begun, and we join other deaf and hard of hearing advocates, and hearing friends in the trenches taking up causes in our individual home towns. Thanks to TDI's leadership in consumer advocacy, many of our efforts will have a nationwide impact. If you have a project that touches on best practices in our access to telecommunications, media and information technology, please do share it with us.

1 <http://www.nbcnews.com/nightly-news/how-courteous-are-drivers-your-city-n103981>

2 <https://www.facebook.com/CCCcrusaders>

3 <http://www.coataccess.org/>

4 <http://www.linkedin.com/pub/carol-studenmund/11/409/b7>

5 <http://blog.freshairflicks.com/closed-captioning/>

6 <http://www.odhhs.maryland.gov/pdfs/SB68FactSheet1.pdf>

7 <http://www.hls-nw.org>

8 <http://www.ipetitions.com/petition/call-for-portland-turn-on-the-captions>

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## **TDI-ALDA 2013 Joint Conference**

# **Working Together For Access**

## **Albuquerque, New Mexico**

## **October 16-20, 2013**

In the Land of Enchantment, history was made when for the first time, two major organizations serving consumers who are deaf and hard of hearing held a joint conference. This unique gathering in Hotel Albuquerque in Old Town was a rare opportunity to draw more consumers, many of whom were attending their first TDI Conference. It was also a time when TDI members interacted and made new friends with an up and coming constituency group in need of technological solutions, people who became deaf years after acquiring their language skills. When TDI files comments before the FCC on telecommunication relay service issues or captioning issues, representatives of Association of Late-Deafened Adults (ALDA) chime in to share their experiences in using new and emerging technologies. Other than TDI, members of ALDA were early adopters of real-time captioning and used it to their every advantage on video programming and in various venues like conferences, classrooms, and other live public events.

### **Wednesday, October 16**

As attendees were flying in from every corner of the United States and several countries around the world, the Board of Directors for both organizations held their regular meetings to discuss final plans for the Joint Conference. Meanwhile, Rolka Loube Saltzer Associates, the current TRS Fund administrators hosted the FCC's TRS Advisory Council meeting at a nearby hotel. Many of their participants stayed to attend the TDI Conference. We also learned that some of the Joint Conference participants had also attended the National Association for State Relay Administrators (NASRA) and/or the Telecommunications Equipment Distribution Program Association (TEDPA) annual meetings that were held during the previous month, also in Albuquerque.

To kick off the Joint Conference, ALDA hosted a Newcomers Orientation to welcome first-timers to the wonderful world of ALDA, and to share their resources. These

rookie attendees joined the rest of us at the President's Reception, a premier networking event full of advocates, industry leaders and government officials. The government officials who were present mostly came on behalf of state and local governments, because the Federal Government had just ended their shutdown and were getting back to work for the first time in more than two weeks.

### **Thursday, October 17**

Since the event involved two major organizations, the opening ceremony had twice the excitement as Dr. Roy Miller (TDI), David Litman (ALDA), Claude Stout (TDI), and Kathy Schlueter (ALDA) welcomed the attendees to the historic first ever joint conference.

This was a time we give recognition and grateful thanks to the twenty-three sponsors that make the TDI-ALDA 2013 Joint Conference (as listed after this article) possible. These sponsors

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believed in the unique opportunity presented by this conference for consumers, government, and industry to exchange notes, brainstorm, and plan for a better future of access to telecommunications, media, and information technology toward the empowerment of deaf, hard of hearing, late-deafened and deaf-blind Americans.

The first plenary session of the day on Internet Protocol Captioned Telephone Services (IP-CTS) was moderated by Rebecca Rosenthal, one of TDI's Board members. The panelists were Mark Tauscher (Sprint Relay), Dixie Ziegler (Hamilton Relay), Frank Endres (Clear Captions), Kevin Colwell (Ultratec), Bruce Peterson (CaptionCall), and Chuck Owen (InnoCaption). These IP-CTS stakeholder representatives first briefly described the services that their respective companies offered. Questions from the moderator and the audience covered their experiences and challenges while providing IP-CTS, how FCC directives had impacted their ability to provide functionally equivalent services to consumers, and the issues they expect to face in the future.

Next came the first series of concurrent breakout workshops. The first workshop, "Captioned Telephones: Who Uses Them and What Could be Improved" was hosted by Linda Kozma-Spytek and Paula Tucker from the Technology Access Program (TAP) at Gallaudet University. Participants in this workshop discussed the rising trend of captioned telephone services, which is about to overtake video relay services as the most used type of relay service. The FCC has expressed concerns about potential for misuse of the service. In response, TAP researchers

conducted a two week survey on how consumers use captioned telephones. The survey netted more than 3,000 responses from all over the country. The presentation provided an overview of the demographics, and how users perceived the benefits of captioned telephone. A wish list was presented that addressed many of the problems that CTS users have experienced and reported in the survey.

The second workshop, "Aural RehAB: Helping You Hear Your Best", was presented by Sarah Hargest and Edie Gibson from Advanced Bionics. Advancements in hearing aid and cochlear implant technologies have provided better access to sound than ever before. Even with optimal technology, special skills need to be developed such as: sound localization, listening on the telephone and in public settings, and listening to music. These new skills may take patience, practice and persistence to master. Hearing rehabilitation is something that will help anyone with hearing loss get closer to meeting their expectations as they become accustomed to new experiences of hearing sounds once again. The participants also had the opportunity to review mobile apps and locate support groups to share their experiences.

In the third break-out workshop, "iPad Tips and Tricks", Phil Bravin, also known as Dr. "Z" from ZVRS, revealed many features that are built into the popular tablet used for anything from A - to - Z, including video telephony. An experienced instructor, Dr. Z has helped every participants maximize the use of their iPads. Popular apps were demonstrated along with various communication strategies, which were also enjoyed by iPhone users.

In the final workshop, "BlackBerry 10 for Deaf and Hard of Hearing



Individuals", Dave Dougall presented an overview of popular solutions with a focus on the new BlackBerry 10 platform and devices. Special accessibility features and selected third party apps beneficial to deaf and hard of hearing users were demonstrated in the context of the CVAA in regards to advance communications services such as messaging, closed captioning and other features.

Next came the Boards/President Luncheon that recognized the combined volunteer services provided by the Board members of both TDI and ALDA. This was also a time of recognition as three awards were handed out.

Sheila Conlon-Mentkowski had the privilege of handing TDI's Karen Peltz-Strauss Public Policy Award to Blake Reid, an attorney from her alma mater, Georgetown School of Law, now Assistant Clinical Professor and Director of the Samuelson-Glushko Technology Law and Policy Clinic at the University of Colorado Law School in Boulder. The award recognizes his excellent work in articulating the positions of consumer groups regarding expectations of closed captioning on television and on the web at the FCC, and at the U.S. Copyright Office. By involving student

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attorneys in research assignments, he is sowing seeds of accessibility and civil rights in a young generation of barristers.

Rebecca Rosenthal had the honor of presenting the TDI James C. Marsters Promotion Award to Dixie Zeigler of Hamilton Relay in recognition of the company's Hometown marketing campaign where outreach specialists were highlighted in the 16 states that Hamilton operates, its recognition of up and coming community leaders for their social activism, and its sponsorship of TDI's Consumer Advocacy Training workshops.

ALDA had the opportunity to present an award as well. The ALDA President's Special Recognition Award went to Kathy Evans in recognition of her years of dedication and service to ALDA and being a role model for late-deafened people.

In the afternoon, another series of breakout workshops took place. Tess Childress, an audiologist for Advanced Bionics presented "Perusing, Choosing and Using Apps for Individuals with Hearing Loss". When smartphones and tablets seem to be everywhere, and as the common saying goes, "There's an app for that!", holds true for accessible technology such as captioning, video conferencing, measuring loudness levels, auditory training, and even learning sign language. Participants in this workshop learned how to leverage such technology by trying out different apps on their own devices.

The next workshop was a consumer panel "Power of Citizen Advocacy: Using Our Passions - Pooling Our Voices," moderated by Dr. Lauren Storck (Collaborative for Communication Access via Captioning). The panelists were consumer advocates in their own right such as Kathy Evans (Utah Communication Access Network), Bill

Graham (ALDA), Claude Stout (TDI) and John Waldo (Washington State Communication Access Project). This interactive panel discussion shared personal aspects of citizen advocacy, best strategies to accomplish goals and motivate others to join the cause.

The third workshop in this series, "Introduction to Inclusive Communities", hosted by Paula Titus, trains, educates and engages staff, residents, and family members using assistive technology to support seniors with hearing loss in living full productive lives and enjoying the lifestyle of senior citizen communities. Participants in this workshop discussed about advocacy in retirement communities for the growing number of residents with hearing loss.

The fourth concurrent workshop, "Signed Language Interpreter Ethics: What Consumers Can Expect," was presented by Judith Viera, a former TDI Board member who now works as an Adjudicator on Deaf Ethical Practices System with Registry of Interpreters for the Deaf (RID), and Dr. Phyllis Wilcox from the interpreter training program at the University of New Mexico. New and experienced consumers often expect that sign language interpreters abide by a code of ethics. Participants discuss several scenarios where ethics are frequently called into question.

In the final plenary session of the day, Video Relay Service (VRS) providers discuss issues affecting the industry, including FCC regulations, policies that impact their ability to meet consumer expectations. Moderated by Stephanie Buell, TDI Board Member for the Midwest Region, the panelists include Mike Maddix (Sorenson Communications), Jeremy Jack (Global VRS), Kelby Brick (Purple Communications), Phil Bravin (ZVRS), and Everett Puckett (Communication Access Ability Group VRS) After

sharing an overview of their respective company, each panelist answered questions about the impact of FCC policies and their ability to provide a functional experience for their customers using video relay services.

During the evening, the participants went out to sample the New Mexico cuisines in many of the fine restaurants in downtown Albuquerque. Some went to a reception at a nearby art gallery in memory of a long-time local ALDA member, Carol Simmons.

## Friday, October 18

During the morning, the participants browsed through a variety of exhibits right out in the hallway near the meeting rooms. The booths showcased a diversity of products and services ranging from the usual technology and relay service vendors to assistive devices like hearing aids and cochlear implants to service animals. The twenty exhibitors were:

Advanced Bionics  
 Association of Late-Deafened Adults  
 Alternative Communications Services  
 Blackberry  
 Canine Companions for Independence  
 Captions First  
 Cochlear Americas  
 Community Outreach Program for Deaf  
 The Gift of Hearing Foundation  
 Hamilton Relay  
 Med-El  
 Miracom USA  
 New Mexico Commission for Deaf and Hard of Hearing  
 Purple Communications  
 Silent Call Communications  
 Sprint Relay  
 Telecommunications for the Deaf & Hard of Hearing Inc.  
 Ultratec

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Continued from page 10

Verizon  
ZVRS

Some of the participants also took this opportunity to visit the Silent Auction where people had the opportunity to bid on local artwork, collectible items donated by members, local restaurant coupons, and other memorabilia.

The first group of breakout workshops on the second day covered lots of interesting topics. One presentation, "New Generation IP-CTS and Access to Emergency Services", by Joe Duarte (Duartek, Inc.) and Chuck Owen (InnoCaption), reviewed the newest IP-CTS technologies and how they pertain to E-911 calling with captioning and device location identification.

In another presentation, "The Little Voice that Could", Jenny Buechner (Hamilton Relay) talked about the importance of sharing your voices and providing feedback with the goal of improving products and services. Evolution occurs when the voices of consumers who use such technology to accommodate their hearing disability are shared with those who are in a position to implement improvements. Participants learned how to provide feedback effectively, and explored different strategies to initiate positive changes.

The next workshop, by Rene Pellerin, "Enhancing Video Accessibility for Consumers who are Deaf-Blind" addresses the challenges that deaf-blind face when using videophones. Participants learned how to optimize the experience of video conferencing through smart planning with optimal lighting and contrasting clothes.

During the final workshop of this series, "ALDA Chapter and Group Leaders Workshop", David Litman met with participants interested in forming ALDA chapters and groups at their hometowns. Discussion

centered on recruiting and retaining members, planning meetings with accommodations that suit every need, and hosting public community events.

During the Sponsors/Exhibitors luncheon, Joe Duarte presented the TDI Andrew Saks Engineering Award to Ellen Kampel in recognition of Microsoft's long-standing commitment and leadership in providing accessibility solutions in its Windows operating systems used on virtually every PC computer sold in the United States.

Claude Stout then presented the Robert H. Weitbrecht Telecommunications Access Award to James D. House in recognition of his 15+ years of advocacy and commendable contributions in policy and technology concerning relay services, mobile telecommunications, captioning on TV and the Internet, and access to emergency services, and for his outstanding service as custodian of TDI's public image and archives through print, television, radio and the Internet.

The Bob Hawley Fearless Leader Award was presented to Francine Stieglitz in recognition of her years of dedication and service to ALDA Boston as President and member.

In one of the afternoon breakout workshops, Norman Williams (TAP Gallaudet) discussed about the widespread availability of robust mobile networks that finally allowed for video communications on the go. The availability of 4G LTE devices with good battery life such as the iPhone 5, Galaxy S3 and others enable point to point video calls and VRS calls while on the go. This workshop looked at the state of mobile video relay service interoperability and a summary of how mobile apps fared.

Moderated by Sheila Conlon-Mentkowski, the "Panel on Smart Phone Communication Apps"



included an all-star roster of representatives from vendors providing mobile apps that provide communication access while on the go. The panelists include Frank Endres (Clear Captions), Jenny Buechner (Hamilton Relay), Jim Skjeveland (Sprint Relay), Chuck Owen (Miracom USA), and Phil Bravin (ZVRS). The participants had an interactive discussion about the vendors' experiences and challenges in developing and deploying their respective software, and their collaboration with mainstream software developers.

The workshop, "Inclusive Emergency Preparedness and Response for People Who Are Deaf or Hard of Hearing: What to Expect, and What has Changed in the Last Five Years", presented by Chris Littlewood (St. Petersburg College) was directed to consumers as an awareness activity. It is also intended for the emergency planning managers, and organizations that serve the deaf or hard of hearing community. In this new age of disasters, it is no longer a question of "if" but "when" disaster will strike. No two disasters are alike, and by their very nature it is easy to overwhelm local responders so much that state and federal resources need to be called in. After Hurricane Katrina and other major U.S. disasters, studies have shown that people with hearing

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Rebecca Rosenthal (standing) moderates the IP-CTS panel. From left to right the panelists (seated) are: Chuck Owen (InnoCaption), Mark Tauscher (Sprint Relay), Bruce Peterson (CaptionCall), Frank Endres (ClearCaptions), Dixie Ziegler (Hamilton Relay) and Kevin Colwell (Ultratec)



Kathy Schlueter and Carol Sliney smile for the camera between workshops!



Marsha Kopp, Dr. Lauren Storck, and Sharaine Rawlinson get together for the photographer!



The audience enjoys the opening ceremony of the conference.



Just newly elected TDI board president, Sheila Conlon-Mentkowski, poses with ALDA's Cheryl Heppner.



Two of ALDA's most esteemed mentors: Marilyn Howe and Bill Graham

#### THANK YOU TO OUR EXHIBITORS

Advanced Bionics

ALDA

Alternative Communication Services

BlackBerry

Canine Companions for Independence

Caption First

Cochlear Americas

Community Outreach Program for Deaf

The Gift of Hearing Foundation

Hamilton Relay

Med-El

Miracom USA

New Mexico Commission for Deaf & HOH

Purple Communications

Silent Call Communications

Sprint Relay

TDI

Ultratec

Verizon

ZVRS





NTID's Bernard Hurwitz and Bob Brewer pose with ALDA president-elect, Dave Litman



A first in TDI and ALDA conference history: an informal training activity in which 15 attendees learned how to send complaints or notes to the Federal Communications Commission using its electronic comment filing system. From left to right, participating in the training are: Dominick Bonura, Andrew Phillips, Brenda Kelly-Frey, and John McCelland.



TDI vice president Fred Weiner presents a special board service plaque to outgoing TDI president Dr. Roy Miller.



The karaoke party was among the major events of the joint conference. Hamming it up are the three ALDA singers: Steve Larew, the Elvis impersonator Ken Arcia, and Bill Graham.



On Friday night of the conference, we watched a terrific performance from the Zuni Pueblo Soaring Eagle Dancers from western New Mexico. This young lad took part in this colorful, impressive show!



TDI's two board members love the music, too! Rebecca Rosenthal and Stephanie Buell join in the chorus with Elvis impersonator Ken Arcia.



## TDI-ALDA 2013 JOINT CONFERENCE



TDI Board members convene for its regular meeting the day before the joint conference begins in Albuquerque, NM.



John Waldo exchanges notes with another attendee during the conference.



Jim Skjeveland and Mark Tauscher pose in front of Sprint Relay's exhibit booth signage.



Dr. Gregg Vanderheiden co-presents with Ms. Rebecca Harrington on "Teleconferencing Tools for People with Disabilities: Correcting Captions in Real Time." The interpreter is on the left.



Hamilton Relay staff pose with Rebecca Rosenthal after the awards luncheon. Hamilton Relay received the James C. Marsters Promotion Award. From left to right: Cady Macfee, Jenny Buechner, Rebecca Rosenthal, Dixie Ziegler, and John Fechter.



Ultratec's Pam Holmes and John Kuester taking a break with ALDA's president-elect Dave Litman.





From left to right: ALDA president-elect Dave Litman, Kathryn Woodcock, and former Gallaudet president Dr. I. King Jordan. Ms. Woodcock received the I. King Jordan Distinguished Achievement Award from Dr. Jordan.



TDI vice president Fred Weiner presents the I. Lee Brody Lifetime Achievement Award to Philip W. Bravin. Bravin was recognized for his contributions of nearly half a century, such as advocacy efforts and corporate leadership in TV captioning, and other pioneering initiatives while at IBM, Yes, You Can!, and ZVRS.



TDI executive director Claude Stout presents the Robert H. Weitbrecht Telecommunications Access Award to Jim House, who departs after fifteen years as director of public relations at TDI.



TDI and ALDA were honored at the joint conference with the presence of Ms. Anna Gilmore Hall, the new executive director with Hearing Loss Association of America. HLAA has taken a very active part over the years with both organizations in joint filings with the Federal Communications Commission.



From left to right: Kathy Evans, Claude Stout, Dr. Lauren Storck, Bill Graham, and John Waldo. Dr. Storck moderates a panel focusing on the power of citizen advocacy; how we best harness our passions' fortify planning for advocacy; and ways to persevere by pooling and sharing.



During the Friday night dinner, we were entertained with a wonderful mime show by JJ Jones from Kansas City, MO.

# TDI-ALDA 2013 JOINT CONFERENCE

## 2013 TDI Biennial Awards

### H. Latham Breunig Humanitarian Award

#### CAROL SLINEY

In recognition of your dedicated service on the TDI Board of Directors, including countless hours of volunteer time for the TDI-ALDA 2013 Joint Conference; and tireless, unequivocal commitment to ensure that TDI's policy development and advocacy efforts met the needs and issues of hard of hearing Americans



### James C. Marsters Promotion Award

#### HAMILTON RELAY

In recognition of its innovative "Hometown" marketing of its brand name relay services in 16 states and Saipan; for sponsorship of many TDI biennial Conferences and consumer advocacy training programs; for recognizing individuals in states served for community leadership and activism; and for providing scholarships for deaf and hard of hearing high school students to attend college.



### Andrew Saks Engineering Award

#### MICROSOFT

In recognition of its longstanding commitment and industry-wide leadership in developing innovative accessibility solutions, and building those solutions into its products and services to make the computer easier to see, hear and use, including features of the Windows operating system, used today by more than 400 million people worldwide.



### Robert H. Weitbrecht Telecommunications Access Award

#### JAMES D. HOUSE

In recognition of your commendable contributions in policy and technology concerning relay services, mobile telecommunications, captioning on TV and the Internet, and access to emergency services; and for your outstanding service as custodian of TDI's public image and archives via print, television, radio, and the Internet.



### Karen Peltz Strauss Public Policy Award

#### BLAKE E. REID

In recognition of your unique legal expertise and dogged commitment to fulfilling the information access needs of Americans who are deaf and hard of hearing via captioning on television and the Internet; for continuing to build on our opposition to numerous captioning exemption requests; for forging new inroads with copyright stakeholders in order to protect accessibility enhancements for published intellectual property; and for providing mentoring and training of student attorneys concerning accessibility issues in media law at the Institute for Public Representation, Georgetown University.



### I. Lee Brody Lifetime Achievement Award

#### PHILIP W. BRAVIN

In recognition of your outstanding leadership and contributions spanning almost half a century benefitting deaf and hard of hearing Americans, including initiatives for accessibility at IBM and with your "Yes, You Can!" consulting firm; for your community activism; for your corporate responsibility for TV captioning; and for your pioneering efforts in business development and marketing of Video Relay Services with CSD (now ZVRS).





## 2013 ALDA Award Recipients



### King Jordan Distinguished Achievement Award

#### KATHRYN WOODCOCK

In recognition of her service and contributions to the academic world and serving as a role model for late-deafened adults everywhere.



### President's Special Recognition Award

#### KATHY EVANS

In recognition of her years of dedication and service to ALDA and as a role model for late-deafened people.



### Robert Davila Angel Award

#### MARYLYN HOWE

In recognition of her generous support of the Candis Shannon Scholarship Fund; making it possible for late-deafened people to experience ALDA's convention.



### Able ALDAn Award

#### TESS CROWDER

In recognition of her volunteering and support of people who are late deafened both locally and nationally.

### Bob Hawley Fearless Leader Award

#### FRANCINE STIEGLITZ

In recognition of her years of dedication and service to ALDA Boston as President and member.



## THANK YOU TO OUR SPONSORS

TDI and ALDA gratefully thank the following sponsors for making the TDI - ALDA 2013 Joint 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 of access to telecommunications, media, and information technology toward the empowerment of deaf, hard of hearing, late-deafened and deaf-blind Americans.

### THE WHITE SANDS



### THE CARLSBAD



### THE SANTA FE



### THE SANDIA PEAK



### THE TAOS PUEBLO







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## Tech Bytes

**DON CULLEN***Managing Editor, TDI World*

**“What makes Waze unique is its social touch: Waze’s active community of users share real time traffic and road information. That means it gives you a heads-up about reported obstacles on your route and can then redirect you to your destination.”**

## Waze: The Latest Craze

**W**aze is an app that offers voice-guided GPS navigation in addition to mapping services with turn-by-turn directions. What makes Waze unique is its social touch: Waze’s active community of users share real-time traffic and road information. That means it gives you a heads-up about reported obstacles on your route (e.g. road closures, real time traffic warnings, accidents, police traps), and can then redirect you to your destination. If you mistakenly take the wrong turn or miss a turn, Waze is able to react by automatically re-routing and showing you how to best reach your destination.

Waze also learns the routes that users prefer to take towards frequent destinations, while also finding the cheapest gas station along the way when you ask it to. It also has the ability to show you several routes so you can choose an alternate route other than the one Waze picks out for you.

Users have to option to report information via touching the screen, or via hands-free voice control, which is activated by waving your hand in front of your smartphone screen (and initiating the phone’s proximity sensor). Saying prompts such as “report traffic” triggers the app to provide alerts on traffic flow.

One of the unique features that makes Waze more appealing is Waze’s point system. Users earn points whenever they contribute road information, and as points rack up, their ranking in the Waze community rises. User designations begin at “Waze Baby” and go up to “Waze Royalty.”

Users can also contribute by editing Waze’s maps to fix problems they may see. The more a user drives and edits, the higher their clout as a Waze editor; and the more their editing permissions expand.

The app also eliminates the need for “I’m-five-minutes-away” texts to friends. That’s because users can see live updates of their buddies who use Waze, as they travel towards an event or meeting spot. Waze also has Facebook as well as calendar integration, so directions for events to which users have RSVP’d automatically show up in the app.

Waze has proven so popular it was bought out by Google in June 2013 for \$1.3 billion. Forbes.com has identified the four most likely factors why Google bought Waze:

### 1. Waze’s user engagement

Unlike Google Maps, Waze has created a culture of user engagement. Waze generates many of its maps by using GPS to track “the movements of its nearly 50 million users,” according to Bits [a NY Times online publication]. A third of Waze users share “information about slowdowns, speed traps and road closures, allowing Waze to update suggested routes in real time [...]” Google may be buying Waze to spread this culture of user engagement to its other services.

### 2. Keep Waze from Facebook, Apple

[...] If Google owned Waze, then competitors would not have access to its technology and users. Moreover, since the \$1.3 billion cash purchase price is a small fraction of Google’s \$50 billion cash stash, that reason alone is compelling.

### 3. Waze adds features that Google Maps lacks

Google Maps lacks key features that are useful to Waze users. According to Globes, “Waze has options to report accidents, police presence, speed cameras and blocked roads, all things that Google does not have.”

*Continued on page 21*

TECH BYTES Continued from page 20

#### 4. Use Waze as an alternative to Google Maps

Although reports claim that Google will enable Waze's CEO and most of its people to stay in Israel and operate independently for three years, it is possible that Google will keep it running thereafter.

That's because Google might follow a strategy that Microsoft used when it acquired Skype for \$8.5 billion in 2011. According to Globes, "Microsoft, which had a rival product called Messenger closed it not long afterwards and currently offers Skype as its solutions for both Internet conversations and immediate messages."

Source: <http://www.forbes.com/sites/petercohan/2013/06/11/four-reasons-for-google-to-buy-waze/>

So how exactly do you use Waze? One great thing about Waze is that when you first install the app, it actually will go through the effort to show you how to use Waze, and how it works.

Upon driving, you'll notice three icons that aren't immediately obvious as to what they mean. Look at the graphic to the right. Note the grey square with the white target icon in it? That tells Waze to center the map on your car.

The bottom left icon (which has the Waze logo) will bring up the Waze menu, which will let you set the navigation destination, find gas, see your Waze profile, share destination with friends, see if your friends on

Facebook are driving with the app, and also an option to put Waze to sleep so it doesn't use up the battery.

The icon on the bottom right corner (looks like an upside down raindrop) is the report icon. If you touch that, it'll let you report to Waze about police speed traps, traffic problems, accidents, and other hazards. When you report something to Waze, Waze will notify other drivers.

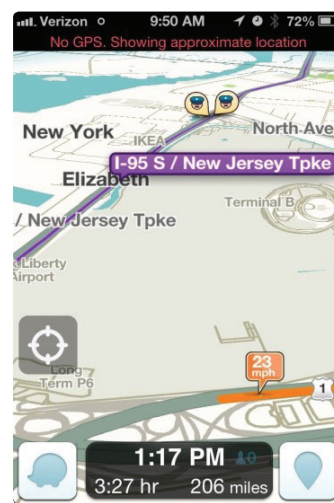
Waze even has integration with Google, Yellow Pages, Foursquare, Yelp, and your contacts for the ultimate in ease of locating anything of interest. It's ever so easy to find that local steakhouse that has rave reviews on Yelp and find your way there via Waze!

Waze is one of the world's largest community-based traffic and navigation apps. Join drivers in your area who share real-time traffic and road info to save time, gas money, and improve daily commuting for all.

Oh, and did I mention Waze is free? Yep, it's free. Get Waze, it's the latest craze!

For more information, see: [www.waze.com](http://www.waze.com). Want the app? Grab it at your phone's app store. Know how to have your phone read a QR code? The QR codes (below) will take you directly to the app!

*Do you have suggestions for technology to be featured in Tech Bytes? Do you have feedback you'd like to share? Feel free to contact Don Cullen via email at [dcullen@tdiforaccess.org](mailto:dcullen@tdiforaccess.org), or call TDI at (301) 563-9112.*



Android QR



iOS QR



Windows QR



# Noteworthy News



James Holt

“Great drumming. This track feels fresh and exciting to listen to.”

Brian Eno

## People in the News

**DEAF MUSICIAN JAMES HOLT** has been praised by the music producer behind legends such as David Bowie and Roxy Music.

The 21-year-old, who wears hearing aids in both ears, was hailed by Brian Eno after scooping a top award at this year's Noise Festival.

Mr Holt's track — Whatever happened to John — was picked out by the legendary producer, who called it “brisk, funny and exciting.”

Mr Eno added: “Great drumming. This track feels fresh and exciting to listen to.”

The songwriter, from Smithills, who is professionally trained in piano, guitar and cello, hopes that his award will help inspire other young musicians to believe they can achieve anything — even if they have a disability.

*Source: “Deaf Smithills musician James Holt praised by top music producer Brian Eno - who was behind legends such as David Bowie and Roxy Music” by Vickie Scullard of The Bolton News (<http://bit.ly/1vAH0x9>)*

## Technology in the News

**A NEW SERVICE** launched by Nati Roadway Services aims to allow hard of hearing people the possibility of calling for help via SMS.

“There are many deaf people who cannot speak or that are hard to understand them. We communicate via SMS or email. So we have to receive help from a third party to call the service center for us. Beyond the difficulty, there is often a reluctance to help at the call centers, sometimes

they even hang up on us, and this is very frustrating,” said Ben Zion Hen, chairman of the Association of the Deaf in Israel.

To date, a deaf person would be unable to telephone for help should they require roadside assistance. The idea for the service came following a request from a hard of hearing client who explained the urgent need of such a service and the difficulties and miscommunications experienced when he requested roadside assistance.

The service, entitled SOS by SMS will allow the deaf and hard of hearing population in Israel roadside and towing assistance by allowing them to send an SMS from their cell phones to call for help. The service is available to the hard of hearing 24 hours a day and seven days a week at a cost of NIS 300 per year.

*Source: “A new service launched this week by Nati Roadway Services aims to allow hard of hearing people the possibility of calling for help via SMS.” By Lidar Grave-Lazi of The Jerusalem Post (<http://bit.ly/1sOhRcI>)*

## ELECTRONIC VEST USES SMARTPHONE TO HELP DEAF HEAR; NEW TECHNOLOGY PROCESSES SOUND VIA PHONE, TRANSFERS IT THROUGH VEST

Hearing aids may soon become a thing of the past for deaf people thanks to a device that may enable them to take in sounds through the sense of touch.

Dr. David Eagleman, a neuroscientist at Baylor College of Medicine in Houston, has taken to Kickstarter to raise funds for his new invention, the Versatile Extra-Sensory Transducer (VEST), a device that converts and transfers sound in the form

Continued on page 23

# Noteworthy News

of electrical signals to the brain, according to the NY Daily News.

The device, designed as a wearable vest, uses a smartphone to absorb and process external sounds into data. The phone then transfers the information using blue tooth technology to vibration motors on the vest, which transfer it to the brain in the form of electrical signals, thereby replacing hearing with touch-based senses.

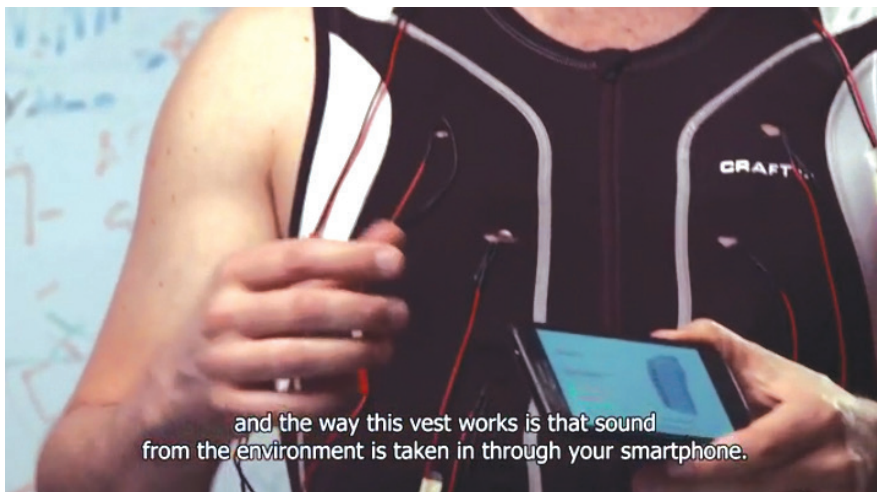
"The brain gets the information from the torso and can figure out how to interpret that information," said Eagleman in his Kickstarter video. Eagleman says that adjusting to how the vest works takes time, but that soon deaf people will be able to listen to music and hear the sound of traffic, tasks they cannot or have a hard time doing now.

He is also experimenting with the concept of delivering other information, including weather updates, tweets, and stock market data, in order to update users on current events.

Source: "Electronic Vest Uses Smartphone To Help Deaf Hear; New Technology Processes Sound Via Phone, Transfers It Through Vest" by John Fischer of Medical Daily (<http://bit.ly/1CitxFp>)

## GOOGLE GLASS GIVES THE DEAF AN ASL INTERPRETER, EVEN IN THE DARK

A group at Brigham Young University has turned Google Glass into a device that helps deaf students enjoy a planetarium. The conundrum facing the deaf in the dark is that they can't see an ASL interpreter, and captioning is difficult on a round display and would interrupt the experience for hearing people. To solve this problem,

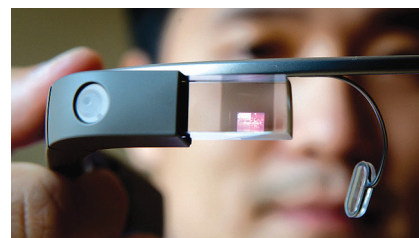


The Versatile Extra-Sensory Transducer (VEST)

it's wearable computers to the rescue, as they can allow deaf students to view the interpreter without disturbing other viewers.

According to EurekAlert, the project is called "Signglasses," and it gives deaf students a tiny ASL interpreter while watching the planetarium show. The Glass display is visible in the dark and displays a video of the interpreter during the show. The group, which includes two deaf students, hopes to expand the idea beyond the planetarium. "One idea is when you're reading a book and come across a word that you don't understand, you point at it, push a button to take a picture, some software figures out what word you're pointing at and then sends the word to a dictionary and the dictionary sends a video definition back," the professor in charge of the group said. The full results of the group's research will be published in June at the Interaction Design and Children conference.

Source: "Google Glass gives the deaf an ASL interpreter, even in the dark" by Ron Amadeo of Ars Technica (<http://bit.ly/1r4WxKs>)



Google Glass

Continued on page 24



# Noteworthy News

**"A number of Lyft drivers are hearing impaired and are able to take advantage of the flexibility and economic opportunity our platform provides."**

**Chelsea Wilson**  
Lyft communications  
manager

## LYFT IS HIRING A LOT OF DEAF DRIVERS

There's even an app that helps the hearing impaired converse with passengers who can't sign.

Writing at *Medium* earlier this year, Daniel J. Conway, a self-professed huge fan of the app-based ride service Lyft, described a trip he'd taken with a deaf driver. The driver, who could speak, told Conway he was deaf and handed him a pen and pad to write his destination. The driver told Conway to put on any radio station he'd like—try hearing that from a cabbie—and they exchanged a few more notes during the trip. "I now pay Lyft for the experience," Conway realized, "not for the rides."

What makes Conway's unusual experience so noteworthy is that evidently it's not all that unusual. Other bloggers have written about their own Lyft trips with deaf drivers. Earlier this month, a Fox affiliate in Modesto reported that a sign language instructor named Mark Medina actively recruits and trains drivers for the pink-mustachioed ride service. A Lyft driver named Jibril Jaha uses an app that helps deaf drivers converse with passengers via smartphones and smart watches.

Without giving any hard numbers on the number of deaf drivers in the fleet, Lyft communications manager Chelsea Wilson confirmed the trend to CityLab in an email. "The members of our driver community are the heart of what makes the Lyft experience unique," writes Wilson. "A number of these drivers are hearing impaired and are able to take advantage of the flexibility and economic opportunity our platform provides."

The app Jaha uses—called I See What You Say—will only enhance that opportunity. When a passenger gets into Jaha's car, he explains that he's deaf but has a smart watch that helps him communicate with people who don't sign. When a passenger speaks into Jaha's smartphone, the app transcribes the message and transmits it to the watch for him to read (at a stoplight, of course).

Source: "Lyft Is Hiring a Lot of Deaf Drivers" by Eric Jaffe of CityLab (<http://bit.ly/1B6Mv1d>)

## 412TH TEST WING ANSWERS THE CALL TO SUPPORT VIDEO PHONES FOR EDWARDS DEAF, HARD OF HEARING EMPLOYEES

10/1/2014 - EDWARDS AIR FORCE BASE, Calif. — With the increasing complexity of our .mil [military] network, video phones that 412th Test Wing deaf and hard of hearing employees rely on to do their jobs had stopped working consistently. Between dropped calls, lost connections and choppy or missing video, the VPs had performance issues.

412th Communications Squadron experts put effort and time into working the problem, without finding a solution. Ultimately, the 412th

Lyft



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# Noteworthy News

CS technicians decided the only alternative left was to move the VPs off the base network on to commercial connections. While this solution was the one settled on, commercial service to Edwards is expensive.

Lt. Col. Christopher Budde, 412th CS commander, collaborated with Al Wilson, 412th TW Equal Opportunity Office director, and recommended to the wing to fund commercial internet service for the six phones used by Edwards deaf and HOH employees. Test wing leadership "answered the call," and added the cost of the commercial service to the 412th CS budget. Wing leaders said it passed the "common sense test" that deaf and HOH employees get the tools they need to do their jobs.

Today, every Team Edwards deaf and HOH employee has a VP in their office as part of their standard office equipment. These video phones provide them with the ability to talk to their hearing colleagues as well as to communicate with others in the deaf community. The VPs play key roles helping the deaf and HOH work together for the continued support of the 412th TW mission.

*Source: "412th Test Wing 'answers the call' to support video phones for Edwards deaf, hard of hearing employees" by Mike Botte of Edwards Air Force Base (<http://1.usa.gov/1uglqsi>)*

## APP FLASHES LIGHTS TO HELP DEAF USERS CATCH PHONE CALLS

A new smartphone app has been developed to empower deaf people to "hear" through light when a phone is ringing, and then to have a conversation via a sign language interpreter.



Staff working at Mozzeria pizzeria in San Francisco

The Convo Lights app works with Philips Hue, the Wi-Fi enabled light bulbs which can be made to change colour or turn off and on via a smartphone app. Hue is largely designed for aesthetics but Convo has given it new abilities by flashing the lights or displaying certain colours when an incoming phone call is detected.

Since the launch of Philips Hue last year third-party developers worldwide have created nearly 200 complimentary apps.

The new app from Convo, a deaf-owned and operated company providing video phone and translation services to the deaf community, allows users to create personalised ringtones of light to identify incoming callers, and adjust the brightness in a room to make sign language easier to see onscreen.

Convo also provides a service which allows deaf people to communicate

over the phone with hearing people in real time via a sign language interpreter, which is built into the app.

Convo claims the invention allows deaf people to redesign their environment into a visual world, feel more confident and stay better connected at home. It has transformed the businesses of deaf entrepreneurs, driving increased profits and custom as they no longer miss important work calls.

"Before Convo Lights, we missed over 50 per cent of our calls," says Russ Stein, the deaf owner of Mozzeria pizzeria in San Francisco. "Now we are on a par with non-deaf businesses and only miss five per cent. Convo Lights help us run a more profitable business – we're experiencing a higher volume of reservations and we feel like we're able to walk into our own restaurant completely at ease, knowing that we will catch each call."

*Source: URL: <http://bit.ly/1vdaGJn>*



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disabilities are the most underserved population groups when it comes to emergency preparedness mainly due to lack of accessible information.

In yet another workshop, "Legal Update - What the Courts are Doing for (or to) People Who are Deaf and Hard of Hearing", John Waldo (OR-CAP) and Andrew Phillips (NAD) presented an overview of current state and federal disability laws that require most businesses to provide "effective communication" to individuals who are deaf and hard of hearing. However, courts must decide precisely what that means for all of us. For many years, courts seemed skeptical of cases brought under the ADA and interpreted the law narrowly, even grudgingly, against the interests of people with disabilities. Several recent and pending cases were discussed.

In today's plenary session, "Teleconferencing Tools for People with Disabilities: Correcting Captions in Real Time", Dr. Gregg Vanderheiden (TRACE R&D Center at University of Wisconsin - Madison) demonstrated several tools that help users during teleconferences, an increasingly common workplace activity. The latest and most interesting development is the ability to correct errors in captioning after they have been displayed on the screen. Most of the time, errors were corrected as the captioning was proceeding, and sometimes the errors were fixed during the editing stage. Captions are critical for allowing people who are deaf or hard of hearing to participate in webinars, telecollaboration, and face-to-face meetings. However, captions sometimes have errors, such as misinterpretations of what was said, missing words and misspellings of technical terms and proper names that can make it difficult or impossible to accurately understand what is being said. These errors can result

from different causes, such as poor audio quality, multiple speakers, fast talking, or the caption provider being unfamiliar with specific technical terms or names in use during a given meeting. The Crowd Caption Correction (CCC) feature allows meeting participants or third party individuals, including volunteers and/or commercial services, to make corrections to captions in real-time during a meeting. A Crowd Caption Correction Widget will be available to users as a part of the TRACE Center/Raising the Floor "Open Access Tool Tray System" (OATTS) widget suite, which includes a variety of widgets designed to increase access to information during telecollaboration for individuals with a wide variety of disabilities.

During the evening banquet, accolades were exchanged in recognition of TDI's 45 years of advocacy in telecommunications, media, and information access as well as ALDA's 25th conference. Departing members of the TDI Board, Dr. Roy Miller and Carol Sliney were recognized for their many years of service to TDI.

Phil Bravin was honored with the I. Lee Brody Lifetime Achievement Award in recognition of his lifelong dedication and outstanding leadership and contributions spanning almost half a century, benefitting deaf and hard of hearing Americans, including his initiatives at IBM in increasing accessibility to computers, his efforts in captioning and the development and marketing of video relay services.

ALDA's I. King Jordan Distinguished Achievement Award went to Kathryn Woodcock, a designer for amusement park rides, in recognition of her service and contributions to the academic world and serving as a role model for late-deafened adults everywhere.

After the dinner, conference attendees

were treated to a local spectacle as the Zuni Pueblo Soaring Eagle Dancers from western New Mexico shared a glimpse of their Native American culture with their dance retinue. The last half of the entertainment evening was given by a Deaf Mime, JJ Jones with a top-notch performance of interactive mime and improvisation to music for deaf and hearing alike.

## Saturday, October 19

The day dawned bright and cheery as Dr. I. King Jordan gave an inspiring plenary speech. He said "There is nothing more important among deaf people than the issue of communication." Dr. Jordan talked about interpersonal communication on the ways in which deaf people communicate to and receive information from the world at large. Deaf and hard of hearing people sign, speak, cue, fingerspell, speechread, gesture, write, and use assistive listening technologies, such as hearing aids and cochlear implants. In general, they use whatever works best for them to achieve interpersonal communication with other people with hearing loss and with hearing people. Communication also includes such life changing technologies as telecommunication relay services, captions on TV, at movies, for webinars, at doctor visits and even at the opera. Although communication is much more accessible to deaf and hard of hearing people today than at any time in history, it still sets deaf people apart from other deaf people and most of the hearing world.

Next came a series of breakout workshops. For newly deafened ALDA members, Tess Crowder (Real Time Communications Services, Inc.) and David Litman (ALDA) presented on Visual Communication

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and Basic Sign Language in a three-workshop series that lasted through the day. In all three interactive sessions the attendees were actively engaged in the learning process. The first workshop was an introduction to thinking visually and learning how to use the manual alphabet. The second workshop introduced more sign language with an emphasis on not only learning words, but being able to converse with another person using sign language. The final workshop built on the first two sessions and gave the attendees an opportunity to practice their skills with other attendees.

In another workshop, Jim House (TDI) and Blake Reid (University of Colorado) presented an update on the CVAA. The CVAA requires that individuals with disabilities have access to emerging IP-based communication and video programming technologies. In the three years since the CVAA was passed, the FCC has implemented many rules under this sweeping mandate that have affected people with hearing loss, and will continue to have a positive impact on how deaf and hard of hearing people access IP-based communications and video programming. This workshop focused on new rules related to captioning of Internet video programming, advanced communications services (ACS), and emergency access for deaf and hard of hearing people.

In another workshop, "Get In the Hearing Loop: Learn How It Can Help You Hear", presented by Stephen Frazier (HLAA-NM), covered audio frequency induction loop systems (AFILS), also known as hearing loops, and the many applications of this technology from large arenas to home TV rooms, including the miniaturized loops worn around the neck. A comparison of the three major assistive listening technologies and an explanation of silent electromagnetic

sound transmission to hearing aids and cochlear implants, revealed information that many hearing care professionals normally do not share with clients when fitting them with hearing aids such as increasing the functionality of hearing aids and cochlear implants by allowing the user to increase the volume of the sound he or she wishes to hear while reducing unwanted background noise.

Another workshop, "Taking Responsibility for Effective Communication Before You Go To The Doctor's Office or Hospital", presented by Valerie Stafford-Mallis (Alternative Communication Services, LLC), contained vital information the patient can use to safeguard information that is exchanged in healthcare settings. For many persons who are hard of hearing or late-deafened, going to the doctor or the hospital is often a scary proposition. In addition of the normal anxiety about personal health problems, there is also the fear that you won't hear critically important information as doctors and nurses bustle in and out of your room mumbling instructions as they fill in your chart and hurry away. The secret is to be prepared ahead of time. If you are late-deafened or hard of hearing, you can make things much easier for yourself if everyone you come in contact with knows that you have hearing loss, and how best to communicate with you.

The luncheon in appreciation of the various presenters that made the Joint Conference interesting included the presentation of several awards.

Carol Sliney was the recipient of TDI's H. Latham Breunig Humanitarian Award in recognition of her dedicated service on the TDI Board of Directors, including countless hours of volunteer time for the TDI-ALDA 2013 Joint Conference; and her tireless, unequivocal commitment to ensure that TDI's policy development and



advocacy efforts met the needs and issues of hard of hearing Americans.

The Able ALDAn Award was presented to Tess Crowder in recognition of her volunteerism and support of people who are late deafened both locally and nationally.

Also, the Robert Davila ALDA Angel Award was presented to Marylyn Howe in honor of her generous support of the Candis Shannon Scholarship Fund; making it possible for late-deafened people to experience ALDA's conventions.

In the first batch breakout workshops for the afternoon, Tess Crowder and David Litman continued their class on visual communication and basic sign language.

In another workshop, "Real-Time Text in Instant Messaging and on the Web", was presented by Dr. Christian Vogler (TAP, Gallaudet University), and Mark Rejhon (Rejhon Technologies, Inc.). Many years ago, deaf and hard of hearing people took matters in their own hands when Weitbrecht, Marsters, and Saks invented and marketed the TTY. Since then, while communications have advanced tremendously, a key advantage of TTYs has been lost in the rush to adopt mainstream technologies called real-time text (RTT), or the ability to immediately read the sender's text as it

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is written, without waiting. This mode of communication is more efficient than turn-based conversation, and also allows emergency responders to act on partial information. The integration of RTT with commonly used instant messaging (IM) applications is especially promising. It combines the advantages of text-based messaging, with the interactive conversational nature of a telephone conversation. Over the past two years, the technology and standards have been developed to adopt RTT in IM. A brief overview of next steps was presented with strategies that consumers can use to encourage further adoption of RTT.

One other workshop was a panel on cochlear implants (CI) where three users shared their personal experiences. Moderated by Carol Sliney, the panelists were Joe Duarte, a Med-El CI recipient; Patti Gonzales, a Cochlear Americas CI recipient; and Barbara Abineri, an Advanced Bionics CI recipient. In a comparative discussion, panelists explained their reasons for getting an implant, how they chose their implant model, how they adapted to the new sounds, how it affected their family, work, and general well-being, and how it changed their lives.

In the final batch of workshops for the day, Tess Crowder and David Litman concluded their day-long series on visual communication and basic sign language.

The next workshop "Text to 9-1-1? Sure!" presented by Toni Dunne (Intrado) CTIA - the Wireless Association, estimated the number of text messages that were sent in 2012 at over 2.25 trillion. Consequently, public expectations place increasing demands upon the 9-1-1 system to provide access to emergency assistance through text messaging. Enabling 9-1-1 systems to accept text messages

not only helps protect sensory disabled callers, but helps to satisfy the expectations of younger generations, many of whom assume the service already exists. Today, emergency calls made from wireless phones, computers, and VoIP communication platforms comprise the majority of the 9-1-1 calls received. The workshop participants reviewed recent activities at the federal level, text-to-911 trials and implementations across the U.S. and internationally, and learned about online resources.

The final workshop, "Creating Accessible Mental Health Services for Deaf and Hard of Hearing People: What's the Role of Advocacy?" was presented by Mary Sterritt (Colorado Daylight Project), and Richard Durity (Mental Health Center of Denver). Most mental health provider organizations that want to create access to services for people living with hearing loss, including people who are deaf, hard of hearing, or late-deafened, may not have the knowledge, resources and support to accomplish this objective. Participants learned how the Colorado Daylight Project brings together advocates to inform, design, guide implementation, and evaluate programs and other mental health services tailored to the communication needs of deaf, hard of hearing, and late-deafened people. This project worked at the public policy, organizational and clinical levels to create change so that people living with hearing loss can more readily access needed services.

To wrap up the Joint Conference, the two organizations; ALDA and TDI both held their own respective association business meetings to review accomplishments since the previous conferences. Those members who were present had the opportunity to ask questions and suggest plans and goals for the future.

By that time, everyone wanted to go



out and explore the town for one last dinner and return in time for the Karaoke Dance Party, a sacred ALDA tradition where anything goes. Members risked being jeered by friends as they go up to the microphone to sing a tune or two. Most often what happened is that those friends came up and joined them in a-capella. The less brave ones kept sashaying on the dance floor in tune to the off-key music. The more timid ones just sat around talking as some of them had to leave early the next morning.

### Sunday, October 20

The Sunday Farewell Brunch is another ALDAcon tradition where deaf and hard of hearing can extend their "long good-byes" and best wishes until the next conference.

Since the Joint Conference, TDI has announced the Hyatt Regency Baltimore Hotel as the site of the 15th TDI International Biennial Conference, August 18-22, 2015. Go to [www.TDIforAccess.org](http://www.TDIforAccess.org) to subscribe to eNotes and stay updated on conference details. Save the date, make plans to help TDI "Shape An Accessible World!" in *The Charm City*!



# TDI In Action

June 2013-November 2013

**Editor's Note:** TDI frequently works with sister consumer organizations. Their acronyms are spelled out here, along with other commonly used abbreviations.

AADB: American Association of the Deaf Blind

ALDA: Association of Late Deafened Adults, Inc.

ASDC: American Society of Deaf Children

CC: closed captioning

CCASDHH: California Coalition of Agencies Serving Deaf and Hard of Hearing, Inc.

CGB: Consumer and Governmental Affairs Bureau

CPADO: Cerebral Palsy and Deaf Organization

CTS: Captioned Telephone Service

DHHCAN: Deaf and Hard of Hearing Consumer

Advocacy Network

DRO: Disability Rights Office

E-911: Enhanced 911

FCC: Federal Communications Commission

FNPRM: Final Notice of Proposed Rulemaking

HLAA: Hearing Loss Association of America

IP: Internet Protocol

NAD: National Association of the Deaf

NBDA: National Black Deaf Advocates

NG-911: Next Generation 911

RERC-TA: Rehabilitation Engineering Research Center on Telecommunication Access

SCAT/SCABT: Speech Communications Assistance By Telephone, Inc.

TAP: Technology Access Program at Gallaudet University

TIA: Telecommunications Industry Association

TLPC: Samuelson-Glushko Technology Law & Policy Clinic

TRS: Telecommunications Relay Service

VRS: Video Relay Service

## Telecommunications Access

### ■ VRS Rates and Industry Reform:

During this time period, TDI and sister organizations filed comments and reply comments on Further Notice concerning the proposed auction of VRS minutes, the status of the TRS research and development budget, the role of consumer groups on the TRS advisory council, and other issues. More details below:

- (May 13) TDI, ALDA, NAD, DHHCAN, CCASDHH, NBDA, CPADO, ASDC, AADB filed an ex parte letter to reiterate our position on VRS rates and equipment choices for consumers. <http://apps.fcc.gov/ecfs/document/view?id=7022313097>
- (August 19) TDI, NAD, ALDA, DHHCAN, CPADO, AADB, CCASDHH, SCABT, RERC-TA submitted comments to the FCC on the VRS Reform FNPRM. <http://apps.fcc.gov/ecfs/document/view?id=7520938700>
- (September 18) TDI, NAD, ALDA, DHHCAN, CPADO, AADB, CCASDHH, SCABT submitted a reply to comments to the FCC on the VRS Reform FNPRM. <http://apps.fcc.gov/ecfs/document/>

[view?id=7520944497](http://apps.fcc.gov/ecfs/document/view?id=7520944497)

- IP CTS: During this time period, TDI and sister organizations attended numerous ex parte meetings with FCC staff concerning default-off rule and adoption of permanent IP CTS rules, and filed Petition to Stay on the requirement that low income IP CTS users pay \$75 for software or hardware pending outcome of FNPRM. More details below.
- (May 9) TDI, NAD, HLAA met with CGB and DRO to discuss the FCC's interim default captioning-off rule. <http://apps.fcc.gov/ecfs/document/view?id=7022312989>
- (June 18) TDI, HLAA, RERC met with Commissioner Pai's office to discuss the interim default captioning-off rule for IP CTS. <http://apps.fcc.gov/ecfs/document/view?id=7520923552>
- (June 24) TDI met with the Office of Acting Chairwoman Clyburn to discuss the interim default captioning-off rule for IP CTS. <http://apps.fcc.gov/ecfs/document/view?id=7520925560>
- (July 26) TDI, HLAA, RERC-TA met with the FCC Consumer and Government Affairs Bureau to discuss proposed final IP CTS rules that will replace the interim IP

CTS rules. <http://apps.fcc.gov/ecfs/document/view?id=7520934467>

- (August 9) TDI, DHHCAN, HLAA, CPADO, CCASDHH, TAP submitted an ex parte letter to the FCC suggesting revisions to the IP CTS draft order. <http://apps.fcc.gov/ecfs/document/view?id=7520937205>
- (August 12) TDI, HLAA, ALDA, TAP met with the FCC to discuss a draft order regarding IP CTS. <http://apps.fcc.gov/ecfs/document/view?id=7520937452>
- (August 22) TDI, HLAA, ALDA, Gallaudet TAP met with Commissioner Clyburn's office and CGB to discuss the new IP CTS rules. <http://apps.fcc.gov/ecfs/document/view?id=7520939838>
- (August 26) TDI, HLAA, ALDA, Gallaudet-TAP met with Acting Chair Clyburn's office and CGB to discuss a draft of new IP CTS rules. <http://apps.fcc.gov/ecfs/document/view?id=7520939838>
- TRS: During this time period, TDI and sister consumer organizations filed ex parte letter opposing reduced IP Relay rates proposed by Fund Administrator. More details below on this filing and other TRS and telecommunications access issues.

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# TDI In Action

June 2013-November 2013

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- (June 26) TDI, ALDA, CPADO, DHHCAN, NAD submitted an ex parte letter to the FCC expressing concerns about the proposal to decrease the compensation rate for IP Relay services. <http://apps.fcc.gov/ecfs/document/view?id=7520925692>
- (August 19) HLAA, TDI, ALDA, DHHCAN, NAD, RERC-TA submitted comments supporting TIA's petition for a rulemaking regarding hearing aid compatibility volume control requirements. <http://apps.fcc.gov/ecfs/document/view?id=7520938640>
- (September 16) SCAT, TDI, NAD, ALDA, AADB, CPADO, RERC-TA, CCASDHH submitted a comment to the FCC on Speech-to-Speech relay services. <http://apps.fcc.gov/ecfs/document/view?id=7520943764>
- (September 25) TDI, DHHCAN, NAD, HLAA, ALDA, CPADO, CCASDHH, AADB, Gallaudet TAP sent a joint letter of support to the FCC on wireless E911 location accuracy requirements. <http://apps.fcc.gov/ecfs/document/view?id=7520945527>

## Media Access

- Filed a report with the FCC on IP captioning, focusing on video clips and caption quality  
  
(May 16) TDI, NAD, ALDA, HLAA, CPADO, DHHCAN, CCASDHH, Gallaudet TAP filed a report on the state of closed captioning of Internet Protocol-delivered video programming.  
<http://apps.fcc.gov/ecfs/document/view?id=7022314370>  
<http://apps.fcc.gov/ecfs/document/>

[view?id=7022314371](http://apps.fcc.gov/ecfs/document/view?id=7022314371)

(May 16) TDI, NAD, DHHCAN, ALDA, HLAA, CPADO, and Gallaudet TAP filed a motion asking the FCC to consider our IP captioning report as a supplement to our April 27, 2012 petition for reconsideration on the FCC IP captioning rules. <http://apps.fcc.gov/ecfs/document/view?id=7022314373>

(June 5) TDI, NAD, ALDA, HLAA, TAP met with Acting Chairwoman Clyburn and her office to discuss the recently-filed Report on the State of Captioned Internet-Protocol Delivered Video Programming, video clips, and other captioning issues. <http://apps.fcc.gov/ecfs/document/view?id=7022422607>

- Filed amicus brief (as friend of the court) in the Authors Guild v. Hathitrust case in support of providing accessibility features in digital media
- Filed several ex parte documents regarding CC exemption petitions followed up with informal discussions with CGB staff about the FCC's delay in acting on the roughly 100 pending CC exemption petitions in which the Consumer Groups filed comments and oppositions, and urging swift action by the FCC to deny or dismiss the backlog of pending CC exemption petitions, including those that have not been placed on public notice; also monitored the bureau's efforts to require more financial information from petitioners for purposes of determining whether captioning exemptions should be granted or dismissed.
- Represented TDI in multi-stakeholder meeting with industry representatives at FCC re: caption quality and other captioning issues

(July 24) TDI, NAD, HLAA, TLPC met with members of the industry at the FCC to discuss closed captioning issues and quality standards. <http://apps.fcc.gov/ecfs/document/view?id=7520933996>

- Represented TDI in FCC meeting re: accessible user interfaces and assisted NAD in preparing subsequent ex parte filings

(July 15) NAD, TDI, DHHCAN, ALDA, HLAA, CCASDHH, CPADO, RERC-TA filed a comment in response to the FCC rulemaking on the accessibility of user interfaces, and video programming guides and menus. <http://apps.fcc.gov/ecfs/document/view?id=7520930746>

(July 30) NAD, TDI, TLPC met with the FCC Media Bureau and Consumer and Government Affairs Bureau to discuss the current rulemaking on the accessibility of user interfaces, and video programming guides and menus. <http://apps.fcc.gov/ecfs/document/view?id=7520935143>

(September 11) NAD, TDI, DHHCAN, ALDA, HLAA, CPADO, Gallaudet TAP filed an ex parte discussing accessibility issues for deaf and hard of hearing people related to the FCC rulemaking on making user interfaces accessible. <http://apps.fcc.gov/ecfs/document/view?id=7520942870>

- Filed successful motion to extend comment deadlines in IP captioning proceeding re: synchronization and optical media

(August 14) TDI, NAD, ALDA, HLAA, CPADO, DHHCAN, CCASDHH, TAP filed a motion for extension of time in the IP video clips proceeding. <http://apps.fcc.gov/ecfs/document/view?id=7520937647>

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Check here if this is a renewal ☐ Alternate Formats Available

**TDI Affiliate Membership is open to any business (large or small), nonprofit organization, educational institution (private or public), library, or government agency (federal, state or local).**

Name and Title of Contact Person: \_\_\_\_\_

**(Contact Person's name is for TDI's records only. It will not appear in Blue Book or eBlue Book.)**

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**(For each of the following phones, please indicate the primary use of that phone.)**

Main Phone: (\_\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ Voice / Captioned ☐ TTY ☐ FAX

Alternate Phone: (\_\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ Voice / Captioned ☐ TTY ☐ FAX

Mobile Phone: (\_\_\_\_\_) \_\_\_\_\_ ☐ Video ☐ Voice / Captioned ☐ TEXT

E-Mail Address **(Necessary to receive free TDI eNotes)**: \_\_\_\_\_

Alternate E-Mail Address (If any): \_\_\_\_\_

Instant Messaging (IM) Service: \_\_\_\_\_ IM Username (ID): \_\_\_\_\_

Website Address: \_\_\_\_\_

**Check all items that you want published for others to see:** ☐ Mailing Address ☐ E-mail Address and Website Address  
☐ Instant Messaging ☐ Phones (Includes Main, Alternate and Mobile)  
**(If no items are checked, you will not be listed in the Blue Book or eBlue Book.)**

May TDI send you **TDI eNotes**, the free TDI e-mail newsletter? ☐ Yes ☐ No

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



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Revised 03/18/2014



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 Additional person's name desired in listing : \_\_\_\_\_  
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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:

	<b>1 Year</b>	<b>2 Years</b>	<b>LIFETIME</b>
Individual – Regular (age below 60):	<input type="checkbox"/> \$40.00	<input type="checkbox"/> \$75.00	<input type="checkbox"/> \$1,000.00
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**Sorry, no refunds. Exchanges allowed for defective merchandise.**

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

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Mail or fax completed application with payment information to:

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*(Revised (01/06/2011))*



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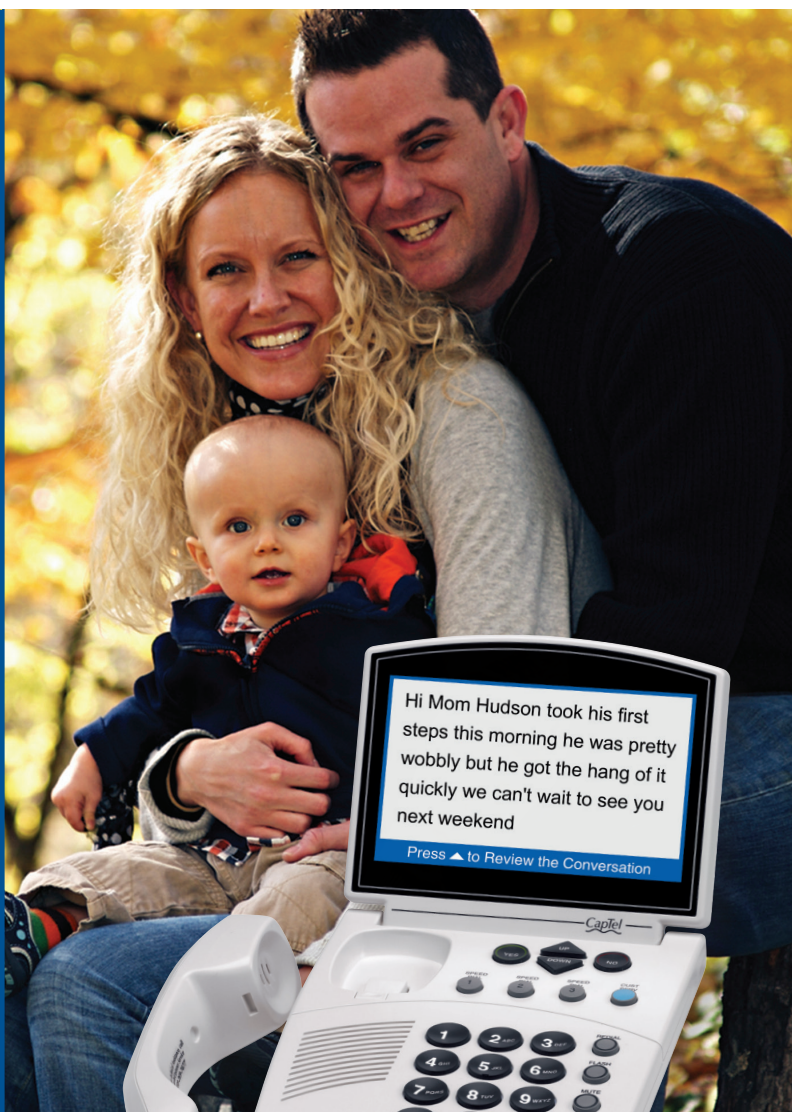
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