

Technology News and Commentary for Deaf and Hard of Hearing People





































22nd TDI Biennial Conference

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ALSO INSIDE:

Who Should Be Attending the Conference?
- page 4

SVR Canada VRS - page 19

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^{*} International calls are not allowed.

TDI'S MISSION

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

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Board Views



SHEILA CONLON-MENTKOWSKI TDI President and Board Member, West Region

"The (TDI)
conferences are a
great opportunity to
see colleagues and
meet new people from
all over the country
- and sometimes the
world."

2017 TDI Conference

"The Innovative Advocate: Staying Ahead of Communication Technology"

his July will be the 22nd Conference for TDI. Over the years, I have always enjoyed the TDI Conferences, and when leaving the Conferences, I was already looking forward to the next one. I think the furthest I went to was the one in Anchorage, Alaska which also allowed me to vacation afterward with my family and see Alaska's wonders. I make it a point to see the part of the United States near the conference. TDI conference sites have been San Diego, CA; NJ, Portland, OR, Austin, TX, Albuquerque, NM, and Baltimore, MD. The conferences are a great opportunity to see colleagues and meet new people from all over the country and sometimes the world.

The theme of this year's Conference, "The Innovative Advocate: Staying Ahead of Communication Technology" focuses on exploring how participants can stay abreast of and project advances in technology. We are fleshing out the details but we will have the topics, speakers, booths, entertainment, and other conference details out soon for you to consider and join us. The dates are July 27-29, 2017 and will be held at the Bethesda North Marriott Hotel in North Bethesda, MD. We truly look forward to seeing you there. This is a great opportunity to keep up with advances in technology from captioning to telecommunications services. In keeping with the theme, our purpose is to enable you to grow from a consumer to an advocate.

At the end of the Conference, we will hand out or have an evaluation form available for you to complete so we know what went well and what could be improved, from the facility, workshops, panels, exhibits, plenaries, breaks, outings, registration process for the conference, the hotel stay, entertainment, etc. Completed evaluations are important to let us know how to improve and what you liked or did not like.

Claude Stout and Tayler Mayer of the TDI staff, and TDI Board Members at-Large Matt Myrick and Jarvis Grindstaff have been working industriously to pull the conference together from speakers to exhibit booths, and entertainment. I would also like to give credit to Alexa Schriempf, former TDI Board Member at-Large for her substantial contributions to setting up this conference.

And finally, we have exciting news! Next year, in 2018, will be the 50th anniversary of the founding of TDI. Watch for a SAVE THE DATE announcement of a TDI Gala sometime in 2018 somewhere in the eastern USA to celebrate this historic milestone. Founded in June 1968, we have come a long way since TDI installed TTYs in homes so deaf folks could communicate remotely and not have to go to each other's homes as was done in the past. We look forward to celebrating this auspicious anniversary with you. Please watch for updates on this gala following the TDI Conference.

See you in North Bethesda this July!

Sheila Conlon Mentkowski, President TDI West Region Board Member





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Capitol Commentary



BY CLAUDE STOUT

TDI Executive Director

"This year's Conference theme is: 'The Innovative Advocate: Staying Ahead of Communication Technology.' The TDI **Board of Directors** came up with this theme, because it feels that individually or as a group, we have unlimited possibilities to contribute to this important multidimensional process via technology, policy, program, practice, and belief."

Come Join Us at the Conference this July in North Bethesda, MD!

TDI Has Its Biennial Event on July 27-29, 2017

■ his year's Conference theme is: "The Innovative Advocate: Staying Ahead of Communication Technology." The TDI Board of Directors came up with this theme, because it feels that individually or as a group, we have unlimited possibilities to contribute to this important multidimensional process via technology, policy, program, practice, and belief. As we have "the new sheriff in town" with U.S. President Donald J. Trump in Washington, DC, there is no more important time to engage in collaborative activities between consumer groups, industry, and government.

Only can this happen effectively for us before we experience a prosperous future in which we get to stay a step ahead of communication technologies, rather than to play "catch up." When this happens, everyone wins, not just us that are deaf or hard of hearing. We will be more included in the general community, and find ourselves as more fully independent to participate in any life activity every day. We are affected the same just like everyone else from events that happen every day in the political climate, and the emerging threats from the Internet, that can affect one's security and/or privacy.

We are totally committed to join forces with industry and government to take advantage of today's technologies, or to develop plans for future ones to maximize our full participation in society. Together, we create a positive ("domino effect") impact on other areas for all Americans such as education, employment, social services, civics, medicine, law, finance, commerce, and last, but not least, fair, efficient use of government services and resources, etc.

Who Should Be Attending the Conference?

Any one of us that believe in building a better, accessible world for individuals who are deaf or hard of hearing, including those who are deaf-blind, or have an additional disability like mobility, should attend. We invite everyone that has been a consumer organization leader/follower, an industry player, or a government official/employee (federal, state, or local) to be an innovative advocate. As the tentative program is shared in this TDI World issue, we have confirmations from a number of key individuals representing consumer groups, academia, industry, and government to give presentations or to take part in panel discussions. TDI appreciates the interest and support from key players from various stakeholder groups to take part in the biennial event that involves information and dialogue on access issues in telecommunications, media, and information technology.



Who Will Benefit from Attending the TDI Conference Activities?

(for each category of potential attendees, we offer a list of selected activities that meet their needs and interests)

Deaf and Hard of Hearing Federal Employees and Their Supervisors:

(Deaf In Government (DIG) members, and federal agencies that are interested in fostering and maintaining an accessible work environment for the deaf and hard of hearing, are invited to join us at the Conference.)

- Keynote Address from FCC Chairman Ajit Pai
- Town Hall with FCC officials
- Keynote Address from Sarah Herrlinger, Apple
- Presentation on Holograms in Sign Language
- Presentations on Emergency Communications for Deaf & Hard of Hearing
- Panel Discussion on The App Ecosystem: Revolutionizing Accessibility
- Keynote Address from Christopher Soukup, CSD
- Three Brief Presentations in A Workshop: Captions On Now, Who Are The Consumers?, and Federal Relay: Total Telecommunication Access for Federal Government
- Entrepreneurship, Technology, and Youth Forum
- Panel Discussion on the Future with Autonomous Driving & Its Benefits to the Deaf and Hard of Hearing Community

 Presentation from TDI to Unveil its' uCaption Speech-to-Text & Correcting Technology

Deaf and Hard of Hearing Consumers and Their Families/Friends:

(We welcome consumers from the DC metro area, as well as the rest of America and abroad. Registration is required for Thursday and Friday, but not for Consumer Day on Saturday, July 29. We require that consumers pay for any of the four food functions that take place during the three-day Conference.)

- Keynote Address from FCC Chairman Ajit Pai
- Town Hall with FCC Officials
- Keynote Address from Sarah Herrlinger, Apple
- Presentation on Holograms in Sign Language
- Presentations on Emergency Communications for Deaf & Hard of Hearing
- Keynote Address from Christopher Soukup, CSD
- Presentation on "Caption Access in the Air"
- Presentation on On-Site, VRI, and VRS Interpreting in Medicine
- Panel
 Discussion on
 Video Relay
 Services (VRS)
- Panel
 Discussion on IP Captioned
 Telephone
 Services (IP-CTS)
- Panel
 Discussion on the Internet of Things

- Three Brief Presentations in A Workshop: Captions On Now, Who Are The Consumers?, and Federal Relay: Total Telecommunication Access for Federal Government
- Presentation and Panel
 Discussion on Facebook's
 Impact on the Deaf and Hard of
 Hearing Community
- Entrepreneurship, Technology, and Youth Forum
- Panel Discussion on the Future with Autonomous Driving & Its Benefits to the Deaf and Hard of Hearing Community
- Presentation from TDI to Unveil its uCaption Speech-to-Text & Correcting Technology

Executives and Staff with Commissions/Offices of Deaf/Hard of Hearing, Vocational Rehabilitation Offices, Telecommunications Relay Service and Equipment Distribution Programs, Mental Health Centers, & Community Service Centers:

(Members of National Association of State Agencies for the Deaf and Hard of Hearing, California Coalition of Agencies Serving Deaf and Hard

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of Hearing, National Association of State Relay Administrators, and Telecommunications Equipment Distribution Program Administrators are most welcome to join us in the Conference. Vocational Rehabilitation, Mental Health, and Other Community Services counselors and administrators will find attending the Conference as a most fulfilling professional experience.)

- Keynote Address from FCC Chairman Ajit Pai
- · Town Hall with FCC officials
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Telecommunication Access for Federal Government

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Businesses/Corporations That Have Offices/Engineers for Accessibility, and Trade Associations:

(TDI Welcomes Businesses/
Corporations to the Conference.
We Welcome Members of Trade
Associations such as CTIA

– the Wireless Association,
National Emergency Number
Association, Association of
Public Communication Officials,
Alliance for Telecommunications
Industry Standards, International
Telecommunications Union, Institute
of Electrical and Electronics Engineers,
Entertainment Software Association,
& others.)

- Keynote Address from FCC Chairman Ajit Pai
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 Presentation from TDI to Unveil its uCaption Speech-to-Text & Correcting Technology

Federal Agencies That Have Disability Rights/Civil Rights Sections:

(TDI Welcomes Federal Communications Commission, US Department of Justice, US Department of Homeland Security, US Department of Education, US Department of Transportation, US Department of Labor, and other federal agencies/ commissions to the Conference.)

- Keynote Address from FCC Chairman Ajit Pai
- Town Hall with FCC officials
- Keynote Address from Sarah Herrlinger, Apple
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- Presentations on Emergency Communications for Deaf & Hard of Hearing
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 & Correcting Technology

Again, the list of selected activities is only a suggestion for each category of stakeholders that TDI has worked with. We are pleased to have some other activities that will commonly benefit everyone attending the Conference. You will get to visit the exhibits that give the latest information and hands-on experience with accessible products and services. This year, as to attract as many to attend the exhibits, we will have everyone attend all the exhibits in order to be eligible, via "fully-completed passports" for prize drawings. The prize drawings will take place at the end of the day on Saturday, July 29. Product/service

demonstrations will be provided for the first time, in concurrent with the plenaries and breakout workshops on Friday, July 28 and Saturday, July 29. The Entrepreneurship, Technology and Youth Forum, which takes

place on Saturday morning, July 29, will shed spotlight on the latest in innovation and accessibility from academia, the business community, and today's generation of young Americans that are deaf, hard of hearing, or hearing (aged less than 35).

You can take yourself and your family to the ball game. There will be a TDI section at the Nationals Park on Friday evening, July 28 for the game between the Washington Nationals and the Colorado Rockies. The tickets to the game are to be purchased from TDI, and they are not included in the registration combos. Check our website, www.tdiforaccess.org.

We will be offering a yoga class in the early mornings of Friday, July 28 and Saturday, July 29. Ms. Barbara Eger-Klatt will be the instructor for the class at seven a.m. on both days. Be sure to register with TDI for the class as soon as possible, as the class is limited to 15 students per day.

Thursday evening, we will have President's Reception, where you meet our TDI Board President Sheila Conlon-Mentkowski and other members of the TDI Board of Directors. Halfway through the reception, Ms. Conlon-Mentkowski

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will give a short program on TDI's accomplishments for the last two years, 2015-2017. She will also announce two new TDI Board members, one that replaces Stephanie Buell for the Midwest Region, and another which replaces Rebecca Rosenthal for the Central Region. Haben Girma, who is the first deaf-blind graduate of Harvard Law School, gives inspiring remarks on Universal Design for the Professional and Motivational Luncheon at noon on Friday, July 28. We will be recognizing a number of individuals and companies in an Awards Luncheon event for their contributions in the community, engineering, telecommunication access, marketing and public relations, and public policy. At the conclusion of the Conference on Saturday evening, July 29, we enjoy a good dinner, and then watch a great entertainment show. We will be announcing our entertainers real soon for the finale.

If you need information or other support to make Conference plans, feel free to contact Claude Stout, Executive Director, TDI or Tayler Mayer, Director of Public Relations, TDI anytime at cstout@tdiforaccess. org or tmayer@tdiforaccess.org. For registration to the Conference, or to have a number of nights' stay at hotel, check our website, www.tdiforaccess.

org. We thank you very much for considering our invitation to attend the Conference.

Come one, come all to the TDI Conference! It stands to be one of the best in TDI's 49-year history!



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Forward Together



BY TAYLER MAYER

Managing Editor

"We need to be heard – and seen."



A Chance to Act

hen I think of conferences, I see opportunities to learn more about what I want to know, and to interact with others with similar interests and goals. In reality it is much more than that. It is a chance to make a difference. Your unique chance.

TDI's 22nd Conference will feature speakers who wield power and influence on the future of technology access. Following their keynotes or plenaries, there are questions and answers sessions. It is rare times like these that you are given a chance to leave a lasting impression on the direction our leaders should take. When we actively share our concerns, the speakers are being influenced. It is our chance to influence the influencers.

We want these people to leave the conference motivated about serving and meeting our needs. We need to be heard - and seen.

Even if you do not voice or sign your concerns, you have the chance to be present. Being present at the Conference does more than you realize. People like you fill a room. If a keynote speaker stands before a room, and should it be empty, will the speaker think there are not many people who need access and services?

Being there, attentively, speaks volumes. If you are silent in that you do not share your concerns, you in fact are not silent - because you are being noticed. A picture is indeed worth a thousand words.

Between speaking engagements, you are afforded a chance to talk with the influencers and leaders. You may be speaking one to one, or in a small group. If you feel your concerns are adequately addressed by others, take the time to respectfully thank the speakers for coming to the conference. Show great appreciation for taking time out of their schedule to be part of our community, to hear and understand our issues going forward.

This is your chance. To act. To make a difference. TDI Conferences are biennial, taking place every two years. As quickly as technology is evolving, the time, to act, is now.

Paying Membership Dues Online is Back!

Instead of mailing in your membership dues, enjoy the instant convenience of paying online by credit card. Go to our website and click on "Join Now"

https://tdiforaccess.org





(tentative, subject to change)

Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)

The Bethesda North Marriott Hotel

701 Marinelli Road • North Bethesda, MD 20852

July 26-29, 2017

(Revised as of May 24, 2017)

PRECONFERENCE ACTIVITIES

WEDNESDAY, JULY 26

12 noon to 5 p.m. **REGISTRATION**

1:00 p.m. to 6:00 p.m.

TDI BOARD OF DIRECTORS MEETING

- This meeting is open to the public.

TDI CONFERENCE ACTIVITIES - Day 1

THURSDAY, JULY 27

9:00 a.m. to 9:45 a.m.

OPENING CEREMONY

Introduction of TDI Board of Directors & Executive Director

Sheila Conlon-Mentkowski - Emcee

Keynote Address: Mr. Ajit Pai, Chairman, Federal Communications Commission 9:45 a.m. to 10:00 a.m.

REFRESHMENT BREAK

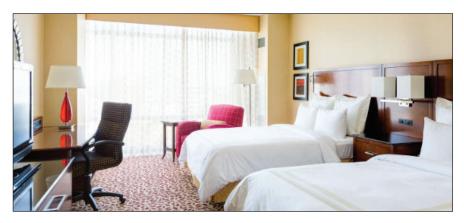
10:00 a.m. to 11:30 a.m.

TOWN HALL WITH KEY OF-FICIALS WITH DISABILITY RIGHTS OFFICE, AND CON-SUMER AND GOVERNMEN-TAL AFFAIRS BUREAU, FCC

Moderator: Stephanie Buell

11:30 a.m. to 1:00 p.m. **LUNCH BREAK**





Thursday Info

Plenary sessions and breakout workshops at Bethesda North Marriott require registration.

Registration is open from 9:00 a.m. to 5:00 p.m.

President's Reception is open to the public at admission fee - no registration required.

Exhibits and product/service demonstrations will be open only on Friday, July 28 and Saturday, July 29.

Exhibitors set up their booths from 3:00 p.m. to 6:00 p.m.

(on your own, if time left, go visit the exhibits!)

1:00 p.m. to 1:45 p.m.

PLENARY SESSION:

Keynote Address: "Accessibility at Apple: Innovating for all"

Sarah Herrlinger, Senior Manager for Global Accessibility Policy & Initiatives, Apple Corporation

2:00 p.m. to 2:45 p.m.

PLENARY SESSION:

Presentation on "Holograms

Delivering Sign Language"

David Rose, Chief Executive Officer, Prsonas, Inc.

2:45 p.m. to 3:00 p.m.

REFRESHMENT BREAK

3:00 p.m. to 4:30 p.m.

BREAKOUT WORKSHOPS:

"An Update on Emergency Communications for the Deaf and Hard of Hearing"

Matthew Gerst, Director of State Regulatory & External Affairs, CTIA;

Richard Ray, ADA Compliance Officer, City of Los Angeles Department of Disability; and Donna Platt, Emergency Preparedness Coordinator, North Carolina Division of Services for the Deaf and Hard of Hearing

"The App Ecosystem: Revolutionizing Accessibility"

Moderator: Brian Scarpelli, Senior Policy Counsel, ACT/The App Association

7:00 p.m. to 9:00 p.m.

PRESIDENT'S RECEPTION (ADMISSION: \$50.00)

Sheila Conlon-Mentkowski, President, TDI Board of Directors

(short program on TDI's 2015-2017 accomplishments commences around 8 p.m.)

Keynote Speakers



Ajit Pai has been Chairman of the Federal Communications Commission (FCC) since January 2017. He served as a Commissioner from 2012 to 2016. Prior to joining the FCC as Commissioner, he was a partner of Jenner & Block from 2011 to 2012. His past employment experience include stints at the Commission as Deputy General Counsel, Associate General Counsel, and Special Advisor to the General Counsel from 2007 to 2011. He was Chief Counsel for the Subcommittee on the Constitution, Civil Rights, and Property Rights under the U.S. Senate Judiciary Committee from 2005 to 2007. He was Senior Counsel, Office of Legal Policy at the U.S. Department of Justice from 2004 to 2005. He was Deputy Chief Counsel for the Subcommittee on Administrative Oversight and the Court from 2003 to 2004.

He was Associate General Counsel for Verizon Communications Inc. from 2001 to 2003. He was Trial Attorney (Attorney General's Honors Program) for Telecommunications Task Force, AntiTrust Division with U.S.

SPEAKERS Continued on page 12



Keynote Speakers

Continued from page 11

Department of Justice from 1998 to 2001. He clerked for the Honorable Martin L.C. Feldman, U.S. District Court for the Eastern District of Louisiana from 1997 to 1998. Chairman Pai graduated with honors from Harvard University in 1994 and from the University of Chicago Law School in 1997, where he was an editor of the University of Chicago Law Review. The son of immigrants from India, Chairman Pai grew up in Parsons, Kansas. He now lives in Arlington, Virginia, with his wife, Janine; son, Alexander; and daughter, Annabelle.



Sarah Herrlinger is Senior Manager, Global Accessibility Policy & Initiatives, Apple. Sarah leads Accessibility for Apple — including Apple's award winning VoiceOver screenreader software for people who are blind, Made for iPhone Hearing Aids, and other initiatives we create that support Apple's culture of inclusion. At Apple, Accessibility is championed as a basic human right and influences all Apple platforms. Since joining Apple in 2003, Sarah has served in several

KEYNOTE SPEAKERS Continued on page 13

TDI CONFERENCE ACTIVITIES - Day 2

FRIDAY, JULY 28

7:00 a.m. to 8:00 a.m.

YOGA CLASS

Instructor: Barbara Eger-Klatt (sign-up is requested with TDI's office prior to taking class, and class is limited to 15 students)

9:00 a.m. to 9:45 a.m.

PLENARY SESSION:

Keynote Address: Christopher Soukup, Chief Executive Officer, Communication Service for the Deaf (CSD)

9:45 a.m. to 10:00 a.m.

REFRESHMENT BREAK

10:00 a.m. to 11:15 a.m.

BREAKOUT WORKSHOPS:

"Caption Access In The Air"

Presenter: Zainab Alkebsi, Policy Counsel, National Association of the Deaf

"HINTS-ASL Survey Results on On-Site, VRI, and VRS interpreting Services in Medicine, and VRI With Certified Deaf Interpreters"

Presenters: Dr. Poorna Kushalnagar,

Director, Deaf Health Communication and Quality of Life Research Lab and Associate Professor, Department of Psychology, Gallaudet University

Friday Info

Plenary sessions and breakout workshops at Bethesda North Marriott require registration.

Registration is open from 9:00 a.m. to 5:00 p.m.

Exhibitors set up their booths from 8:00 a.m. to 9:00 a.m.

Exhibits and product/service demonstrations are open to the public (admission, free of charge), from 9:00 a.m. to 4:00 p.m.

Professional/Motivational Luncheon is open to the public at admission fee - no registration required.

Major League Baseball Game at Nationals Park, Washington, DC - Colorado Rockies versus Washington Nationals

(optional, admission tickets are on sale from TDI. We will have seats in Section 136 at Nationals Park, right next to first base side of field.)





Jessica Moseley, Chief Executive Officer, TCS Interpreting Services

11:30 a.m. to 1:00 p.m.

PROFESSIONAL/MOTIVA-TIONAL LUNCHEON: (ADMISSION: \$50.00)

Luncheon Address: "The Universal Benefits of Accessible Design"

Haben Girma, First Deaf-Blind Graduate, Harvard Law School

1:15 p.m. to 2:30 p.m.

BREAKOUT WORKSHOPS

"Enhancing the VRS Calling Experience"

Panelists: Zainab Alkebsi, Policy Counsel, National Association of the Deaf.

Chris Wagner, Chief Operating Officer, ZVRS,

Lance Pickett, Vice President of Corporate Marketing, Sorenson Communications,

Mark Hill, President, Cerebral Palsy and Deaf Organization,

Bryen Yunashko, President, Chicagoland DeafBlind Alliance, and

Alfred Sonnenstrahl, Vice President, Deaf Seniors of America

"Enhancing the IP-CTS Calling Experience"

Panelists: Lise Hamlin, Director of Public Policy, Hearing Loss Association of America,

Dixie Ziegler, Vice President, Hamilton Relay,

Michael Ellis, National Director, Sprint Accessibility,

Ron Bibler, Consumer, State of Montana,

Cameron Tingey, Vice President of Outreach, CaptionCall,

Pam Holmes, Director, Customer Service/Regulatory Affairs, Ultratec, Inc., and

Mike Strecker, Vice President of Regulatory and Strategic Policy, Clear Captions

2:30 p.m. to 2:45 p.m.

REFRESHMENT BREAK

2:45 p.m. to 4:00 p.m.

BREAKOUT WORKSHOPS:

Panel Discussion: "The Internet of Things"

Panelists: Linda Vandeloop, Assistant Vice President, Federal Regulatory, AT&T,

Zachary Bastian, Manager, Strategic Alliances, Verizon, and

Greyson Watkins, Chief Executive Officer, Hz Innovations

Three Brief Presentations in A Workshop: "Captions On Now;" "Who Are The Consumers?;" and "Federal Relay: Total Telecommunication Access for Federal Government"

Presenters: Jim House, Communication Specialist, Hearing, Speech & Deaf Center, Seattle, WA

Sharon Hayes, Director, Video Relay Services Consumer Association, and

Chanel Gleicher, Outreach and Marketing Manager, Federal Relay, Sprint Accessibility

4:00 p.m. to 7:00 p.m.

PREPARE/LEAVE FOR TRIP TO NATIONALS PARK FOR THE BASEBALL GAME

7:00 p.m. to 10:00 p.m.

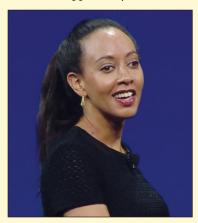
MAJOR LEAGUE BASEBALL GAME AT NATIONALS PARK

- Colorado Rockies versus Washington Nationals

Keynote Speakers

Continued from page 12

key Accessibility roles, including in Apple's Education organization, focusing on the use of Apple technology to support all learners, as well as defining the Accessibility product strategy across the Apple ecosystem.



Haben Girma has earned recognition as a White House Champion of Change, Forbes 30 under 30, and BBC Women of Africa Hero. The first Deafblind person to graduate from Harvard Law School, she advocates for equal access to information for people with disabilities. She also holds a B.A. in Sociology/ Anthropology from Lewis & Clark College. Based in San Francisco, she travels the world working as a disability and inclusion consultant. She combines her knowledge of law, sociology, and technology to teach clients the benefits of fully accessible products and services. Her insights help to expand our thinking, creating lasting, positive change among people and communities. Because of her disability rights advocacy she has been honored by President Barack

KEYNOTE SPEAKERS Continued on page 14



Keynote Speakers

Continued from page 13

Obama, President Bill Clinton, and many others.



Christopher Soukup is CSD's visionary chief executive officer who has successfully modernized a 40-year agency by enacting virtualization of all its operations. He has brought in some of the best Deaf talent from around the world, reinvesting in technologies grounded in universal design principles to leverage Deaf people's lives towards sustainability. He first came to CSD as a community-based employee during the 1990s, and then earned a bachelor's degree in business administration from Gallaudet University. He returned to work at CSD in various capacities, including as the senior vice president of CSD's contact centers and then CSD Business. Shortly after, he became president for three years before being appointed CEO of the \$30 million agency. Bringing this experience along with his firsthand knowledge and experiences in the Deaf community, Soukup's goal is to redirect modern-day conversations that focus on

KEYNOTE SPEAKERS Continued on page 15

Saturday Info

Plenary sessions, breakout workshops, exhibits, and product/ service demonstrations are open to consumers – no registration required.

Awards Luncheon and Dinner/Entertainment Finale are open to the public, separately at admission fee

– no registration required.

Exhibits are open from 9:00 a.m. to 6:00 p.m.

TDI CONFERENCE ACTIVITIES - Day 3

SATURDAY, JULY 29

(CONSUMERS DAY)

7:00 a.m. to 8:00 a.m.

YOGA CLASS

Instructor: Barbara Eger-Klatt (sign-up is requested with TDI's office prior to taking class, and class is limited to 15 students)

9:00 a.m. to 10:00 am.

PLENARY SESSION:

"Facebook's Impact on the Deaf and Hard of Hearing Community"

Presenter: Chris Langston, User Experience Researcher for Accessibility, Facebook

Panelists: Neil McDevitt, Executive Director, Deaf and Hearing Communication Centre, Swarthmore, PA

Tayler Mayer, Director of Public Relations, TDI,

Jack and Ann Cassell, consumers from State of North Carolina, and

Melissa Locklear, consumer from District of Columbia

10:00 a.m. to 10:15 a.m.

REFRESHMENT BREAK

10:15 a.m. to 12:15 a.m.

ENTREPRENEURSHIP, TECHNOLOGY, AND YOUTH FORUM:

Moderator: Matt Myrick, Member-At Large, TDI Board of Directors, and Lead

Accessibility Solutions at Chief Compliance Office, Corporate Accessibility Technology Office, AT&T

Participants: Dr. Raja Kushalnagar, Director, Information Technology Program,

Gallaudet University, and

Greyson Watkins, Chief Executive Officer, Hz Innovations

12:30 p.m. to 1:45 p.m.

TDI AWARDS LUNCHEON (ADMISSION \$50.00)

Emce: Rebecca Rosenthal, Chair of TDI Awards Committee, Presentation of six TDI Biennial Awards



2:00 p.m. to 3:00 p.m.

PLENARY SESSION:

Panel Discussion: "The Future with Autonomous Driving & Its Benefits to the Deaf and Hard of Hearing Community"

Panelists: Linda Vandeloop, Assistant Vice President, Federal Regulatory, AT&T, and Zachary Bastian, Manager, Strategic Alliances, Verizon

3:15 p.m. to 4:30 p.m.

PLENARY SESSION:

Product Announcement from TDI: "uCaption Speech-to-Text & Correcting Technology"

Presenters: Eric Kaika, Product Manager, uCaption Project, TDI

Steve Jacobs, President, IDEAL Group, Inc.

4:30 p.m. to 5:00 p.m.

PRIZE DRAWINGS:

(to follow immediately after the uCaption product announcement)

Emcees: Andy Lange, Vice President, TDI; Tayler Mayer, Director of Public Relations, TDI

5:00 p.m. to 6:00 p.m.

LAST CHANCE TO ATTEND THE EXHIBIT HALL

6:00 p.m. to 7:00 p.m.

EXHIBITORS DISMANTLE THEIR BOOTHS.

7:00 p.m. to 10:00 p.m.:

DINNER/ENTERTAINMENT FINALE (ADMISSION -\$50.00)

Entertainer: Rosa Lee Timm

Keynote Speakers

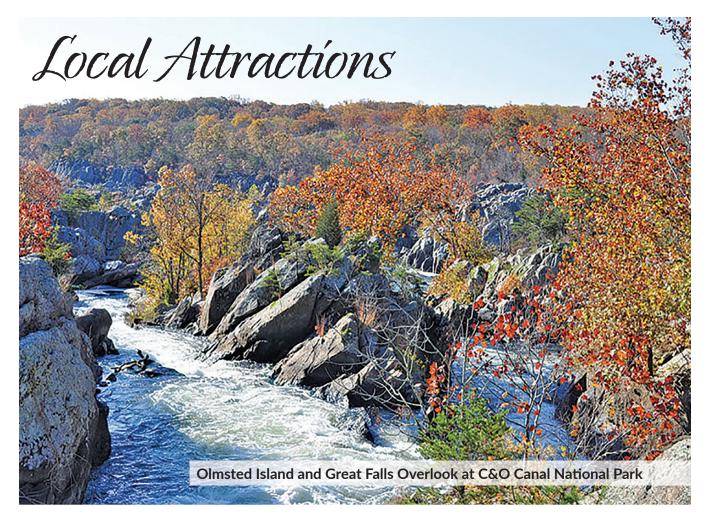
Continued from page 14

prevailing misconceptions and attitudes about people with disabilities into a focus on business initiatives, reframing paradigms, and ensuring Deaf people are the decision-makers of their own lives. Soukup, who is Deaf, often presents at domestic and international conferences, community-based public forums, panels, and other public venues. He also has served on numerous boards and committees, such as the Federal Communication Commission's Consumer Advisory Committee. Currently, he is part of the U.S. Business Leadership Network Disability **Equality Index advisory** committee and the National Technical Institute for the Deaf Development Foundation Board, among others.



The site of the 22nd TDI Biennial Conference - the Bethesda North Marriott Hotel and Conference Center.





Josiah Henson Park

11420 Old Georgetown Rd, Rockville, MD 20852 - 10 Minutes Walk

Josiah Henson Park is the former plantation property where Reverend Josiah Henson was enslaved. This park is a historic resource of local, state, national and international significance because of its association with Reverend Henson, whose 1849 autobiography, The Life of Josiah Henson, Formerly a Slave, inspired Harriet Beecher Stowe's landmark novel, Uncle Tom's Cabin. The park is currently open only during a limited number of dates each season. All events are free and open to the public.

Grave of F. Scott Fitzgerald

Rockville Union Cemetery 520 Veirs Mill Rd, Rockville, MD 20852 11 minutes drive / 12 minutes ride on Metro Red Line

Author of "The Great Gatsby", a top selling novel on Amazon 90 years later, F. Scott Fitzgerald and his wife are buried in the Rockville Union Cemetery. Hop on the Metro train and go toward Shady Grove. At the next stop, Rockville Metro Station, walk about 3 minutes to St Mary's Catholic Church.

Olmsted Island and Great Falls Overlook at C&O Canal National Park

11710 MacArthur Blvd., Potomac, MD 20854 - 25 Minutes Drive

A short hike through the Olmsted Island via a boardwalk trail ends at the Great Falls Overlook. Watch as the Potomac River cut and fall through rock. For those wanting a longer and challenging hike, don't miss the Billy Goat Trail. The most strenuous trail section, Billy Goat Trail section A,



LOCAL ATTRACTIONS continued from page 16

involves bouldering and takes 2-3 hours.

Park at the C&O Canal National Park; 11710 MacArthur Blvd., Potomac, MD 20854 Walk past the Great Falls Visitor Center (built in 1831) and across the bridge, making a left and follow signs to Olmsted Island on the right.

Website: https://www.nps.gov/choh/

How to get there

From Washington Dulles International Airport - IAD

• Airport Phone: +1 703 572 2700

• Hotel direction: 25 miles NE

- This hotel does not provide shuttle service.
- Alternate transportation: Martin's Sedan and Limo Service; fee: 75 USD (one way) ;reservation required
- Bus service, fee: 14 USD (one way)
- Estimated taxi fare: 60 USD (one way)
- Visit IAD airport website
- Driving directions: Stay straight on Dulles Airport Access Rd. Merge onto VA-267 E toward I-495/exit 18-19, merge onto I-495 N via exit 18 toward Baltimore/Bethesda. Merge onto I-270 spur N via exit 38 toward Rockville/ Frederick. Take Democracy Blvd. East exit. Turn left on Old Georgetown Rd. Turn right on Executive Blvd. Turn left onto Marinelli Road

Ronald Reagan Washington National Airport - DCA

• Airport Phone: +1 703 417 8000

• Hotel direction: 23 miles NW

- This hotel does not provide shuttle service.
- Alternate transportation: Martin's



Gravesite of F. Scott Fitzgerald

Photo Courtesy of JayHenry/Wikimedia Commons.

Sedan and Limo Service; fee: 65 USD (one way) ;reservation required

- Subway service, fee: 6.9 USD (one way)
- Estimated taxi fare: 55 USD (one way)
- Visit DCA airport website
- Driving directions
- Take George Washington Parkway to I-495N. Merge onto I-270 and take Democracy Blvd East Exit. Turn Left on MD-187/Old Georgetown Rd. Turn Right on Executive Blvd. Turn Left on Marinelli Rd.

Baltimore/Washington International Thurgood Marshall Airport - BWI

- Airport Phone: +1 410 589 7111
- Hotel direction: 36 miles SW
- This hotel does not provide shuttle service.
- Alternate transportation: Martin's Sedan and Limo Service; fee: 95 USD (one way) ;reservation required
- Bus service, fee: 12.25 USD (one way)
- Estimated taxi fare: 70 USD (one way)
- Visit BWI airport website
- Driving directions: Take I-195 W



LOCAL ATTRACTIONS continued from page 17

to I-95S. Merge onto I-495 to Exit 27 towards Silver Spring. Merge onto Rockville Pike at Exit 34. Turn Left on Marinelli

Metro

The Hotel and Conference Center is conveniently located near the White Flint Metro Station by half a block. Take the Red Line toward Shady Grove.

Parking

On-site parking, fee: 15 USD daily

Conference Registration

The conference will include award presentations, exciting plenaries and breakout workshops, exhibits featuring state-of-the-art technology for everyone's telecommunications needs, product and service demonstrations, and unique networking opportunities. This will be the 22nd Biennial TDI Conference held during the 49 years since TDI's establishment in 1968. The Conference Planning

Committee, chaired by Claude Stout, TDI Executive Director, is working hard to make this Conference a huge success. You will be pleased with some upcoming program announcements for the Conference, thanks to the good work of the Conference Program Committee with Alexa Schriempf, the previous Chair, Matt Myrick, now the current Chair, and other members – CM Boryslawskyj, Sheila Conlon-Mentkowski, and Tayler Mayer.

Visit the below link to register online!

http://conta.cc/2pdl1ru

We thank you for your kind attention, and look forward to seeing you at the TDI 2017 Conference!

Hotel Reservations

There's only two months left to book a room at Conference rate per room per night at \$129 with the hotel, and the Bethesda North Marriott Hotel is a great place to stay at for the conference. Amazingly enough, we were able to secure an awesome discount rate of \$129 per night for the hotel and we wanted to pass along the discount to you! Make sure you reserve your room soon; the discount is only active up to four weeks before the conference. If you make room

reservations after June 27, you will have to pay regular hotel guest room rate, this we know you would want to avoid!

The hotel has 449 of the guest rooms and suites, which pamper guests with luxurious bedding ensembles, highspeed Internet access and plug-in panels for easy connectivity, while tantalizing on-site dining, 24-hour guest privileges to the hotel's fitness center add comfort and convenience for a relaxed and productive stay.

Below is the website link or phone numbers you can use to book your guest rooms:

Link to place reservations online: https://aws.passkey.com/e/49085969

Dedicated numbers to make reservations by phone:

Reservations Toll Free: 1-877-212-5752

Reservations Local Phone: 1-301-822-9200

Be sure that when you call and make reservations for guest rooms with the hotel, let them know you are participating in the 22nd TDI Biennial Conference. Otherwise, they will not give you the \$129 rate per night.

Hotel Accessibility

- · Accessible guest rooms have a 32 inch wide opening
- Fitness center entrance is accessible
- Main entrance is accessible
- Pathway to registration desk is accessible
- · Restaurants and lounges are all accessible
- Service animals allowed for persons with disabilities
- Business center entrance is accessible
- Hotel has on site accessible self-parking
- · Meeting spaces are all accessible

- Registration desk is accessible
- Route to accessible guest rooms is accessible

Hotel Restaurant

Meritage

The Bethesda North Marriott Hotel's option for Mediterranean-American fare, plus breakfast buffet.







SRV CANADA VRS

n Saturday, October 1, 2016, four days after Canada launched their first video relay service (VRS), a call center received a call from four friends. Sitting together making their first VRS call, they worryingly signed into the webcam describing the heart trouble one of them was experiencing. Seamlessly connecting to 9-1-1 through the relay service, a paramedic was dispatched to the scene. Canada's new VRS had potentially saved a life, and Sue Decker then knew that all of her team's hard work was well worth it.

Sue Decker is the Executive Director of Canada's new program for Deaf Canadians to make video relay calls to hearing people using sign language interpreters. An American having worked for AT&T for 20 years, she was hired for her executive experience in the United States VRS industry.

Being a long time fluent American Sign Language (ASL) user, she set out to learn a new language: Langue des signes québécoise (Quebec Sign



Sue Decker, Executive Director of Canadian Administrator of VRS (CAV)



Language) or LSQ for short. As she progressed, Decker understood that one of the founding principles had to be that the service will support both ASL and LSQ equally, going as far as calling themselves a "quadrilingual" service, the combination of four languages: ASL/LSQ, English/French.

This philosophy is reflected in the official service name: SRV CANADA VRS. SRV is French and in the language appropriately precedes the country name, spelled such as SRV CANADA; meanwhile VRS is the English spelling as well as appears after the country name, in this case CANADA VRS. The full name, SRV CANADA VRS, respects the two languages as equals.

Ms. Decker, and the Board of Directors, took steps to avoid pitfalls produced by the United States VRS's growing pains, by confronting the issues from the beginning. For example, in a sharp contrast with United States's video relay service,



SRV CANADA VRS continued from page 19

SRV CANADA VRS does not offer standalone devices with which to connect to call centers. They provide free software installed on Mac, PC/Windows, iPhone and Android smartphones. The approach avoids the issue of interoperability which long plagued VRS in the United States. For many years, a video device could not engage in point-to-point calls to another video device manufactured by a different company. SRV CANADA VRS callers could call anyone from the first day.

Being software based, SRV CANADA VRS also avoided the tremendous upfront cost of developing, configuring, installing and maintaining physical standalone devices, though this introduces a pitfall of its own: Canada VRS customers need to own a computer or smartphone on which to install the software; and currently no government mandated program exists to distribute to citizens who may require financial assistance to afford these electronic equipment.

Customers must agree to and sign an



User Agreement to use the service. Violations may result in revoking their privilege. If a Canadian resident prefers not to sign the agreement, they simply cannot use the service. This policy prevents fraud, another annoyance that has impeded VRS in the United States. The tight control, reducing budgetary runaways, ensures the users who rely on the service will continue to do so.

Not wanting to be tied down to one provider, SRV CANADA VRS was required to have an independent technology platform enabling the use of multiple call center vendors. Procuring globally for video

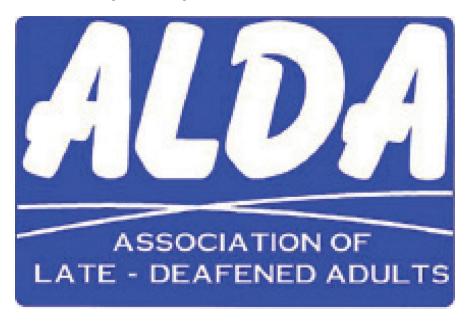
conferencing technology, a company from Crolles, France named IVES was selected. They've subsequently set up the platform and provide customer service from their Canadian headquarters in Montreal, Quebec.

Next, three interpreting agencies were selected. One is a LSQ/French firm named Service d'interprétation visuelle et tactile (SIVET), also located in Montreal. The second company, Sign Language Interpreting Associates Ottawa, (SLIAO), is an ASL/English firm located in Ottawa.

The third company is an American company, Convo Relay, who also provides VRS services in the United States. Based in Austin, Texas, Convo was selected to help train and mentor the two Canadian companies. Interpreters from the three agencies were placed in seven call centers in various locations.

When launched last September, SRV CANADA VRS began with 76 hours per week across 6.5 time zones, using Ottawa as the Eastern Time zone. Service began as 9am et to 9pm et, later expanding to midnight during the weekdays on April 1. Today, SRV CANADA VRS has over 4,000 customers and 7 call centers boasting 150 interpreters.

In the interest of providing high quality service, SRV Canada VRS uses the same "average speed of answer" (ASA) metrics as required in the United States. 80% of calls are to answered in less than 120 seconds. Asked if VRS is just making a phone call, Sue replies, "It is doing so much more. Access is opportunity; VRS is empowering customers with personal freedom and independence to communicate in real time with family and friends, and to take advantage of life-changing opportunities, especially in the areas of employment, education, health care and social connectedness."







TDI In Action February 2017

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.

SoA = Speed of Answer

TAP = *Technology Access Program at Gallaudet University*

TDM = Time Division Multiplexing, a method of handling

electronic communications

TIA = Telecommunications Industry Association

TLPC = Samuelson-Glushko Technology Law & Policy Clinic

TRS – Telecommunications Relay Service

VRS - Video Relay Service

Captioning, Subtitles, and User Interfaces

■ (February 9) TDI, NAD, HLAA, ALDA, CPADO, CCASDHH, NASADHH, and DHHCAN filed comments in conditional support, with a corresponding request for modification and/or clarification, of the Aug. 26, 2016 petition for waiver of the Alliance for Community Media (ACM) (ACM Petition). The petition primarily reiterates the points raised in ACM's March 28, 2016 letter to the Commission (ACM Letter), to which Blake Reid, Counsel to TDI, responded in a letter on April 4, 2016 that we incorporate by reference here (TDI Response). In general, we acknowledge ACM's concerns over the burden that would be imposed by requiring video producers who distribute video programming exclusively over exempt public access, educational, and governmental (PEG) channels to comply with the Commission's certification requirements and agree

that the resulting generation of the significant quantity of exemption certifications for such producers would not serve the interests of viewers who are deaf or hard of hearing.

We reiterated that the Commission should ensure that any exemption from the certification rules applies only to programming aired on PEG channels that are actually exempt from the caption provision rules. Moreover, we reiterated our longstanding objection to the continued maintenance of the \$3 million exemption and others that may encompass some PEG channels. Lastly, we acknowledged ACM's outreach to the Consumer Groups in advance of the filing window for comments on the Petition and ACM's request for help in identifying ways to improve voluntary captioning efforts for exempt PEG program producers and PEG channels.

https://ecfsapi.fcc.gov/ file/102091327006936/2017.02.09%20 ACM%20PEG%20Waiver%20

Comments%20final.pdf

- (February 24) TDI, NAD, HLAA, ALDA, CPADO, CCASDHH, NASADHH, and DHHCAN submitted reply comments on the Aug. 26, 2016 petition for waiver of the Alliance for Community Media (ACM) (ACM Petition). In general, we note that no commenters contradicted the recommendations in our comments that the Commission must, if it chooses to grant ACM's petition:
- 1.) Ensure that any exemption from the certification rules applies only to programming aired on public access, governmental, and educational access (PEG) channels that are actually exempt from the caption provision rules and avoid incorrectly implying that PEG channels are exempt from the caption provision rules generally;
- Make clear that any exemption of PEG programmers from the certification rules will not preclude or





TDI In Action February 2017

Continued from page 21

prejudice in any way the narrowing or elimination of exemptions that may apply to PEG channels when the Commission acts on the Consumer Groups' petition to review and narrow or eliminate categorical exemptions;

- 3.) Clarify and emphasize that all PEG channels whose programs are all exempt must certify that all their programs are exempt and specify each category of exemption they claim applies;
- 4.) Clarify and emphasize that all PEG channels carrying at least some non-exempt programming must certify which, if any, of their programs are exempt and which, if any, exemptions they claim apply; and
- 5.) Clarify and emphasize that all PEG program producers that produce at

least some non-exempt programming (or programming aired on non-exempt channels) must certify the specific exemption or exemptions claimed for each program. Additionally, we urged the Commission to act carefully in addressing the request for clarification or waiver in the comments of NCTA - The Internet & Television Association and to remind governmental programmers of their obligations under federal disability law to caption programming even on exempt PEG channels. We concur with NCTA that the rules articulated in the Commission's Second Report and Order on caption quality on are amenable to a broad reading that could impose a program-by-program certification requirement on non-PEG programming. However, we note that this issue is beyond the scope of those raised by the Public Notice

on the ACM Petition, which raises solely the issue of certifications for programming distributed "exclusively to [PEG channels], to the extent that such channels are exempt from the provision of closed captioning under the Commission's rules. While the governmental programming aired on exempt PEG channels may be exempt from the Commission's current captioning requirements, we take this opportunity to remind local government entities that they may nevertheless be obliged to caption their programs under other accessibility laws, including Section 504 of the Rehabilitation Act and Title II of the Americans with Disabilities

https://ecfsapi.fcc.gov/ file/10224720329729/2017.02.09%20 ACM%20PEG%20Waiver%20 Reply%20Comments%20final.pdf



Contribution Form



| □ \$25 □ \$50 □ \$100 □ \$200 □ Other \$ |
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| Name |
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| Sign me up for the free <i>TDI</i> eNotes at this email address If donation is in honor or memory of an individual, please give name, address and any special instructions. |
| I want my donation to be anonymous. |
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TDI Affiliate Membership Application Form Contact Person Information Last Name: First Name: Business/Organization Name: Email Address: Mailing Address Street & Unit Number: City: State/Province: USA? Zip/Postal Code: □ YES □ NO Country: Main Phone: \square TXT □ Voice ☐ Captioned \Box FAX Alternate Phone: \square TTY \square TXT □ Voice ☐ Captioned \Box FAX Mobile Phone: \square TXT □ Voice □ Captioned Website Address: Check all items that you want to allow to be listed in the Blue Book: □ Name □ Mailing Address □ E-Mail Address □ Website Address ☐ Main Phone Number ☐ Alternate Number ☐ Mobile Number If you do not check any items above, your information will not be listed in the Blue Book. May we send you TDI eNotes, our free TDI E-Mail □ No newsletter? If yes: ☐ Send to my E-Mail address ☐ Send to another E-Mail address: Select One TDI Membership Rate: 1 Year 2 Years □ \$100.00 □ \$180.00 Affiliate (Business/Nonprofit/School/Library/Government) Indicate here the TDI Membership Rate that you have selected above: \$ (Outside USA) Add additional \$15.00 for International Shipping: \$ Additional Tax-Deductible Contribution to TDI (Fed Tax #35-1146784): \$ THANK YOU! GRAND TOTAL: \$ If paying by Check or Money Order, please make it payable to "TDI" (\$35 fee for bounced checks). If paying by Purchase Order, please attach the Purchase Order. If Paying by Credit or Debit Card: □ Visa □ American Express □ MasterCard Card Issued by: Card Number: Expiration Date: CCV Security Code: Name of cardholder: Signature: Today's Date: Mail the completed form with check or payment information to:

TDI

8630 Fenton Street, Suite 121, Silver Spring, MD 20910-3803

Phone (Video/Voice): 301-563-9112•TTY: 301-589-3006•E-Mail: listings@TDIforAccess.org Save Time and Postage-Join TDI or Renew Your Membership Online at www.TDIforAccess.org



| TDI Individual Membership Application Form | | | | | | | | |
|--|------------------------|--------------------|---------------|-----------------|----------------------------|--|--|--|
| First Name: Mid | Middle Name: | | | Last Name: | | | | |
| Mailing Address | | | | | | | | |
| Street & Unit Number: | City | / : | | | State/Province | »: | | |
| Zip/Postal Code: | USA? | | □ YES | □ NO | Country: | | | |
| Date of Birth: | | Email | Address: | | | | | |
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| Alternate Phone: | □ Video | \Box TTY | \Box TXT | □ Voice | □ Captioned | \square FAX | | |
| Mobile Phone: | □ Video | \Box TTY | \square TXT | □ Voice | □ Captioned | | | |
| Website Address: | _ | | | | | | | |
| | | | | | | | | |
| Additional Person's Name Desired in Listing | (If Any): | | | | | | | |
| Phone: | □ Video | \Box TTY | \square TXT | □ Voice | \square Captioned | \square FAX | | |
| Date of Birth: | | _ Email | Address: | | | | | |
| | | | | | 9 | CONSTRUCTOR WANTED AND PARTY. | | |
| Check all items that you want to allow to | | | | | | The Blue Book | | |
| □ Name □ Mailing Address | | | | | | \$ 7 7 7 7 1 | | |
| ☐ Main Phone Number ☐ Alternate Number | | | | _ | Number | | | |
| If you do not check any items above, your name and information will not be listed in the Blue Book. | | | | | | | | |
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| May we send you TDI eNotes, our free TDI E-Mail | | | | | | | | |
| newsletter? | | | | | | | | |
| If yes: \square Send to my E-Mail address \square Send to another E-Mail address: | | | | | | | | |
| G. L. C. TDIN 1 1: D. | 1 37 | | 0.37 | T TEX | | | | |
| Select One TDI Membership Rate: | 1 Year | | 2 Years | | LIFETIME | | | |
| Individual-Regular: | □ \$40.00 □ \$30.00 | | □ \$75.00 | | □ \$1000.00 □ \$1000.00 | | | |
| Individual-Senior Citizen (Age 60+) | | 1 | \$55.00 | | 00.00 | | | |
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