

TRS Advisory Board Meeting Minutes

June 3, 2026

In Attendance:

Amy Goldman, TRS Advisory Board Chairperson
Rich McGann, TRS Advisory Board Vice Chairperson
Sandi McNally, Assistant Director, TechOwl, Institute on Disabilities, Temple University
Steve Samara, Pennsylvania Telephone Association
Laura Grassia, TDDP Program Manager, Institute on Disabilities, Temple University
Thad Graham, Outreach Coordinator, Hamilton Relay
Jenny Pearson, PA Relay Captions Outreach Coordinator, Hamilton Relay
Spencer Nahf, PUC, Bureau of Technical Utility Services
Derek Sharp, PUC, Bureau of Technical Utility Services
Denise McCracken, PUC, Office of Communications
Tiffany Tran, PUC, Law Bureau
Marc Hoffer, PUC, Bureau of Technical Utility Services
Thomas Giannantonio, PUC, Bureau of Consumer Services
Sharon Webb, PUC, Law Bureau
Jessica Demartino, Office of Vocational Rehabilitation
Jessica Bentley-Sassaman, interpreter
Rosalind Brown, interpreter
Robin and Daniel, Tactile interpreters for Richard McCann
Kerry Pierce, PUC intern
Jennifer Vasquez Merino, PUC intern
Allison LaBrie, Hamilton Relay

>>AMY GOLDMAN: Good morning, everybody! By the clock on my computer it is 9:30. So, I would like to call the quarterly meeting of the Pennsylvania TRS Advisory Board to order. I'm getting all of these pop ups from Teams.

So, I'm Amy Goldman and I'm the chair. And, I would like to do a roll call of firstly members if you are here and going forward, please when you speak remember to say your name and actually if you have something to say, please turn your camera on. Also, just a reminder to speak slowly and clearly allowing enough time for our interpreters to do their jobs.

So, Paul McGann who is the vice chair, are you here today?

>>SPEAKER: Good morning, everyone my name is Paul Richard McGann. Family friends call me Rich, that's my name sign. Thank you, nice to meet all of you.

>>AMY GOLDMAN: Great. So, do we qualify as family, friends and shall we call you Rich?

>>RICH MCGANN: Yes, please my father is a Paul I was the last the baby and I was Paul. So there was a lot of those. So they just used my middle name.

>>AMY GOLDMAN: Hence forward, you will be known as Rich. So, welcome. Sandi McNally, representing TDDP.

>>SANDI MCNALLY: Yes, I'm here.

>>AMY GOLDMAN: Good morning, Sandi.

>>SANDI MCNALLY: Hi.

>>AMY GOLDMAN: Steve Samara, are you here this morning? One of our other members. Okay. I don't see him and Melissa Hawkins our other member is excused today.

So, she won't be joining us. Representatives from Hamilton, could you please check in.

>>ALLISON LABRIE: Hi this is Marzouq Almutairi I am here representing Hamilton.

>>AMY GOLDMAN: Good morning, Allison. So that concludes the official members. PUC representatives, could you please introduce yourselves this morning?

>>SPEAKER: This is Marc .

>>SPEAKER: Good morning this is Tiffany Tran with our law bureau. I have two of our law bureau interns on the line. Kari Pierce and Jenn Marino and I would ask them to turn on their camera and introduce themselves this is their first time attending and I hope they will find it educational.

>>AMY GOLDMAN: Thank you Tiffany.

>>SPEAKER: Good morning my name is Jenn Vasquez and I am one of the interns at the law bureau.

>>AMY GOLDMAN: Great. Welcome.

>>SPEAKER: Hello this is Kerry Pierce and my camera is not cooperating but I'm glad to be here. There we go. I'm glad to be here at this meeting.

>>AMY GOLDMAN: Wonderful. Who else might be here from the PUC?

>>SPEAKER: Good morning, my name is Sharon Webb I'm also in the law bureau deputy chief council.

>>AMY GOLDMAN: Thank you Sharon.

>>SPEAKER: Good morning this is Denise McCracken.

>>AMY GOLDMAN: Good morning, Denise: Okay. So who else is on the line this morning?

>>SPEAKER: Hi my name is Laura Grassia and I'm the program manager the Record the telecommunication device program sponsored by Temple University.

>>AMY GOLDMAN: Good morning, Laura.

>>SPEAKER: Good morning everybody this is Thad Graham I'm the THR outreach coordinator REFRP resenting Hamilton relay.

>>AMY GOLDMAN: Thank you. Good to see you.

>>SPEAKER: Good morning everybody this is Jenny Pearson I'm the outreach coordinator with Hamilton.

>>AMY GOLDMAN: Thank you, Jenny. Okay. Anyone else on the line who hasn't identified themselves?

>>SPEAKER: Hi I'm Jessica Demartino and I am with OVR office of vocational rehabilitation I'm the program specialist that over seeing the TVP program.

>>AMY GOLDMAN: Excellent Jessica and welcome.

Anyone else?

Great. So, my chairperson's report is short. I just wanted to mention that the funding mechanism, also known as the TRS, telecommunications relay service surcharge has been calculated or recalculated and remains at zero for the period July 1, 2026, to June 30, 2027. Which, must mean that there is enough money in the account to cover all of the technology that is distributed through the telecommunication device distribution program as well as to

cover the cost from Hamilton Relay. So, I thought that was very interesting and I guess it is invested well. Okay. Are there any questions about that, that I probably can't answer?

Okay. Hearing none, I will proceed to call on Rich for the vice chairperson's report.

>>RICH MCGANN: Thank you for sharing about the funding of the account. I think the reason for that is that a long time ago Phillips we had actually worked together on how to do the financing for the telephone bill, those charges, the surcharge every month. And so, every resident, you know, has a telephone and every business has a telephone and you know as well as mobile phones, so those charges have added up. So for example, the \$0.06 a month plus the businesses paid \$0.12 and mobile is \$0.03 so that money, you know, has been accumulating and that has really made that account, you know, go through the roof. So, you know, the work to maybe divide that money into the appropriate places and so that's what helps Hamilton. You know, right now the FCC has changed and they have improve it had relay because of VP and so they work on those improvements that we need to, you know, work on in situations that relate to increased technology. Is that good? It is okay? Any questions?

>>AMY GOLDMAN: No. Thank you, Rich. We appreciate that you bring the historical prospective on this program that is important to so many people to stay connected.

>>RICH MCGANN: Okay. So for the minutes, I read those, please use one word for deaf and blind it should be consolidated into one word there should not be an and/or not necessarily a deaf with a slash. It is just deafblind the slash would mean or. So people get confused and misunderstand and also with, you know, with a hyphen, I know for the school for the deaf and blind. For the school for the deaf and blind would mean both and/or. It gets very confusing in the terminology. So HK and C had formally changed and removed the hyphen or the slash and even the word and and has changed that to DeafBlind and consolidated into one word without a space or any punctuation.

>>AMY GOLDMAN: Great. Thank you that's an important amendment to the meeting minutes.

And that HKC is Helen Keller center.

>>RICH MCGANN: Yes, correct, correct.

>>AMY GOLDMAN: Thank you for the clarity on that Rich and leading us into the discussion of the meeting minutes. So, are there any other changes or corrections or amendments? Okay. Hearing none, let's approve the minutes of the March 2026 meeting with corrections so, just say I if you approve. So, Rich? Approve with corrections

>>RICH: Yes, I.

>>AMY GOLDMAN: Thank you Sandi.

>>SANDI MCNALLY: This is Sandi, I.

>>AMY GOLDMAN: Has Steve joined yet? No? And I approve with amendments as well. Okay. Moving on to the telecommunication device distribution program report.

>>LAURA GRASSIA: Hello, everybody. I sent my report on Monday, I think. And, I will speak to that now. We are reviewing the January 1, 2026, to March 31st of 2026. So the past quarter was a pretty -- I think it was pretty good. I've kind of changed our little update here to just kind of freshen it up. We received 102 applications from 40 unique counties. So, I

included some regions, so I kind of -- some of the regions are, you know, said, you know, central PA and north east PA and I kind of went through and remembered my 5th grade directional geography and just included some things.

So, we have in the first column here region and then which ATRC covers that region in the second column. The third column would be applications received and from those applications, they were -- how many counties were served in the ATRC region. The next column is how many counties the ATRC covers and then the percentage of the region covered. So, you will see, you know, where in Pennsylvania that we need some work and I don't mean to toot my own horn, but the main region which is my region, the south east region we served all of the counties five out of five which is 100 percent. So I'm very proud of that.

Also had 32 applications which is absolutely fabulous. So, of course always looking to increase and grow all of our regions, so we will keep on that. The next little piece is which counties in Pennsylvania each ATRC has -- covers. So that's just something for reference. 55 percent of the applicants were ages 65 and older. So, out of those 102 applications received, 79 were eligible for equipment. Four were ineligible. Some of those reasons were that they applied too soon.

So, we have a kind of a rule that you have to receive equipment every three years, or you can reapply for equipment every three years due to planned obsolescence.

Another applicant didn't have compatible service which means they had a type of land line service that wouldn't work with the type of phone they selected and didn't want to change their selection.

>>AMY GOLDMAN: Laura, Rich has a question.

>>LAURA GRASSIA: Oh, I'm sorry.

>>AMY GOLDMAN: That's okay. I'm monitoring that for you.

>>LAURA GRASSIA: Thank you go ahead rich is.

>> RICH: Thank you so much. Can you applicants what they are applying for to clarify that.

>>LAURA GRASSIA: Sure the applicants -- yeah, they are applying for equipment for TDDP.

Is RICH: Yeah of course of course, that sign can be used for volunteer or applicants. Thank you. Lou you know, we also had about 17 folks that had incomplete applications. They were missing some piece of the documentation that the supporting documentation that the grant needs.

14 were inactive meaning that they never responded to many reach outs. Either by phone, e-mail or US Postal Mail. And then, we had quite a few folks withdraw. So seven. So three of those seven refused service plans. So they wanted a device but they wouldn't get a cell phone plan. So, if that's the case the phone will not work or the device will not work when they are in the community and that's the main use of the program is used at home and in the community.

Some of them didn't need equipment and some also got equipment elsewhere. So, sometimes people's family just buy the equipment for them. They have applied, but, you know, they would rather have something from their family. But that's great. That's pretty good.

So in the quarter, January through March we had 64 unduplicated residents that received equipment from 34 counties. So, again, we have a lot of those recipients in the south east region also in the western region.

I included some numbers there 65 pieces of equipment were ordered for 64 consumers. We had one consumer who applied for both a land line and a wireless device. And you can see here that we only really had six land line equipment devices. So, that number is dwindling. So last year around this time, it was about 12 or 13 pieces of equipment. Now it is 6. Tiffany, I see your hand there

>>TIFFANY TRAN: I was going to see if you were trying to project your report on the screen it is not shared with the group. I just wanted to make you aware of that.

>>LAURA GRASSIA: I can totally do that for you. Yeah, I should do that. Let me just get --

>>AMY GOLDMAN: There are people online who have gotten the program -- the distribution of the materials.

>>LAURA GRASSIA: Oh, I see, okay.

>>AMY GOLDMAN: Thank you, Tiffany.

>>LAURA GRASSIA: Thank you for bringing that to my attention I'm just making some magic here with the computer screen and hoping to share in a minute.

Share.

>>AMY GOLDMAN: And Rich has his hand raised as well

>>RICH MCGANN: Thank you for sharing this important information. I have been following along but I wanted to add a little thing about DeafBlind people. Some DeafBlind people do not have a case through OVR so some have no idea about the programs and the support that is available and they need help with just getting that information out to the DeafBlind individuals some OVR and BBVS again DeafBlind people are completely ignorant to their existence I think that's an important issue we should address.

>>LAURA GRASSIA: Yes, so there is another program that Temple university has called the I Can Connect program. Mainly if someone is -- comes in as a DeafBlind person, they are usually referred to that program just because the assessment process and the equipment might better suit the needs of the DeafBlind person. I have in TDDP approved some DeafBlind or people with both vision and hearing loss. Usually it is someone who has had a life long vision loss or hearing loss and then the second either hearing or vision loss comes on and they still have -- they are still able to use the equipment that TDDP offers.

So, we definitely do that as well. You know, I work very closely with the program manager of I Can Connect to, you know, work on that. Make sure people are in the right program that suits their needs the most.

>>AMY GOLDMAN: This is a.m. Rich is your question more about outreach?

>>RICH MCGANN: Yes, there is some DeafBlind that are afraid to acknowledge their vision issues and how best to improve those circumstances and try to be positive and be a little bit overwhelmed and try to be a little more open minded.

>>LAURA GRASSIA: Cool. Okay. I don't understand, but I'm, you know, open for suggestions. We do definitely serve all folks that, you know, have a need for equipment, so

--.

>>AMY GOLDMAN: Okay. Continue thank you Laura.

>>LAURA GRASSIA: And I am having some sharing issues, let me just try to -- I can't figure this out without having to end my call.

So, I will -- of course this is perfect.

>>AMY GOLDMAN: Denise, can you perhaps help us out. If.

>>LAURA GRASSIA: If you could share my report I sent on Monday that would be wonderful.

>>SPEAKER: Is there a page you would want to start on.

>>LAURA GRASSIA: Let's go to page -- I think it is number 2.

>>DENISE MCCRACKEN: Okay.

>>LAURA GRASSIA: And I do promise to adjust my settings for the next meeting. Technology.

>>AMY GOLDMAN: There we go.

>>LAURA GRASSIA: Yes, so the next page we will go down to the second page which has yeah. There we go devices. You will see there is a decline in landline devices. This doesn't surprise us at all. Most folks are applying for wireless device which is a cell phone or tablet you know, with the dawning -- I should say with the sun setting of TTY's and analog lines more hard of hearing and deaf folks are using video, VRS apps or built in video chatting software on the phones or tablets and we are starting to -- actually I have been trying to educate folks about RTT since 2019, but we are trying to now push that and show people, you know, the two methods of RTT real time text and how it is replacing TTYs and two methods meaning there is a way to use AI for the captions for the texting back and forth and there is also the real person that -- the communication assistant in between. So, this is especially important for folks that can't voice, but they can still text. So, I have shown folks that have a speech disability, especially if they need speech to speech relay which is really cool.

And our biggest device, you know, our most popular devices are the iPhones and we had the iPhone 16 and the Samsung galaxy and they have discontinued. The and the S25 fes for the Android line.

So any questions on equipment before we go down a little bit? And Denise, can you get to the third page for me?

Thank you so much. Total equipment costs were \$58,140.50. And Rich I see you have your hand up again. Go ahead.

>>RICH MCGANN: Yeah it is wonderful you are sharing about the iPhones and iPad and different tech. Now some how, you know, one of the problems the Samsung and Android aren't necessarily compatible. For example, apps such as face time. It has improved so, you know, DeafBlind people can use face time if you practice and train and teach how to use face time with like family and friends DeafBlind people can use the video for expressing the ASL and the family and friends can type back for the DeafBlind person to read in braille. I went to the apple store and said why are you not able to use face time. They were able to show me how to use that and there was great education and being able to, you know, explain to people how to utilize that face time for communication with family and friends

utilizing the video and braille.

Now, I understand that, you know, times are changing and the TTYs people aren't really using those, but, you know, utilizing the VP and 711 we can still use those but DeafBlind those have been more limited.

>>LAURA GRASSIA: It is a good point the face time for apple. Android claims that you can call from an Android to an apple using face time. I'm not sure I haven't tried it.

But, there are -- they are marketing it something like that. Maybe they changed it in the last update. I do know that there are methods of using, I think it is called braille back for Android and there are, you know, other video calling things like Skype or, you know, there is a Google video call. I think they call that Duo or something like that or chat.

So, I honestly don't have many folks choosing Androids and if they are blind, they are choosing the Google Pixel because the talk back in Android kind of argues and fights with the Google assistant.

So, with Apple, you have your Siri and you have the voice over and they kind of mix well together and they work together. So, I have a lot of folks who are, you know, they are dead set on an Android and I'm like are you sure how are you going to use this phone and then we demonstrating the arguing back and forth and they end up choosing, you know, the more accessible Apples. You can't tell that I'm team Apple can you? But I am. But, of course we have to know all of the devices and, you know, I think the Google Pixel is great. I'm excited to be getting soon the Google Pixel10. We do offer the 9, and you know, folks are they are team apple or team Android and we can't change their mind.

And, Rich gets it.

>>SPEAKER: And I just want to add one thing. I remember in the old time television, you know, you had ABC20/20 and Walters had [indiscernible] who he himself was one of the founders for the Helen Keller national center. He was born here in Pittsburgh. But, he was asked what is the hardest thing in a DeafBlind person life he said deafness separates us from people. What that means is blindness those people are very much dependent on the hearing on their ears.

You know, deaf people are able to see, but they don't get those words. They completely over their heads.

So for people to understand technology, that's great and there has been a great improvements in that but there is not enough advocate I for the deaf and the need for them to get access to language.

>>LAURA GRASSIA: That's a great point Rich, thanks for sharing. Really enlightening.

So, we should talk more Rich. Any other questions before we go on to outreach?

No? Okay. So, consumer education and outreach. We had 10 events in the quarter with an estimated attendance of almost 1100 folks. Three events reached under served populations and those under served populations for TDDP are the deaf and hard of hearing communities.

That makes me upset, but we are working on, you know, more targeted outreach for those communities.

We were in four counties and those three events that were for deaf and hard of hearing

communities were statewide events.

So that was the two days at the ODDH office Of Deaf and Hard of Hearing hearing loss expo and I did a presentation there for tools for hearing. So there were kind of like different types of folks visiting each day and then different folks in the presentation as well. So, I kind of broke those out into three events. Technically they were.

So, 73 percent of devices were for vision disabilities. 15 percent for were hearing disabilities and 12 for other disabilities.

Such as cognitive, physical and what was the other one? And speech. Pardon me.

So targeted mailings reached 1,220 people and social media posts, 15,682 people were reached through social media.

Six participants requested support with their devices. That totalled seven hours of set up, training or troubleshooting. 100 percent were surveyed and 100 percent were highly satisfied.

Total outreach efforts reached almost 18,000 Pennsylvanians and we do send a satisfaction survey to device recipients. We had a 95 percent rate on satisfaction and 98 percent were satisfied with the program and I think that's great. So, I have implemented phone calls, e-mails some texting and USPS mail in the survey grasping of the survey data and it seems to be working pretty well.

So, any other questions?

>>AMY GOLDMAN: This is Amy. How would you say if you know, most people hear about the program?

>>LAURA GRASSIA: Um -- so, I can say in most cases when I do ask that question on the applications, it is usually through an agency, or a previous recipient of the program, a previous applicant.

So they have applied before, they received equipment and then they reapply in the three years to get another device. But, mainly I do have a lot of referrals from VBVFs and also OVR and then the agencies that we reach out of.

I think a -- I can owe a lot of my success in the south east region by becoming very prevalent and active with vision agencies and other agencies that are in the region. So I call them feeder agencies and this is an older term, I'm sure it is an education but it was in my old long term care days, you know, feeder areas and feeder churches and you just stoke these relationships and then it never ceases to amaze me because I'm not doing that much marketing, you know, I kind of pick a new agency or two every quarter to kind of target and of course it is election time, so the -- yeah. So oh no not bad, the actual offices for the representatives and senators are reaching out and I'm reaching out to them and presenting on certain -- not presenting but having a meeting with their point person and then sending them materials.

So, you those targeting mailings are really important and also if you are in an area in a county doing some demonstrations or consumer support, I kind of hit other agencies on the way around and back. So it is not like a -- not a wasted trip, it is to the max what I can get out of it.

I try to teach that to the regional centers the ATRCs because, you know, it is not -- we are

not reinventing the wheel or we shouldn't be.

So, yeah, I don't know it is -- you have to prepare and plan and that's hard for some folks. I do give them all my trade secrets because I really do want to serve as many people as I can in the state.

That's a big goal.

>>AMY GOLDMAN: Great. Well thank you so much for your report. Are there any other questions before we let Laura go and turn it over to Hamilton?

Okay. I don't see any. So, thank you again for your report.

>>LAURA GRASSIA: Oh, thank you so much. I know numbers are boring but I try to make it exciting.

>>AMY GOLDMAN: No. It is exciting. I was particularly gratified to see you reached Delaware and Chester county which are sometimes very difficult.

>>LAURA GRASSIA: Oh and I think Bucks is the hardest counties those are the ones that have ramped up a lot. It is great make friends everywhere we go.

>>AMY GOLDMAN: All right. Thank you Laura.

>>LAURA GRASSIA: Thank you have a good one.

>>AMY GOLDMAN: Okay. Allison, do you want to provide the relay report?

>>ALLISON LABRIE: Hi, this is Allison. Of course; I will get my screen up. There we go. I was a bit nervous after Laura it wouldn't work for me. That would be my luck.

So, here is Hamilton's report presented by me of course Allison and then I have Thad and Jenny presenting after me. I did want to note this is Jenny's last meeting with us. I'm sad and I really appreciate everything she has done in Pennsylvania and I think I can speak for all of us when I will be sad to see her not at these meetings anymore. She won't be leaving Hamilton but she will be leaving Pennsylvania. So starting July 1st, Conner will be taking over Pennsylvania CapTel outreach efforts. He has been an outreach coordinator with Hamilton for three years and he has valuable experience and some fresh ideas he will be bringing. Jenny will be training him, helping him through that transition. I'm sure it is going to be seamless. I can send out an introduction to the board just so you have his information. How his name is spelled and everything and get him on the agenda. We are excited for you guys to get to know Conner and I know he will bring a great new prospective to everything and he will be ginning us at our next meeting.

That's my quick little intro blurb. Our first slide is our services we provide in Pennsylvania. We have TRS which is traditional relay service telecommunication relay service and then all of those beautiful acronyms underneath it. HCO, hearing carry over. Speech to speech. TTY which would be the old traditional relay service. VCO which is voice carry over. And, then voice. And when I show the TRS numbers elsewhere in the presentation that is what that encompasses. If you want information on what all of those are reach out to Thad I'm sure he would love to tell you. We of course have CapTel all of the numbers through this presentation will be the traditional analog CapTel called PTSN. Don't ask me what that stands for. I always get it wrong.

Just wanted to throw that out there. I know acronyms are a lot and can be confusing.

So, our first slide is the TRS percent answered in 10 seconds. This is covering one year and

we have a blue line showing that percent answered in 10. It is pretty close to 100 percent. I think the lowest we went is 96. Our requirement is 85, so we are doing great on this front. The next slide is that CapTel percent answered in 10 seconds. Again we have a blue line showing and it is 100 percent for the entire past 12 months which is also very exciting. This slide is the TRS session and conversation minutes. We have a blue line showing those session minutes and the -- you could call it pink or purple line showing conversation minutes. They are staying about the same average which is actually unique to Pennsylvania compared to other states I've seen that we are not really seeing any significant drop with transitioning to more modern services. So, I find that very fascinating that Pennsylvania is an exception to the rule here. It is pretty cool, I don't know why that is, but it is a fun little fact for you. This slide is the CapTel session and conversation minutes. Again the blue line for session and the pink for conversation. We are starting to see a descent decline in those after we went up last quarter this isn't surprising we are seeing this across the whole nation as the lines are transitioned from analog to digital. People are switching to the IP phones or Internet protocol.

This slide is the CapTel PTSN phones used in the last 12 months. Seeing the decrease matches up with the minutes decreasing as people are changing to different phone models because then these are PTSN. Switching to the different phone models the newer phones that work better than as their lines are switching over from analog to digital.

This slide is the TRS quality scores for most recent month. When it says most recent month, they do mean April. I'm not going to read every number on here because they are a lot and I think the interpreters would be unhappy with me. But.

>>SPEAKER: Sorry to interrupt but Rich is interested to know what the difference between analog and digital.

>>ALLISON LABRIE: For the lines I'm talking the analog to digital. The analog are traditional copper phone lines and then the digital would be the new fiber phone lines when the lines are changed over from copper to fiber, the traditional CapTel phones stop working.

>>RICH MCGANN: Great. Thank you very much.

>>ALLISON LABRIE: No problem. So for our quality scores, we have a company wide average of 98 percent and they are typing 75 words per minute with an accuracy of 99 percent.

We require them to have 60 words per minute and so we are definitely beating that and oh 98 percent accuracy.

So they are doing great.

This slide is the captel scores also for April. This is a word error rate which is the number of errors versus the number of words for the period of time that this CA captioning assistant is being observed. They are doing real, really well and we are happy to see that. I'm glad we are giving quality captions to all of our users and same for TRS of course our captioning and communication assistants are doing amazing.

These are the customer care contacts for February through April. Most of the calls are wrong number or hang up we had a descent number of external complaints which are people calling for relay when they mean to be reaching someone else. They see the

number on the billing statement and they call us thinking we are a bank for example. I don't know if I have ever explained what that number is. But, I know, Rich is still fairly new so for that clarification there.

Otherwise, there is not a lot of calls elsewhere. Most of these general information calls are asking how to place or receive a relay call.

This slide is the CapTel customer care contacts for that same February through April period we had two calls asking for help setting up a phone and three asking for information or education these lines are open if other people need help especially if their lines do get converted to fiber and their phones stop working, they are qualified and trained on helping get people the resources they need to get their phones working again.

That's the last one for me. Are there any questions before I go to Thad?

>>AMY GOLDMAN: Thank you so much. I think before we turn it over to Thad, let's take a short break maybe come back in about 10 minutes. Give our interpreters a chance and captionist.

So, see you all back at about 10:35.

[Break until 10:35].

>>AMY GOLDMAN: Okay. Welcome back together in about one minute.

Okay. Let's reconvene, and Thad if you would start us back where we left off with the Hamilton relay outreach report.

>>THAD GRAHAM: Absolutely. As I said before my name is Thad Graham I'm the Pennsylvania telephone relay service outreach coordinator for Hamilton Relay. As you can see, beginning of my report goes over the events for I believe it is February through April of 2026. During that time, I went on 18 field visits. I had three one on one meetings. Exhibited at 10 different organizations or 10 different locations and had three presentations.

You will also see I included a photo. If you look closely, you will see someone we recognize in the bottom right corner of that photo who is one of our interpreters. So I was able to present for her ASL students at Bloomsberg University. Upcoming events, we have multiple field visits scheduled across the Commonwealth. As many of you know, the summer is full of exhibitions opportunities. Health fairs. All kinds of places for us to go out and spread the word and of course some relay friendly business trainings scheduled with some local organizations as well.

If you go to the next slide, please. Just a friendly reminder that we do have the Hamilton community leader award which is a statewide recognition program to recognize an individual or organization who serves as a leader in the deaf, DeafBlind or speech different community. We are still looking for nominations or Pennsylvania and that dead line is July 7th. If you know of anybody in these communities who are volunteering their time to make it -- make Pennsylvania a more accessible place, we would love you to send them our way and we would love to recognize them here in Pennsylvania and I would love to recognize them in person.

And next slide, please.

Also a friendly reminder about our scholarship award program. We did not receive any applications for the Hamilton Relay high school scholarship award this year. We were able

to recognize one wonderful young lady last year who attended the school for the deaf in Pittsburgh, but we did not receive any applications this year. You know, please if you are talking to any high school seniors and going into postsecondary education we would love to recognize them with this scholarship. The dead line of course has passed, but we will start taking applications for the 2027 scholarship here starting in the fall.

That is it -- my report if anybody has any questions, I would love to answer them. I will take that as a no and I will pass it off to Jenny for the CTRS report. Thank you everybody for your time.

>>RICH MCGANN: This is Rich can I ask a question.

>>THAD GRAHAM: Absolutely I didn't see any hands pop up.

>>RICH MCGANN: Thanks Thad. You were talking about these awards for high school, deaf, hard of hearing and DeafBlind students. I was not aware there was an award how were people to know about that.

>>THAD GRAHAM: So we talk about them when we go out to different places. It is part of our presentation, our power point or however we are presenting. Any time we do a presentation we of course tell individuals and organizations about it. We have hand outs and fliers at our booths. We also have an e-mail blast we send out to different organizations we have worked with in the past including the schools for the deaf in Philadelphia and Pittsburgh. You know, previously we have received applications from both schools. Sometimes we get a couple of applications from one school and not the other. When it comes to the scholarship, you know, we send out like I said e-mail blasts, we post it on social media, same with the awards program as well.

>>RICH MCGANN: Thank you so much.

>>THAD GRAHAM: You're welcome.

>>RICH MCGANN: I had no idea, okay.

>>THAD GRAHAM: That's why we wanted to bring it up here as well because each one of you has interactions with individuals that may benefit from these programs. You know, a scholarship is free money to these individuals these kids so they can better themselves and better Pennsylvania. So, we would love to recognize them and we would love to recognize individuals in Pennsylvania that are making it more accessible for the individuals we serve. Now each one of you know you can pass it along as well.

>>AMY GOLDMAN: Thank you.

>>THAD GRAHAM: Thank you very much.

>>AMY GOLDMAN: And Jenny.

>>JENNY PEARSON: Good morning once again. My name is Jenny Pearson and I'm the Pennsylvania caption telephone relay service outreach coordinator. The past several months, I was able to connect with the central Pennsylvania work force development corporation for a relay friendly training. There were 47 attendees. We do this often in the spring. They want to understand how to be able to take calls using relay and they want to understand how to make calls using relay to folks who are not using traditional telephones. Upcoming events for CTRS, we have a sponsorship and exhibit at the Omnium Circus in Philadelphia. Originally we were supposed to attend this event in the spring. However the

venue where they had scheduled to have this event was under construction so they had to postpone it. I'm happy to say Conner is ready to go to attend this in Philadelphia this fall. For those of you that are not familiar, the Omnium Circus is a presentation and event for individuals of all abilities to attend a circus and celebrate everyone's differences and everyone's similarities.

Finally, we have an advertising campaign coming up this fall for the caption telephone relay service with MedScreen advertising. Give me one second and I will pull up the specifics on that.

Okay. So, basically we are going to target doctors offices in counties like Lehigh, north Hampton, Bucks, Montgomery, Carbon, Monroe, Scugal, Lesern and Lakawana counties. This includes over 504 locations of doctors offices and are ad will be 7.5 seconds in length. It will be shown on a television screen in doctor offices waiting rooms and this will happen between September and October this fall.

We are currently in the process of completing the advertisement itself and we will have a copy of that to the PUC to have a look at very shortly. Is there a next screen?

>>ALLISON LABRIE: There is not sorry. This is Allison.

>>JENNY PEARSON: No problem. Thank you Allison and now I will open it up to any questions anyone might have.

>>AMY GOLDMAN: Okay. I do not see any questions. Thank you so much for your report and again best wishes.

>>JENNY PEARSON: Thank you everyone. This is Jenny. I want to thank you all for the opportunity and I will miss you all and if you ever have any interest in learning more about Georgia relay, I'm your girl. Thank you very much.

>>AMY GOLDMAN: Okay. All right.

Returning to the agenda, old business. Our standing item of old business is recruitment, recruitment, recruitment and there have been no applications submitted. I have asked Denise to follow up with Melissa Hawkins and a woman who had previously indicated some interest, but again, no applications have been received.

So, thanks to the Hamilton folks and the TDDP folks. I know you are always alert for any potential members as well.

All right. New business.

And Rich, I think you had indicated that you have some topics that you would actually like to put on the agenda for future meetings. Could you elaborate on that?

>>RICH MCGANN: Yeah, I think it is important to know about Hamilton, that's fantastic, but now I think we need more deaf and hard of hearing need to throw that TTY out the door the VRI the video phone that is definitely better and they are a little more used to that. There is an app called mymmxdb and that provides support for DeafBlind people with video relay because before it was under global VRS, and then it changed there was FCC changed it. The cost was reduced. They needed some help. So what they need is very important. I think we should encourage both Sorcen and purple the video relay services that are available for deaf and hard of hearing people and they asked me how they could help DeafBlind people and I said, you know, some DeafBlind people are really not great

with English that's not their particular skill so a video relay service would be better because then you would be able to have a video relay would be better because you would be able to have tactile signing which is when a DeafBlind person puts their hand on another interpreters hand and they are able to see through the relay service. So we decided to move to Sorasen so I would like to see them share and have VRS work and try to get these companies to work together and have more efficient services for the hard of hearing DeafBlind. They also have an application for mobile, so I think we need to look a little bit more into that and see what they are doing as well. Some people have a better idea -- know what to do.

>>AMY GOLDMAN: So Rich, thank you for those comments. The concern that I have first of all definitely important for there to be collaboration among and between the tech companies and understanding the nature of disability and especially people who are DeafBlind, but it does sort of exceed the mission of this committee which is a more narrow focus on a Pennsylvania and the programs under the PUC specifically the relay and the equipment distribution program, but, you know, as always your advocacy is really appreciated, but I'm just not sure what within the scope of the TRS advisory board we can accomplish in that regard. I don't know if anybody in the PUC or other folks in the meeting have comments on that?

Okay. Is there any other new business that people would like to bring forward?

Is there any public comment seeing none, just a reminder our next meeting is scheduled for September 2nd. 9:30 on teams. So do I have a motion to aSKWRERP.

>>SANDI MCNALLY: This is Sandi, I move to end the meaning.

>>RICH MCGANN: Yes, second.

>>AMY GOLDMAN: Okay and Steve is not here and so so I will say that at 10:52 we are adjourned and again, thank you all for coming today. Have a great summer. Stay cool.





TDDP Update
January 1, 2026 to March 31, 2026

Applications received by region: 102 in 40 unique counties

Region	ATRC	Apps received	Counties ATRCs Served	Counties ATRCs Covered	% of Region Covered
Northwestern	CRI	8	5	7	74%
Western	CLASS	15	5	7	74%
Midwestern	LIFT	2	2	6	33%
Southwestern	TRPIL	5	4	7	57%
North Central	CILNCP	8	6	10	60%
Central	UCPCPA	9	6	12	50%
Northeastern	UCPNEPA	7	2	6	33%
Eastern	LVCIL	16	5	7	74%
Southeastern	MAIN	32	5	5	100%

Counties served by region:

- CRI: Clarion, Crawford, Erie, Forest, Mercer, Venango, Warren
- CLASS: Allegheny, Armstrong, Beaver, Butler, Indiana, Lawrence, Westmoreland
- LIFT: Cameron, Clearfield, Elk, Jefferson, McKean, Potter
- TRPIL: Bedford, Blair, Cambria, Fayette, Greene, Somerset, Washington
- CILNCP: Centre, Clinton, Columbia, Lycoming, Montour, Northumberland, Snyder, Sullivan, Tioga, Union
- UCPCPA: Adams, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Lebanon, Mifflin, Perry, York
- UCPNEPA: Bradford, Lackawanna, Pike, Susquehanna, Wayne, Wyoming
- LVCIL: Berks, Carbon, Lehigh, Luzerne, Monroe, Northampton, Schuylkill
- Main: Bucks, Chester, Delaware, Montgomery, Philadelphia

55% of applicants were ages 65+.

Eligible applicants: 79 (includes applicants whose applications were still in process prior to 12/31/2025)

Ineligible applicants: 4, applied too soon 3, and noncompatible service 1

Incomplete applications: 17

Inactive: 14

Withdrawn applications: 7 (refused service plan 3, doesn't need equipment 2, got equipment elsewhere 2)

Device Recipients by region: 64 unduplicated recipients in 34 counties

Region	ATRC	Devices Distributed	Counties ATRCs Served	Counties ATRCs Covers	% of Region Covered
Northwestern	CRI	7	5	7	74%
Western	CLASS	10	3	7	43%
Midwestern	LIFT	3	2	6	33%
Southwestern	TRPIL	6	4	7	57%
North Central	CILNCP	4	4	10	40%
Central	UCPCPA	7	5	12	42%
Northeastern	UCPNEPA	4	2	6	33%
Eastern	LVCIL	6	4	7	57%
Southeastern	MAIN	17	5	5	100%

Devices Distributed from March 1, 2026 to March 31, 2026:

65 pieces for 64 unduplicated consumers. One consumer received both a wireline and wireless device.

Device Name	Quantity Ordered
Clarity Alto, Amplified Telephone	0
Clarity Alto Plus, Amplified Telephone	0
Clarity JV35, Talking Amplified Telephone	0
Clarity JV35W, Talking Amplified Telephone	0
Serene Innovations HD-40P, Amplified Photo Telephone	1
Clarity XLC8, Amplified/Cordless/Bluetooth/Answering Machine	3
CapTel 2400i, (Touch Screen) Captioned Telephone	2
CapTel 840 Plus, Captioned Telephone	0
CapTel 840i, Captioned Telephone	0
CapTel 880i, Captioned Telephone	0
Ultratec Superprint 4425, TTY	0
Clarity XLC8-GLT (VCO)	0
Reizen, Big Button Speakerphone	0
Signaler: Clearsounds CR200, Loud Ring Signaler	0
*Apple iPhone 16e (128GB)	31
Apple iPhone 17e (256GB)	8
*Samsung Galaxy S24FE 5G (128GB)	4
Samsung Galaxy S25FE 5G (128GB)	0
Google Pixel 9 (128GB)	1
MiniVision2+ 4G Mobile Phone	1

Device Name	Quantity Ordered
BlindShell Classic 3 Mobile Phone	4
SmartVision3-Omni Package	1
Apple iPad 5G (128GB) (11 th generation)	4
Samsung Galaxy S10 FE 5G (128GB) Tablet	3
Serene Innovations SA-40 HearAll Cellphone Amplifier	0
Smart Signaler: Serene Innovations RF200 Alerting Device	0
Smart Signaler: Bellman & Symfon Vibio Bed Shaker	0
Exceptional Equipment: Raz Mobility Memory Cell Phone	2

Wireline Equipment – 6 devices totaling \$867.50

Wireless Equipment – 59 devices totaling \$57,273.00

Total Equipment Costs: -- 65 devices totaling \$58,140.50

TDDP Recipients by Age Demographics: 50% of recipients are ages 65+

Age Range	Count
6-10	3
11-16	1
17-21	2
22-55	13
56-60	3
61-64	10
65+	32

TDDP Consumer Education Outreach Events Summary: January 1, 2026 to March 31, 2026:

Total Attendance (estimated)	1,094
Number of Events	10
*Events reaching underserved populations	3
Counties Reached	4
Statewide Event	3

*Three events reached the Deaf/HOH Communities.

Other Highlights:

- 73% of devices were distributed for vision disabilities. 15% of devices were distributed for hearing disabilities. 12% of devices distributed were for other disabilities.
- Targeting mailings reached 1,220 people. Social media posts reached 15,682 people.
- Six (6) recipients requested support with their TDDP devices totaling 7 hours of set up, training or troubleshooting. 100% survey response. 100% highly satisfied with the service.
- Total outreach efforts reached 17,996 Pennsylvanians.
- 95% response rate on satisfaction surveys. 98% highly satisfied with the program.