

**Hearing Loss Association of America (HLAA) – Chapter Meeting
Sherman Oaks Library – Community Room
Sherman Oaks, CA
6/22/19**

MEETING COMMENCES AT 10:00 A.M.

JENNIFER: Okay we have lift off welcome everyone.

>>> Just don't want you in front.

>>> Okay will move so welcome everyone I am Jennifer, I am the President of the hearing loss association of America Los Angeles chapter. And welcome!

So is this not working? Working once. The old fashioned way. So the best way to stay in touch with us is our website, H L A A - L A dot org, we have a Facebook group can come on any time post any time open for anyone to post. Facebook dot come slash group slash H L A A Los Angeles. The group has a way to communicate through e-mail. You are welcome to that in the interim. Y A H O O dot com slash groups.

If you have to e-mail about anything can e-mail us it goes to our self and I believe Tim I believe. Info at H L A A - L A dot O R G.

And some new people we use tell coil, we looped the room, if you don't know about tell coil come up and see us in the break.

It is a way for microphone or speaker to have my voice, or the speakers voice, or whoever, go right to your cochlear implant or hearing aid.

If you don't know about tell coil see us during the break we will update you on that.

Okay.

Today's agenda. So we will do new people.

And then we have our seminar, then take a break, and do Q and A after the break, because we have a little bit of time, then some chapter news, Gary wants to talk, and we have other things to speak about.

So who is new?

>>> We have no new people but people who have come back.

>>> Okay let's do that.

JENNIFER: So if you have not been here in a while you would like to stand up, introduce yourself, give your name, your type of hearing loss, how you heard about us, raise your hand! Anyone? Anyone?

>>> So if you would like to -- my name is Alex have not been here in a year my first time at the Sherman Oaks location. I have a moderate to profound.

>>> The mic never mind.

ALEX: I have a mild to profound high frequency hearing loss for 16 years now.

I forgot how I heard about this group, I don't think I heard, I think I read about it.

And I enjoy being a part of this group, I found the group to be very nice, and very supportive. Nice to see everybody.

-- applause --

JENNIFER: So anyone else anyone no okay.

Well we will go right into the seminar I have heard Richard speak a really wonderful lengthy seminar will have a few questions for him. Let's just gauge it answer questions while we go along or save it till after the break. But without further adieu I would like to introduce the one, the only, Richard Ray!

RICHARD: Thank you, thank you Jennifer, very nice to be here, and wonderful to see so many of you I have not seen in quite a while. For those of you I have never had the opportunity to meet it is nice to meet you, I am honored to meet you. Will talk about emergency services.

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I will cover a lot of information so a warning it will be a little over whelming but will be as interactive as possible.

If it is not clear raise your hand ask questions I want this interactive and en -- so first my roll. I work for the city of Los Angeles department on disabilities as the American for disability act technology access coordinator. My roll is to provide access to city programs services and activities through technology, e merging technology.

So for example, text to 911, visual paging systems, so I work with a variety of the 44 city departments.

And I also provide interpreting services, well let me go back a moment, our office provides interpreting services, cart services, and assistive listening devices and systems, so that people throughout the program can participate in programs and services with ease. Also work with city employees to provide accommodations so that those employees are able to perform the essential functions of their job.

All of those are my roll.

Additionally I also work with the national organization, national association of the deaf.

H L A A, hearing loss association of America at the national level.

And I work with T D I, all on legal issues to talk about to file comments with the Federal Communications Commission. Discuss issues. Work with the department of justice, everything related to communication access. That is who I am basically in a nutshell.

So there is also a lot more, much more. That I am not going in depth about have talked enough about who I am. But I am here today and excited to talk to you about what is happening here.

What is happened in the past, what is happening now, and what is coming, what is going to be happening in the future where are we going in terms of communication access especially emergency communication access for all of us.

So this is obvious. In the case of emergency services, just a few second delay can result in death.

Every second counts.

At the national level there are standards that they have to comply with, all 911 emergency services must respond within 10 seconds.

That is the national requirement.

And if they do not meet that standard they will be fined.

Now our part in telecommunications utilizing relay services and other communication systems are not up to that standard they don't meet that 10 second requirement yet.

Yet!

We have some exciting programs on the horizon, I will talk about those today see how those work and how progress is being made.

I want to explain two different things to you regarding the jurisdiction.

So two important points.

For the Federal Communications Commission, and the department of justice equivalent. So federal communications, commission focuses only on wire less, the wire less industry.

Okay?

While the department of justice focuses on population and entities and local government agencies like the state of California, city of Los Angeles, so state, county, city, local government, that is their jurisdiction, so two separate areas of jurisdiction.

So when we complain about our cellular communications companies and lack of captions issues those are complains you file with the Federal Communications Commission. But if you have a complaint about state or local government being in accessible those complaints are filed with the department of justice. So they will try to resolve those.

So two entities involved with jurisdiction. They do work together, in Tandem, parallel processes, but their jurisdiction is different, so have to take a look. Extremely confusing over who has jurisdiction over what situation. Important to remember telecommunication, communication access, all that is under the Federal Communications Commission. That is cell phones. Telecommunication relay services equipment. All that falls under Federal Communications Commission any questions.

>>> About the land line phone.

RICHARD: So land line phones fall under the stay of California public utilities commission. Very good question, totally different jurisdiction than these two. For federal, they have been advocating strongly to remove analog lines, sunset them so to speak sunset them basically shut them down, which would force us to look at another technology, another communication technology.

And I will be talking a little more about that later on what some of those other technologies can be, good question anything else other questions?

Okay.

So these are our current options for calling in the event of a emergency, voice call, land line, T T Y, how many have used a T T Y, still use, currently using T T Y, no one, no one. Yeah I don't use a T T Y anymore.

It is, it is, basically just collecting dust at my house.

It is a 60 year old technology. Telecommunication relay services utilizing that. Text to 911.

So there is short message service, and realtime text, so two different text to 911 systems and a third party app. The third party app I will talk about later. That is something we want to be careful with.

Something we do not want to use is an app.

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At the national emergency, sorry, national emergency number association, N E N A, they are opposed to the use of third parties app to place emergency calls in the field. Some huge issues with that.

I don't know how many of you have more than 100 apps on your phone!

How many? More than 100 apps on your phone? I have about 400 apps on my phony would not be able to find a third party app to call in the event of emergency.

So want to use native 911 calls which means you use the phone as you use it on a daily basis.

And then media communication and line services, I will talk about that a little later on in the presentation, what that means, how that will change how we call 911 rather than being routed to a third party provider relay service, having them place the call to a 911 provider, this would be direct access to the 911 provider.

So that is something we have some in depth documentation we will be submitting.

I was previously the co chair of the emergency access advisory committee. Appointed by the F C C chairman. We had about 45 subject matter experts who were on that committee talking about various issues.

And those issues included a national survey that was being performed, and looking at previous, current, and future ways of interacting and contacting 911.

So that was the study that we did, pretty in-depth study, and we made 14 different reports with recommendations to how we could improve 911 access.

So.

All right.

Now to give you an over view an idea of the department of justices section 35. -- 961 and 35.162 those two detections says that we must provide T T Y or effective telecommunication systems to, to contact 911.

Okay?

So that is key, essential part of their statues. The department of justice, whoops, apps must, at a minimum, use T T Y's or other equally effective telecommunications system to communicate with individuals with hearing and speech disabilities, that has been filed with the Federal Communications Commission as well so clear for both of them.

Now we use T T Ys okay good enough.

Well no, that is not good enough, many people are no longer using, T Ys anymore so that eliminates that section of the statute, in the communication as legal chair we had a meeting with -- sorry let me go back.

I had a meeting with the assistant attorney general at the department of justice, and I asked them to remove T T Y from this section because the technology changed so much the use of T T Y is obsolete. There was a lot of discussion about T T Ys, I said okay, so you need to add or equivalent effective telecommunication systems. So they added that phrasing you see there as an amendment to the act, which is acceptable, but we all know that the industry, the use of T T Ys is greatly diminished now we have alternative ways of communicating with 911.

So.

So now we have three options for contacting 911 other than telecommunications relay services and, and those assistive tech, three additional ways, T T Y, S M S, short messaging systems, and R T T, realtime text.

How many of you have experienced with S M S to, to call 911, S M S, text to 911, how many have used S M S, short messaging system, just 1?

How many don't know what S M S is? Okay.

So that is good to know, how many of you know what R T T is? 1 person, two, the second maybe. Two and a half. Okay.

So it is not well advertised.

It is not promoted. Maybe that is a better way, not promoted well enough, so I will show you what these are.

So E L A the emergency communication access committee back in March of 2012 yeah we had a meet, and we knew that there were many issues in terms of accessing 911 through T R S, telecommunication relay service systems it was difficult.

Because, first of all, the time to actually reach 911, sorry, the time to actually reach the V R S provider might take 10 seconds up to 2 minutes to actually make initial contact with the video relay service provider, then the time for the video relay service provider to contact 911 was additional delay, so might take anywhere from 1 minute to 4 minutes.

I have the record, 11 minutes!

11 minutes to reach 911!

Which means my functional equivalent is much less than a person who does not need to use that technology so first issue.

Second issue is our parts, our part of the telephone call my part of the telephone call is not recorded.

Only the telecommunications relay service provider or the communication assistant or video relay service interpreters and telecommunication parts are recorded. So my part of the call is not recorded our part is not recorded. That means we have absolutely no way to challenge them if there is some issue with the interpretation. No way to challenge them, because we have no record. All decisions are based on what they say, what is recorded from their end of the conversation.

So there were a lot of issues with the use of telecommunication providers video relay providers so want to eliminate that.

And we started originally with the E A A C making a recommendation, and making a motion, and this is, was the wording of the motion, E A A C supports an interim

solution for text to 911 as a minimum short messaging services and other technologies as appropriate with a 3 digit short code, 911.

We don't want to use a 10 digit number.

Because we cannot memorize those numbers.

We need a short 3 digit number, we need 911, we are already familiar with 911, we know that number for emergency services, a 10 digit is not equivalent.

So that was shocking to all the members of the wire less industry who were part of the committee.

So, we voted in favor of this motion while the members of the wire less industry just kind of sat back or abstained from voting on the issue but we were the majority and the motion passed.

Well, because of that motion, in December of 2012 the wire less industry the four major providers. Sprint, V E R I Z O N, A T T, and T mobile, and emergency number association, N E N A, got together to discuss ways to make this happen, to accelerate this process, get this system established to start providing text to 911 services, so they were putting pressure on all the wire less industry, carriers.

Now the F C C remember has jurisdiction over the wire less industry, but they do not have jurisdiction over 911 call centers.

And so, basically the F C C said well that is really up to the piece apps the public service answering points. If the wire less industry wants to move forward we give them the opportunity but only if the piece apps public safety answering points agree to implement this technology.

And so, with that I saw some problems.

And so I reached out to the department of justice, and I spoke to the assistant attorney general, and had an in-depth discussion and explained the issues and explains, here is the good news, here is the problem. The problem is only if the piece apps the 911 call centers are in agreement.

So with that, the department of justice filed, with the federal communications commission to clarify 911 call centers must provide effective communication systems for the service. So that helped because of that we moved forward with this initiative.

So this is a little bit of the history, the time line of how things occurred, what occurred during this process.

I am not going into this in depth just to give you an idea of the time line to actually accomplish this.

Okay.

We are very, very fortunate to have a wonderful team working at the California governor office of emergency services. They did a pilot test to check which was the best technology to utilize this and to implement text to 911, and they did a survey, and there were six different locations pilot tested and they each used a variety of different technologies. Three had full integration of text to 911, or web based T T Ys, well not T T Y, web based actually text to 911.

And T T Y/S M S conversion we will call it so to transition from T T Y to S M S so tested all three of those technology and eliminated the T T S, T T Y, to many issues, so by eliminated that they focused on the first two. The I P full integration, and web based text to 911.

Those where the two technologies pushed forward with the implementation of text to 911.

Now, Alex P, was a former city counsel member, and very well aware of the need to provide access to 911 emergency services, and he became an assemblyman and then he pushed this bill and introduced a motion, S B senate bill 1121, which asked the state of California's office of emergency services to do a survey so that they were able to move forward and implement this technology with the next generation 911, well what does that mean?

Will explain a little further what next generation 911 is but want to give history before we get there.

This bill also included text to 911 capabilities.

The governor, governor of California, Jerry brown, actually signed 911 texting bill into law in the state of California so that we were able to move forward.

This is all numbers, not that important to discuss in depth. But it gives you an idea of the type and the extent and number of phone calls using different technology, text to 911, total 911 calls in 2018. It is a huge number over 27 million phone calls to 911 in 2018.

So because of that, text to 911 bill, and the fact it was signed into law by the governor, we have about 438, 911 centers within the state of California.

That includes secondary positions, like for fire, air ambulance, those kinds of emergency services.

So right now this gives a little bit, it is a little more, but this was 75 percent about 75 percent have implemented text to 911 capabilities.

So the state of California the county of Los Angeles has already implemented text to 911 as of December first 2017.

Okay. And other cities and municipals are also rolling out the technology.

Why is this taking so long.

Well within the county of Los Angeles we have about 88 cities, mu -- and all must agree to offer the text to 911 service, if all 88 do not agree we cannot implement the service, and we don't want to implement it in this community, that community, another random community alone, so Beverly hills may not want to offers text to 911 services we don't know so we go into Beverly hills test it and it causes more issues, what communities are offices, what are not, so before we roll it out to all 88 we need everyone to come to an agreement to implement and thankfully the county of Los Angeles was in agreement all 88, so then other counties.

So orange county implemented it as well so beginning to roll out across the state.

So we have 75 percent implemented within the state.

Again all of the numbers about which counties have it not that important to discuss.

But this is an interesting statistic, since text to 911 capabilities were implemented and offered, about 28 thousand and 14 text to 911 calls have taken place, which is a very larger increase.

There was a myth that the 911, that people would be over whelmed with 911 calls if they implemented the service and not really true not really much of an increase for voice calls to 911. Some make voice calls some make text calls. On the national standard people are encouraging users to call 911 using voice, but if cannot, you are encouraged to text 911.

So you might be in a situation of domestic violence, a hostage situation, an active shooting situation, you don't want to make a voice call to notify your location to you use text to reach 911. It is a silent way to reach 911.

So now.

Because of this bill and the support from the California office of emergency services, they have really pushed and promoted all 50 -- how many? 58 counties to upgrade their equipment to provide text to 911 services.

So they have given 12 thousand dollars to each county in order to make that happen so this they can really accelerate the process.

Now some of you are saying what is text to 911?

Well, let's see.

How many have an iPhone, or Android smart phone.

How do you communicate with your friends? Do you text them? Send a text message?

So you just go, like, your little icon for text messaging on your phone, you guys all have that, yeah, so private messaging system?

That is what you would use to call 911.

You just open up that app, when you open it up looks something like this, you have used this to communicate with your friends. Same thing!

Same thing. Just add 911 as a contact.

You don't have to add 9 - 1 - 1 don't waste your time just 911 that is good enough. Then you would add your name, the location of the emergency, not where you are calling from. So for example, you are here, at the Sherman Oaks library, but there is a fire across the street, you want to text 911 and give that address the location of the fire, that location information, not this one.

So give them the address of where the emergency is taking place, and describe the emergency, there is a fire, an active shooter, whatever the case may be, and do you need police, fire, paramedics, I am not too concerned about the last one, based on the situation going on, they know. You say active shooter they dispatch police, or all of the above. The fire department, ambulance, whatever the case maybe.

>>> What if you don't know where you are like your kidnapped.

RICHARD: Very good question, if are you kidnapped, thankfully we have been working very closely with rapid S O S, and right now the telephone its self or the device its self is not based on location information, it does not transmit that.

But, rapid S O S is working with closely with the government agency to, including apple, and Google, to be able to pass on your location information and it has already been built in to the operating systems. So that when you call, they can pin your phone, get that information, and that is passed to 911, even if you are traveling there is a constant pinning to your phone so they know where the device is locate that had has helped in that situation.

The interesting thing about three years ago I was talking with a woman named Tracey, we were in an in-depth discussion, said we need to work with Apple and Google and these providers to work on issues to be able to pass on location information.

And she said, I agree. I get it I agree.

So two years ago, I followed up with her, naturally, and we had another conversation, and she nodded her head and said yes, I agree, and I solicited some information from her.

And she just kind of kept nodding her head, yes, we are working on it, working on it. Working on it? I left and thought that women, what is with that attitude. You know thinking, in the back of my mind. But last fall, she came to me, and she said, now I can tell you something!

I am like, wait? You have a wonderful attitude, the old Tracy is back. She said I could not talk about it last time we talked I just signed a non-disclosure agreement, so I could not discuss what was happening. So awesome. So she was working on it the entire time working with the state and national level, which was very nice.

It was wonderful to see and a wonderful feeling to recognize that something is actually happening. But there are many people who may not be able to communicate their exact location or pass that information to the 911 emergency provider. So if your kidnaped, don't know where are you.

So there was one boy who actually died. He got stuck in a van, and he tried to call 911 from his phone, but they, his phone was not able to pass his location information, they spent so much time looking for him, that he actually passed away.

So, all right. So.

That is text to 911.

Your contact number is 911, it helps if you send your name, location of the emergency, and they will ask you any way, even if you don't tell them, they will ask you.

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But just to make sure they get accurate information, and a description of the emergency taking place.

Because there are a lot of national efforts to move forward with text to 911 capabilities, we have about 6 thousand 911 centers in the U S territories across the U S and in territories, so now there is more than that.

But the process is ongoing.

Here is a map.

So the green areas means that text to 911 capabilities are already implemented.

So you can see California, rockin it, leading way here, look!

So 75 percent of the state of California is compliant with text to 911 capability.

And that is as of June 7, 2019.

Yeah they are probably going to be sued. Al bam, New Mexico, Utah, probably already going to be sued. Have sued Arizona because what happened there is the government and the -- they with held the funding specifically and utilized the funds for other purposes so the state has been sued.

What if we don't have text to 911 capability?

If a 911 center does not have that capability, they are required to send you a bounce back message which tells you to use another method to contact 911.

So, that is what is happening in those other areas, as you notice there are several counties in California without the capability they are required to send you a bounce back message.

Any questions regarding S M S? Short messaging services, text to 911?

>>> Um I have a question about if the, now if your texting 911 about an emergency that is in another jurisdiction, like say a child called their parent, the parent is away from the house, in a different part of town. Can you still text the address where the -- okay.

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RICHARD: Yes, yes, for example, if you go to Austin, and you text 911, text to 911 and Austin your mobile provider in Austin they will connect you to the local 911 center based on the towers that interpret your cell phone signal.

>>> And follow up question if you get bounced back because they cannot receive the S M S message and then you have to call. So I use an app, you were talking about third party apps, I use I N O caption because I cannot hear a call. Again if it is in another jurisdiction, I know when I called once from a land line on be half of a friend who overdosed, they, the 911 I reached could not handle her's because she was in a different city. We had to call, find the number for her police station.

RICHARD: Yes very good question. Yeah, yeah, good question.

So what is happening here with I N O caption is that you would go ahead and call 911 using I N O caption, and that should also connect to I N O captions service as well, and then I N O caption should connect on the line with a 911 provider that is how that is supposed to work.

>>> But because it is a relay system, the number, it original in a different state, you have to go through the, it doesn't.

RICHARD: It does not matter which state, you could be in New York and utilize the system because your calling 911 directly and the app is designed to connect to I N O caption it should go to both the 911 in New York and I N O caption, so does not matter, they should be able to respond to your issue, you should be able to read the captions from I N O captions in theory.

>>> So problem with the land line a couple years ago would not happen again? or that is different, the land line and 911 were connected to the.

RICHARD: So, I don't know if you remember, but the F C C suspended them, federal communication commission suspended the service until they were able to resolve that issue, that was several years ago, I want to say 6 to 7 years ago, might be 8, the services were suspended until they resolved that issue, what was happening they

would call the captioning service, be rerouted, then rerouted to another location, till your connected with your local 911 piece app so F C C suspended their services and my understanding is it has been resolved, if not, you have to contact the federal communication commission. Question?

>>> Is it possible to put the PowerPoint on the website.

RICHARD: The whole thing?

>>> Yeah.

RICHARD: Yeah sure, sure. I can do that.

Okay. Was there so far so good? So everybody is okay with S M S short messaging systems, so now you know if you call 911 you can send a text message within Los Angeles county -- there is still working -- let me go back.

So you see this, the green, the green is where it has been implemented, I will post this so can you see. This is updated every three months, they are still pushing the national emergency numbering association is really putting the pressure on these states, and on the 911 centers to implement this technology and next generation 911 as well.

>>> I work in a high school right now, was wondering, so hopefully, never happens, as we all know school shootings have happened. Active shooter. So if I have to use my cell phone, I am text, I should not have to go from one area for texting to 911, they should automatically be able to handle that.

RICHARD: Yes, yes, that is exactly the case, that is why we pushed and advocated for text to 911 for everyone, not just deaf or hard of hear, but for people like I said in situations of domestic violence or hostage, so your case, active shooter, you just send a text message, don't want to use your voice.

>>> So make sure all deaf students I work with stay quite.

RICHARD:, Yes, yes, that is exactly, yes.

So let's move to R T T realtime text.

How many of you know what that is? Okay I do. Clearly. That it?

Okay.

So what it is, is, well let me go back. So S M S, you know, means short messaging services, you type a text in a block, press the send button, it sends the entire message, and then you wait to receive a message back, and get the entire message back, like paragraphs, that is how short messaging works. T T Y your aware you type your message, you use the appropriate etiquette to indicate turn taking, wait your turn.

And it is a very slow tedious process, correct?

So while your watching the text scroll across your T T Y screen, can go to the restroom, get a cup of coffee, come back, see the message still scrolling, now my turn. Very old, obsolete technology. R T T, so T T Y, because they rely on analog technologies, and we have already talked about analog technology, they are trying to sunset the land lines and analog lines and transition to another communication technology.

That was one of the 14 reports and recommendations that was submitted to the Federal Communications Commission back in 2013 from our emergency access committee.

And so the transition was recommended from T T Y to realtime text.

Realtime text is similar to a T T Y, but it is actually live. And extremely interactive, and much faster.

So you don't have to use the etiquette of G A, S K, none of that is necessary in realtime text. So I want to show you what that looks like.

So, don't know if you noticed they are both typing at the same time, and responding to each other at the same time without it create a breakdown. This allows you both to type to each other at the same time communicate simultaneously. So that has been pushed. So were you aware that you have that in your mobile in your iPhone at least? In your smart phones.

>>> Can you show the video again.

RICHARD: Okay your to young! Sure I will show it again. Okay.

Isn't that cool! I think it is cool.

>>> Can you do it through a computer.

RICHARD: So on your iPad yes, on your mobile, but, yeah, not, not yet.

>>> A laptop?

RICHARD: A laptop, I don't, no, no not designed for laptops. It is designed specially for mobile devices.

So the question was, do they have this, do they have an app like this for laptops, that answer is no, because this is designed specifically for mobile wire less devices. That is a huge improvement.

>>> My phone is telling me for Android there is an open source project for R T T.

RICHARD: Yes that is correct that is correct. Android is working on it. Apple has already implemented it, has it up and run. Let me actually go back to my presentation.

We will continue after the break. Yeah. Need to get some water. Okay.

Okay! So in response to, so Android is working on this, iPhone has already implemented it, they have it built in, and just wanted to show the demo, how it works, how you can find it in your operating system.

So before that, we will pause, take a break, and so I can put my hands in some water, and the interpreter can drink some water, and the rest of you can take a break. So how long of a break?

10 minutes. Okay.

We will take a quick break. 10 minute break.

And come back. Thank you!

-- 10 minute break --

-- resume 11:10 --

>>> Okay everyone, ready to get started. Flip the switch? Yeah, we have not quite figured out how to do that but people are noticing, it got quiet, so.

I think we are ready to go ready to rock and roll now.

RICHARD: Okay so during the break someone came up to ask me a question, and they said, can I use Android and iPhone for the S M S text to 911. Yes! You can.

So both operating systems, Android and iPhone have that built in, already there, does not matter which you use. For realtime text Android is still working on it. iPhones, you can use realtime text capabilities at this time.

So that is built into the iPhones operating system.

How do we do that? How do we use realtime text? Or how do we set up realtime text?

So you will go into your settings, and once your in the settings menu, you look for general settings, and I am not doing this quickly. Will take my time.

So that you can follow along step by step by step.

So go into settings. Then go into general.

Everybody there?

All right once you're in general your next, your next step is going into the accessibility menu. So go into accessibility menu, everybody there? Yeah, because you have an Android. Sorry.

That sounds like a personal problem to me! No kidding.

Okay. So from accessibility, you will then go into hearing devices, and pick the R T T.

>>> Mine says T T Y not R T T, same thing? An older system.

RICHARD: So yeah might be older, or might just be your operating system may not be updated.

Let me take a look.

>>> I don't have the very latest update.

>>> Text to speech?

>>> Have not updated so maybe that. So that is the one that is it. Okay. It is a 6. Don't have room for the update.

RICHARD: Okay. I am sorry for those of you people who have Androids, I am really sorry. Unless you transition to an iPhone, no, I am kid, just kidding!

Again Android is working on it. They are try, should be integrating this very soon, and they have to have it committee completed by December. December 2019 they have to have that capability, and some of you may not have R T T for two reasons.

So either the device its self is older, or there, the operating system has not been updated to the most recent operating system update. So check both those possibilities. So.

Again in settings, general, then go into the accessibility menu, from there you see an option, R T T / T T Y.

Okay? You click on that, and then you go into software, R T T slash T T Y menu.

Make sure that you checked, that you turn on the send immediately feature, and that you answer all calls as R T T.

>>> It won't conflict with S M S right?

RICHARD: No it will not conflict with S M S, the question was if R T T conflicts with S M S it won't for two reasons. One is R T T is like a T T Y, they are on the voice network. S M S is on what they call an administrative channel, or, sorry, controlled channel.

And that control channel is a totally different type of network similar to a radio.

And so then you have your data network.

So you actually have three networks on your phone. A voice network, a control channel, and a data network.

R T T and T T Y operate on the voice network.

S M S operates on the control channel.

So two separate operating systems and your relay service is on the data network.

>>> How does that work if your on S M S, and your communicating with somebody that has R T T.

RICHARD: Okay those two do not communicate with each other. So the question was, how does that work if your on S M S someone else is on R T T they are totally separate functions that don't communicate. If your using S M S the person your communicating with has to use S M S as well, or if your using R T T that person must use R T T. You cannot do both. I mean you can switch back and forth, use S M S for one person, R T T for a different person, but you cannot communicate using 1 system, using S M S to communicate with a person using R T T.

>>> Do you manually change back and forth? Between R T T and S M S? On your phone?

RICHARD: So you use, for S M S you will use your text messaging feature, so that is for S M S.

So, if you communicate to that person that is automatically S M S they receive the message.

>>> Where are you communicating with R T T on your phone.

RICHARD: So if you want to use R T T, you use your voice system. So like as if you were going to make a telephone call.

And then after, have any of you used R T T?

So for R T T, you can do, it gives the option of R T T or voice.

Let me, let me see if I can, I will pull it up on mine.

So, I am calling my office, when I press the call button, it will bring up a menu that says call this number, call or R T T call, or relay service. So gives me the option when I type the number of the person I want to communicate with and press the call button it gives three options to choose from.

So the question was how do I know if the other person is using R T T. If they are not using R T T if they don't have that capability you get a message that says this person does not have R T T use another method to contact them.

>>> So you need a voice plan to use R T T.

RICHARD: Yes, you do need to use, so if you are using R T T, you must have a voice plan on your phone.

So that may be a problem, that is what we are working on now.

We are working with the wire less industry, I am on the emergency communication access committee operating, operate -- wait a minute -- emergency communications working group, which is focusing on how we can access, how question use phones basically.

And one of the issues is voice network. Because many of our deaf or hard of hearing people don't have a voice plan.

Some don't, I do, I have one, but I don't use my phone for the voice plan, but I have the voice plan because of the T T Y and R T T capabilities.

So S M S does not require a voice plan, that is data, on a totally different network.

So, you need to know what your phone provider has and decide how you want to place your phone calls.

Now part of the emergency access advisory committee we did a national survey, and I mentioned that to you earlier looking at past, present, and future options, and one of the things that we found from that survey is this people who have hearing loss would prefer one specific method of contacting 911.

Where deaf people have another prefer method for contacting 911.

What it boils down to is, we want to make sure that we that 911 services offer capabilities and services to individuals to use the technologies that they prefer, and that they use on a daily basis.

We don't want to expect you, and don't expect you, to use a totally different unfamiliar method of communication to contact 911.

So, for example, if you have an app for 911, the reality is -- thank you -- the reality is that you have to remember where that 911 app is located on your phone if you need to call 911, it is not something you use on a daily basis and the reality is you won't know where it is in an emergency situation because it is not the normal way of communicating with your phone. If you use S M S on a daily basis, the normal way you communicate with anyone, that should also be the way you communicate with 911.

If you use T T Y as your normal way of communicating, you should be able to use T T Y or R T T realtime text to communicate with 911. We don't want and federal communication commission does not want to change the way you contact 911 from your normal way of using the phone, because you won't remember it, especially in the event of an emergency in a crisis. Okay?

So, another comment, and this is similar, a similar analogy, how many have heard of carry's law?

How many of you are required to dial 9 before you can call out?

>>> Oh I know this!

RICHARD: Yeah okay, okay, so because of carry's law, the 9, to dial out, has been removed. And the reason for that is because there was a woman, a mother, her name was Carey, Carey hut, and Carey was being murdered by her boyfriend, she was in a hotel, and the daughter was 7 or 8 knew how to call 911. She knew mother was in danger, so picked up the phone and dialed 911, but she could not get through, could not get through, to the 911 operator, when the police questioned her, said why didn't you

call 911, she said I did, it didn't work I tried many times it could not get through. They realized because she was in a hotel she had to dial 9 first then 911.

So.

Because of that, Carey died the little girls mother died, and so it is the same concept. Why should we have to change our method of contacting 911.

If you're not familiar with that, similar situation. So because of Carey's law that was the goal to remove that requirement to dial 9.

So this process, everyone now knows how to do this?

>>> Question can you explain the answer all calls as R T T feature.

RICHARD: Yes so you can if you receive a call on your phone it will answer it in T T Y mode or R T T mode. So it will answer, but, you know, there it provides options, answer voice or T T Y so depends which you choose, you go back and forth, it gives flexibility on how you want to answer phone calls. If you receive a T T Y call or R T T call it automatically goes to R T T mode.

>>> What does R T T look like over a call.

RICHARD: Who should I call. Who has T T Y on, on your phone, someone, call me, you have Android, but you have it? Okay perfect, you want to call me? Sure 3 -- 323, 620, 2940.

Or R T T call. No, no, not relay. R T T, regular R T T. Hold on. Yup, you got disconnect from that? Disconnect, what happened was I forwarded all of my voice calls to the relay service, hold on one moment. Whoops!

>>> Why don't you want to call her.

RICHARD: Okay let's do that. What is your number.

>>> 310 - 505 - 8500.

RICHARD: So I press the dial button get the option call direct by voice, R T T, or, so that is what I pick. So ringing now on your end. Okay. Can you show them what your seeing on your end.

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On my end says R T T.

>>> Mine too yeah. R T T, it shows R T T.

RICHARD: This is great did not have to wait for you to finish typing. Don't have to hit return or hit any additional steps. Just type and we converse in realtime simultaneously.

>>> You talking into it or texting.

RICHARD: I am texting. Yeah I am talking to her on T T Y, or R T T.

>>> Can someone call you by voice.

RICHARD: Yes, you can call me by voice. Okay. So the question was can you text, and, you can. So that is part of the long range plan to include data.

Voice. And video, and let's see, text.

So that is part of the long range plan for the technology, what they are calling total communication, or total conversation. So that will be part of the plan, so that we can call 911 directly, and use video, or voice, or text, or data.

So that is the plan the beginning phase of the plan.

So it is like a split screen. The question was, if it is a split screen, split screen and looks almost like short messaging system.

Isn't that cool!

>>> Question is video face time?

RICHARD: So is video face time, actually it is a part of that, yes, is face time, I am currently on the committee of the North American networking council, interoperate ability video calls where we are working on integrating four different elements. Voice, text, video, and data, and the ability to interface with any video communication system.

So, face time in other words. We are pushing for face time to be able to communicate with Skype, and all the video technologies that are available. So that is in the works, and the reason that is the reason we push for that to have direct 911 access.

>>> Just real quick is the voice to text option in R T T a live person or automated?

RICHARD: Okay no cannot do voice to text, you would have to, it has to be text to text, yeah text to text. There is no voice to text. Not sure if voice to text will be part of the plan, I think it might be at some point, but it is currently not. So that is a good question.

>>> So just to make sure that I understand that, I understand that this connects with the emergency service, but if I want to speak to my husband realtime, R T T, does he have to activate on his phone.

RICHARD: Yes.

>>> Okay perfect thank you.

>>> So the one thing that is concerning is that it asks if you want R T T or R T T relay, if you do relay your essentially calling 911 right.

RICHARD: Well I don't recommend you use the relay service to call 911 because of the time that it takes the delay, it takes a very long time to actually connect with them. So the 911 center already has a T T Y system built into their call answering system, so just call them directly using R T T, that should not be a problem, I do not recommend the relay service.

>>> I see but gave that as an option to call, R T T or R T T relay.

RICHARD: Right it is an option, and you can also use S M S to text 911, so text to 911 either R T T or S M S.

>>> Which is better S M S or R T T technology, more effective.

RICHARD: My recommendation is that you use R T T. If it is fire related, or not an active shooting. Situation. Or situation of domestic violence, and domestic violence I recommend S M S text to 911 it is a silent way of communicating with 911 where R T T you can hear what is going on and the dispatcher can hear as well.

So only if you have a voice plan can you use R T T, if you don't have a voice plan, you can still call 911, but you cannot receive a call back.

So that is the problem with R T T on the voice plan, or lack of a voice plan.

>>> So R T T is limited to emergencies only or just regular conversation.

RICHARD: No you can use R T T with anyone not limited to emergencies, so you could call me. Well you have Android I have an iPhone you cannot call me, but you can use R T T to call anyone sure not just for emergencies you can call anyone on R T T long as you have that capability. She and I just communicated through R T T.

>>> Recommendation about roadside assistance. Roadside, so my car breakdown, and I think they should be required to, to have the R T T, they did not require it. Right.

RICHARD: Well, yes, and I actually did file a complaint and ask them to add R T T and S M S and they have not yet responded. I have sent it twice. So.

I think we need to put some pressure on them. That is county though, not city, that is county.

Okay. Are we good on R T T, now because you have already set up your phones, your to T T Y, R T T mode, you might want to consider turning off for, if you want, so if you want to be able to accept voice calls and make voice calls, but leaving that up to you. You know how to do that how to turn it on, so you know how to turn it off. So go back here, move the slider button back so it is not activated.

Okay.

I am going to try to wrap this up and give a condensed version.

I mentioned to you that there are several states that have filed with senator P's office regarding next general 911 and text to 911 how that process is in the works.

Let me see.

Pro -- has issued a motion that will require that all 911 call centers accept text to 911.

That bill was introduced, and the governor's office of emergency services, and I thought, well, okay, that is fine, we are already working on that. That is already in the

works. But it is good he introduced this bill. We are happy they did that, because it put as little additional pressure on those counties who do not want to provide text to 911.

So that, that is the bottom line of what is on this slide.

When I read the bill, I said, no, no, this is not appropriate, so this was the old language, which said, by January 1st of 2021, each public safety answering point shall deploy a text to 911 service that enables an individual to text 911 for emergency services that is capable of receiving short message service, or realtime text messages.

And I said, no, that is inappropriate, I filed a complaint with them, and asked them to reconsider, and to change the language in the bill, and to remove either, or, and to replace it with and.

So that will provide both options.

Either S M S or R T T, depending on your preference. Not my preference or their preference, it is the users preference.

So I filed that request with the background and history, with information from the Federal Communications Commission, submitted to them, and they agreed to change, and it changed the language, so it now says and, the bill has been adopted.

And they have two more steps before it actually goes to the governor's desk for -- approval. So really looking forward to that and really have to thank the governor's office of emergency services we have a wonderful working relationship.

>>> Yes.

RICHARD: Okay I, you probably have heard I have talked about next generation 911, next generation 911 is to provide direct communication access to 911 emergency service centers using technology which includes direct video communication, and three way video conferencing if needed, so there is a lot more flexibility of how you are able to call 911.

The national emergency numbering association is advocating for this and pushing for this, so we are moving this forward, and because of that, we are going to have to

upgrade our network to have upgraded capabilities to be able to provide a variety of different communication modes.

Video, text, whatever the case may be, it depends on your communication preferences, not their decision yours.

So the state of California as you can see ready they have implemented the high network requirements that are necessary to accept the variety of communication modes.

So we are doing well here.

Now, because of the Federal Communications Commission, and their advocacy for location accuracy.

Specific intersections, quadrangulation, X Y Z coordinates for your location, triangulation, and addition in that process as well.

Right now we are only showing two way intersections and then we get to the intersection and we don't have any additional information about what floor someone might be on. We reach a high-rise building and have no idea because we don't have the third coordinate for triangulation services. So the F C C is pushing for that additional requirement of floor and room numbers so there are different technologies that can do that that will show specifically where someone is located on a X plane Y plane and Z plane accuracy.

There are several implementing and showing this capability, and they also have that direct video communication and are able to demonstrate how the systems work, really fascinating.

Not going to talk about this, so next generation, 911.

The ability to call a 911 emergency service center utilizing any technology, any device, any time, any place.

That is the goal for next generation 911. So it depends on your communication preferences that you use to communicate directly with 911.

Okay any questions up to this point before I go and do a brief presentation on emergency notifications.

>>> Is H L A A helping you with this?

RICHARD: Absolutely! Yes as a matter of fact the national organization as well as T D I and N A D and H L A A, Lee H does that ring a bell, he is on the national headquarters of H L A A we are all working on this project together. Collecting comments for the F C C and providing feedback to them. I am one of the subject matter experts so I am providing my feedback and input.

So we are working closely together. We all work very well together, and we are all working on this.

>>> If there is a power out, like we have an earthquake, will the wire less work? Okay.

RICHARD: Yes, yes, the wire less will work. If there is a power out, and electric video phone technologies are not available or working, will your wire less phone still work, yes they will.

>>> Is that why they want to remove the land lines.

RICHARD: That is exactly right why they want to remove analog land lines.

>>> Two things I thought the captioned phones even if the electric goes out they still work because they are an log.

RICHARD: Because they are connected to your land line they do work because they are separate to electric, but only with battery power to your phone.

>>> Your sure.

RICHARD: Yes, you need to have battery power on your phone to use a captioned phone. So should automatically have battery power within your phone. Double check that.

>>> Okay also, we need to wrap up soon, so maybe, 5 minutes. Yeah.

RICHARD: Yeah will do a quick summary, will wrap things up.

So many of you may not be aware that the city offers a emergency alert service.

I do need to caution all of you that many people tend to register for receiving this emergency notifications using the T R S phone number.

Telecommunication relay service, that does not work.

It does not work.

So I recommend that you use your S M S or your phone number to register for emergency I -- alert use. So you receive the notifications. The reason for that is that when an alert goes out, if you are registered with T R S, the call will go into the T R S queue, waiting for the next available operator or interpreter or communication assistant to answer, and because of that the system has already pushed the information, while it is waiting in queue, so by the time the interpreter or communication assistant answers all the information is gone the message completed.

Now I have been advocating for Wei wire less emergency alerts almost like an amber alert but specifically for the emergency notifications the reason is threefold. Anyone can get that information if they are in the affected area, so based on towers you would get the information.

And they have the ability to imbed U R L addresses so that you can click on the U R L and get out of the network and transfer into data network for an accessible message you can actually read. A captioned message or video message, or a basic message for intellectual busy abilities. Simple, plane page, easy to read. That is what we have been advocating for.

This is the example I am not criticizing the notify L A, or our city emergency management department in any way, but they did put this in their text, and they added language for users, those of you who use telecommunication relay services they ask that you please use your mobile number.

So that they get, so that you get messaged directly rather than having the message routed through the relay service. This is good for campuses, schools, library,

academic settings, but not great for out and about I do not support that. That is on them.

But this focuses on specific academic environments.

Or work environments.

In general so.

The goal, I know that I have to wrap this up. So any final questions! Before I turn it over to Jennifer.

>>> You said something about the third party apps not being useful, can you explain a little bit more.

RICHARD: Yes, the national emergency numbering association is not in support of the use of third party apps because primarily there are too many apps on the smart phones, and sometimes they, we but dial them.

You know sit on your phone whoops it places a phone call. And also it does not provide location information when you use a third party app. There are a lot of issues with using them. So we don't want to advocate the use of systems we are not particular with we don't frequently for 911 calls.

Now there are several companies that do offer apps, but they are for personal information to be with, in that 911 center.

So when you actually use your phone, or you text, and you send that information, that is all embedded and send with your message.

So that is okay, but not to use it as a primary way of reaching 911.

That make sense?

Okay.

Any other questions? I will be here after the presentation. So, so should I now pass the floor back to Jennifer. Thank you!

JENNIFER: Thank you! Amazing. I just want to say I met Richard a couple months ago trying to do some initiate, with the city, I was doing it with someone else,

but then they dumped me with Richard, but he ended up, she a wealth of information, we will give contact information if that is okay. Also this is a small little gift for coming on a Saturday and speaking to our group so thank you give Richard another round of applause. I need to let I h you know I am really excited happy to share with you I have been involved with the national emergency numbering association on the national level for many years. I was just in in the hall of fame.

Yeah.

So that is what happened last Saturday and Sunday so any way.

>>> Congratulations.

RICHARD: And thank you Jennifer for inviting me will see you again.

JENNIFER: All right that was amazing I think there is still so much to know, we probably can listen to you another couple hours I know I could. I don't know how to even get the PowerPoint back at this point.

Will say a couple things we are sort of running late.

So if you enjoyed this presentation, and you feel like this was worth a couple of bucks, we would really appreciate it.

We use the money to bring in speakers. We use the money for marketing. We use it for lots of different things. We also have a scholarship fund so if you want to give money specifically to the scholarship fund you can do that as well. But these meetings are free and open to the public, so we operate on your generous donations. So if you feel like that. The kids are over on the side, they can.

>>> We will pass it around.

JENNIFER: Okay will pass it around let's see. So Wendi could not be here today to talk about the walk, so did, who had the stats for can you tell us the stats for the walk for hearing.

>>> Yeah the team, we got a total of 10 thousand 277 dollars.

So that was very remarkable. So kudos to the team. We were number one!

So that allows us to buy more donuts. So here we go. And I think with the walk, the goal for the walk was 55 thousand currently just over 50 thousand but they are still accepting donations up to the end of July. So if you have not yet your more than welcome go to walk for hearing dot com, you can donate to Long Beach. Donate to the team I started. So Wendi will have a lot more information for you guys in July, which will be at that meet. So stay tuned.

>>> You want to talk about the.

>>> Yeah okay we will have a rap session coming up. The topic is to be determined. You have any suggestions? Topics concerns anything you would like to talk about, please let us know.

You can reach us after the meeting or through the website, through the contact us form, or at info at H L A A dash L A dot O R G. So reach us through that.

And what else?

>>> The next meeting is July?

>>> Next meeting is.

>>> July 27.

>>> July 27, I did not, there was nothing about scholarships heather will have more information we have a scholarship fund we are working on will get you more information on that. So Saturday July 22 five weeks next meeting we want to thank our caption James. Thank you.

And want to thank 27.

Thank you. Gary wants to talk about Ralphs.

GARY: Okay thank you so you know this summer has been been pretty quiet, we are all excited about the walk.

But we have a program that is ongoing. Okay. You know that when you buy things from Amazon, you go through Amazon, and you have H L A A -- money. But one

of the problems we have not received any money at all this year. Anyone buying anything from Amazon. Okay.

And another thing, we are with Ralphs market. That is up there. Ralphs. Now you can sign up at H L A A, with Ralphs, and we will get money.

We receive in two months 37 dollars and 72 cents. Okay.

We can get more now because some of you don't shop there, so maybe buy your gas at a Ralph gas station, you can get up to one dollar up on your gas per gallon. Okay.

Now there is another reason for it.

Are you aware that July 1st our gas prices are going way up because they are adding, there is a new gas tax that governor Newsom signed. So good reason to go to Ralphs, you can get cheaper gas.

Okay.

So let's make some more money!

>>> One note to help you should be getting a monthly e-mail from us that have Amazon and Ralphs links on there, bring you to the website very straightforward how to join. Also go to the website, search for Ralphs, you will see all the instructions.

So we will wrap it up now.

>>> You have to renew the Ralphs one every year.

>>> Yeah have to renew in September I think will let you know. Okay we got to clean up. The library has more activities coming. So thank you all for coming. And thank you again. Thank you.