**PENNSYLVANIA**

# **PUBLIC UTILITY COMMISSION**

## Harrisburg, PA 17105-3265

Public Meeting held April 7, 2016

Commissioners Present:

Gladys M. Brown, Chairman

Andrew G. Place, Vice Chairman

Pamela A. Witmer

John F. Coleman, Jr.

Robert F. Powelson

Pennsylvania Telecommunications Relay M-00900239

Service Advisory Board

**OPINION AND ORDER**

**BY THE COMMISSION:**

The Pennsylvania Telecommunications Relay Service (TRS) is a communications service regulated by the Public Utility Commission offering persons who are hearing, deaf, hard of hearing or speech disabled three ways to connect using the telephone: Traditional Relay, Video Relay, and Internet Relay. Users simply dial 7-1-1 to connect to a skillfully-trained Communications Assistant, or CA, who follows a strict code of ethics and confidentiality. The CA then relays messages to the other person. TRS is available 24-hours a day, seven days a week.

By Order entered May 29, 1990, the Commission established the Telecommunications Relay Service Advisory Board (Board) for the purpose of reviewing the success of the TRS in Pennsylvania. The Board also was assigned the task of identifying any additional improvements which might need to be implemented to ensure the continued success of the TRS program. The Board is comprised of representatives from the following: the relay service provider (Hamilton Relay);[[1]](#footnote-1) the Pennsylvania Telephone Association, the Commission, the Office of the Deaf and Hard of Hearing, and the community of persons who have experience with, or who are, deaf or hard of hearing, or those with language and speech disorders. The Board meets quarterly in Harrisburg and functions as a user group providing guidance in such areas as problem solving and future enhancements. The normal term of a TRS Board member is two years.

The nominee for the TRS Board for the two-year term ending January 31, 2018, is Dan Romage. Mr. Romage is Consumer Services Policy Analyst Supervisor for the Telecommunications and Water Policy Unit of the Commission’s Bureau of Consumer Services’ (BCS) Policy Division.  This position is the BCS point of contact for all telephone policy issues.  He replaces Mrs. Sheila Brown who had been a Commission representative to the TRS Board before her recent retirement; **THEREFORE,**

**IT IS ORDERED:**

1. That the nomination of Dan Romage to the Telecommunications Relay Service Advisory Board for the two-year term ending January 31, 2018, is approved.

2. That the Secretary shall serve the appointee with a copy of this Opinion and Order at the address listed below:

Dan Romage

Bureau of Consumer Services

Pennsylvania Public Utility Commission

400 North Street

Harrisburg, PA 17120

 **BY THE COMMISSION,**

Rosemary Chiavetta

Secretary

(SEAL)

ORDER ADOPTED: April 7, 2016

ORDER ENTERED: April 7, 2016

1. Hamilton Relay has replaced AT&T as the service provider in Pennsylvania. [↑](#footnote-ref-1)