

ATEL Committee Meeting

Public Utilities Commission

August 27, 2009

9:00 AM

Attendees:

James Litvack, Pamela Kling, Denise Corson, Sean Gill, Jim Lanni, Laurie Duffy, and Interpreter Yvette Johnson

1. Minutes reviewed and accepted.

2. Denise gave an ATEL update. It has been 5 months since ATEL has moved locations. The waiting list is down to about 30 and a month waiting. The new website is up and running. The ordering process is going smoothly: Denise now places the bids and processes the PO's so new telephone devices are arriving on a timely process. ATEL clients are now almost always receiving home visits, compared to about 50% when ATEL was at Goodwill. Denise has to group clients by towns and give them about a 2 hour time window on their appointment due to seeing numerous clients on the same day; unfortunately, if not available at the day and time Denise will be in their area, they have to wait until the following month. However, Denise dated that most clients are very flexible and just happy to be receiving a home visit. Outreach is way down due to the office hours being cut from 37.5 to 21 hours. Denise has to clean and prep equipment at home due to no space at ORS. Ordering phone accessories like batteries, phone cords and misc. items is still an

issue. There is a backlog of equipment to be cleaned and repaired due to lack of time. Denise stated that she and Kat are going to have a 6 month review of the transition and address any concerns of the new location and office hours.

3. TechACCESS, PARI and Hamilton Relay all agreed to be drop locations; this information has been added to the website. The Committee suggested adding phone numbers and office hours to the drop location information.

4. The Committee thought the new website was very well done- www.atel.ri.gov.

5. Sean Gill brought in the new Captel 800i in for the Committee to see. This is the latest Captel phone that works thru the internet. Denise stated that Sean has been invaluable in helping her set up the new Captel at customer's homes due to the fact that the internet connection and the telephone jack tend to be in different areas. Denise and Sean spent 3 hours setting up their first Captel 800i, which included visiting Cox to purchase a router and cancel her second line, purchasing a telephone line connector and installing the new equipment; the client called the following week and was thrilled with the new device. Sean also spent 6 hours on an ATEL/ORS client that had many issues with his phone services and was in desperate need of a phone since he was unemployed. Sean stated that there is also another Captel model coming out – the 800. This is similar design as the 800i, but works thru analog lines. Jim Lanni stated the the Captel minutes now make up 50% of relay minutes and are more expensive then traditional relay: \$1.52 per minute for Captel vs. \$1.12

per minute for traditional relay. Therefore, future RFP will probably go to the provider with the best CapTel minutes price; Sean stated that only Hamilton and Sprint Relay provide CapTel relay service.

6. James drafted up a letter to Senator Gallo, in hopes that she will fill the Legislative Vacancy on the ATEL Committee. The Committee discussed that they would not ask her to support legislation at this point since we don't know exactly what we'd like to propose yet. Laurie stated that she would contact Senator Gallo to see if she had any interest; Jim stated to make sure she harps on the fact that legislation states that there needs to be both a House and Senate representative on the ATEL Committee. Then, James Litvack will follow up with a letter from the chair that introduces Senator Gallo to the ATEL Committee and requests that if she need not attend all our meeting , but that we can just keep her informed thru minutes and other correspondents. Jim stated that Denise, Kat and himself should meet prior to the next meeting, to discuss what amount of funds we should try to get in legislation.

7. The New Membership Subcommittee met briefly to discuss vacancies. Jim Lanni stated he might have a connection with the phone company. There are several vacancies, but really need to focus on individual w/ Neuromuscular disability; will check with OACIL and PARI, as well as, agencies that support these type of disabilities to look at other and m

8. The date of next meetings: March 4, 2010 from 9AM-11AM.