

Disability Advisory Committee (DAC)

Certified Meeting Minutes

June 16, 2016

Certified by Claude Stout 7/15/2016

The DAC June 16, 2016 meeting opened with introductory remarks by Co-Chair Claude Stout and Designated Federal Officer Elaine Gardner. Karen Peltz Strauss, Deputy Chief of the Consumer and Governmental Affairs Bureau, next introduced FCC Commissioner Mignon Clyburn. Commissioner Clyburn in her remarks thanked the DAC, which she called “a critical voice for individuals living with disabilities.” She described her recent visit to the campus of DAC member Perkins School for the Blind, summarized recent Commission actions on disability rights issues, and spoke eloquently about the need to bridge the digital divide.

Following Commissioner Clyburn’s remarks, and a roll call of those members present, Karen Peltz Strauss initiated an update of significant Commission action relevant to the DAC since the February 23, 2016 meeting. First, she announced that Gregory Hlibok, formerly Chief of the Disability Rights Office, had left the Commission. Ms. Peltz Strauss thanked Greg Hlibok for his many years of extraordinary service at the Commission and in the Disability Rights Office. She announced that Suzanne Rosen Singleton was the new Acting Chief of the Disability Rights Office, and that Eliot Greenwald, in addition to his position as Deputy Chief of the Disability Rights Office, had now been named Assistant to the Bureau Chief of the Consumer and Governmental Affairs Bureau on Telecommunication Relay Service Issues. Karen Peltz Strauss next announced that on June 10, 2016 the National DeafBlind Equipment Distribution Program pilot had been extended for another year. She explained that during this extension, the Commission will finalize a rule and order to transform the pilot program, which has already helped over 4,000 people, into a permanent program.

Next, Suzanne Rosen Singleton, Acting Chief of the Disability Rights Office, discussed further recent Commission action. She explained that the Commission had recently released a Public Notice seeking comment on Real Time Text, with comments due on July 11th, and Reply Comments due on July 25th. Ms. Singleton further highlighted the Commission’s April 1, 2016 Notice of Proposed Rulemaking proposing to expand the availability of video described programming, with comments due on June 27, and reply comments due July 26. She also addressed recent Commission actions on video navigation choices. Next, Ms. Singleton explained a recent Commission Public Notice on the Integrated Public Alert and Warning System (IPAWS), and other integrated alerting systems, related to earthquake notifications, seeking feedback as to how the Commission can ensure that warnings for earthquakes can be distributed in less than three seconds. Finally, Ms. Singleton explained that the Commission is continually monitoring Text-to-911 availability, and updating on a monthly basis new Public Safety Answering Points (PSAPs) that have begun to accept Text-to-911. She stated that there are already approximately 600 such PSAPs in 35 states that have notified the Commission of their ability to accept Text-to-911.

Eliot Greenwald, Deputy Chief of the Disability Rights Office, next reported on a Public Notice seeking comments in anticipation of the Commission’s upcoming Biennial Report to Congress on the CVAA. Robert Aldrich, Consumer and Governmental Affairs Bureau, then reported on a several important items relating to Telecommunication Relay Services (TRS). He summarized a Video Relay Service (VRS) rate freeze adopted by the Commission earlier in the year, which froze the rates for the smallest VRS providers. Mr. Aldrich also explained that the

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Commission's annual TRS Rate Setting Order would be forthcoming in the near future. Finally, he discussed hearing aid compatibility proceedings before the Commission. Mr. Aldrich explained that the Commission is currently considering an updating of technical standards for hearing aid compatibility, a proposal to require volume control standards for wireless handsets for the first time, and a proposal to expand the scope of wireless handsets that are covered by the Commission's hearing aid compatibility rules. He thanked industry and consumers for their work in creating a consensus relating to the wireless handset expansion, and stated that the Commission will be issuing an order in that proceeding in the near future.

Next, Co-Chair Claude Stout introduced Nathan Eagan, Attorney Adviser with the Telecommunication Access Policy Division of the Wireline Competition Bureau, who addressed the Commission's recent proposals to modernize its Lifeline Program. Mr. Eagan explained that the Lifeline Program originally started in the 1980's as a program to help provide communication services to low-income Americans. He discussed the adoption, on March 31, 2016, of a proposal to include broadband in the Lifeline Program, as part of an evolving standard of advanced telecommunications services. Mr. Eagan explained how the new expansion would work, and answered questions from DAC members.

Elaine Gardner, DAC Designated Federal Officer, next summarized the Commission's recent activities to expand the accessibility of telecommunication services and products for people with cognitive disabilities.

Following a short break, Richard Ray and Toni Dunne, Co-Chairs of the DAC's Emergency Communications Subcommittee, gave a report on their subcommittee's activities, and proposed Comments to the Commission from the Subcommittee on improving Wireless Emergency Alerts and Community Initiated Alerting, Docket Number 15-91. After a reading of the proposed Comments, and discussion, a motion was made and seconded to hold a vote on adopting the subcommittee's proposal as Comments of the DAC. The motion was passed, and the Comments were adopted by the DAC.

Claude Stout introduced Lyle Elder, Senior Attorney Adviser with the FCC Media Bureau. Mr. Elder gave a report to the DAC about the Expanding Consumer Video Navigation Choices Notice of Proposed Rulemaking, more commonly referred to as the Unlock the Box NPRM. He explained the goal of this proceeding, to ensure a commercial market for devices that can access multichannel video programming, and the potential consumer benefits that could accrue from this rulemaking. Next, Maria Mullarkey, Deputy Chief of the Media Bureau, addressed the March 31, 2016 Commission adoption of a proposal to increase the amount of video described programming available to consumers and seeking comment on ways to make such programming easier to access.

Lise Hamlin, Co-Chair of the DAC Video Programming Subcommittee, next gave a report on her subcommittee's activities, and read the subcommittee's recommendation to the DAC on the formatting of off-line captioning. After discussion, a motion was made and seconded to hold a

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vote on adopting the subcommittee's recommendation. The motion was passed, and the recommendation was adopted by the DAC.

Mark Richert, Co-Chair of the Communications Subcommittee, next gave a report on that subcommittee's activities.

Following a lunch break, Marcia Brooks and Angela Officer, Co-Chairs of the DAC Relay and Equipment Distribution Subcommittee, reported on their subcommittee's activities. They reported that, as the TRS Center of Expertise (COE) had recently disbanded, matters that the COE had been addressing had been discussed by their subcommittee. The Co-Chairs reported that the subcommittee had prioritized which of those matters it would accept for review, and discussed each of those matters.

Robert McConnell, of the Commission's Disability Rights Office, and David Schmidt, with the Commission's Office of the Managing Director, assisted by James Devine of the MITRE Corporation, next gave a demonstration of the newly developed Accessible Communications for Everyone (ACE) Direct software. They demonstrated the different functionalities of this open source video software for existing consumer-facing call centers in both government organizations and private sector companies. They explained that this new system will allow callers who use American Sign Language to directly interact with customer service representatives, making it easier for government agencies and other entities to offer direct video support services to the public.

Howard Rosenblum, as alternate for Zainab Alkebsi, Chair of the DAC Technology Transitions Subcommittee, next gave a report on that subcommittee's activities, and read the subcommittee's recommendation to the DAC on High Definition (HD) Voice. After discussion, a motion was made and seconded to hold a vote on adopting the subcommittee's recommendation. The motion was passed, and the recommendation was adopted by the DAC.

Karen Peltz Strauss announced that the Commission had determined that it would re-charter the DAC for a second term. She advised members to sign up for AccessInfo@fcc.gov, and watch for emails on the process of making membership nominations for the new DAC term.

During the next agenda item, New Business, members brought up a recent VRS service outage, expressing concerns about access to 9-1-1 services during the outage. The Relay and Equipment Distribution Subcommittee Co-Chairs agreed that their Subcommittee would consider formulating a recommendation on requiring an automatic transfer to an alternate VRS provider when 9-1-1 is unreachable through the default VRS provider.

The public comment period was opened. There were no comments from the audience. Several questions and comments that had been received through the livequestions@fcc.gov mailbox were read and discussed.

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Elaine Gardner gave the dates of the two remaining meetings of the DAC term: September 22, 2016 and December 6, 2016. The meeting was adjourned at approximately 3:15 PM.

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Appendix A
 Disability Advisory Committee Members in Attendance
 June 16, 2016

Last Name	First Name	Organization Represented
Bell (alternate)	Avonne	Telecommunications Industry Association (TIA)
Bibler	Ron	Consumer
Bridges	Eric	American Council of the Blind (ACB)
Brooks (alternate)	Marcia	Perkins School for the Blind
Burstein	Diane	National Cable & Telecommunications Association (NCTA)
Diggs (alternate)	Parnell	National Federation of the Blind (NFB)
Dillner	Ian	Verizon
Dunne	Toni	West Safety Services
Ekman	Lisa	American Association of People with Disabilities (AAPD)
Fletcher	Marc	Avaya, Inc.
Gerst	Matthew	CTIA - the Wireless Association
Guinivan (alternate)	Phyllis	Association of University Centers on Disability
Hamlin	Lise	Hearing Loss Association of America
Joehl	Sam	SSB BART Group
Jones	Gay	U.S. Department of Homeland Security (<i>ex officio</i>)
Hunter	Jocelyn	Columbia Lighthouse for the Blind
Kozma-Spytek	Linda	Gallaudet RERC
Lucia (alternate)	Frank	Wireless RERC
Nygren	Maggie	American Association on Intellectual and Developmental Disabilities
Parkins	Jerry	Comcast Cable
Pila	Joshua	National Association of Broadcasters (NAB)
Rafi	Abe	The Arc
Ray	Richard	City of Los Angeles
Reynolds	Alexander	Consumer Technology Association (CTA)
Richert	Mark	American Foundation for the Blind (AFB)
Rosenblum (alternate)	Howard	National Association of the Deaf (NAD)
Stout	Claude	Telecommunications for the Deaf, Inc.
Taylor	Jamie	Deaf Blind Citizens in Action
Thompson	Hannah	Consumer
Tobias	Jim	Inclusive Technologies
Vandeloop (alternate)	Linda	AT&T Services, Inc.
Yunashko	Bryen	Helen Keller National Center

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CGB Staff

Karen Peltz Strauss
Suzy Rosen Singleton
Eliot Greenwald
Rosaline Crawford
Elaine Gardner
Robert Aldrich
Robert McConnell