

From: [Buck Joiner](#)
To: [DBEDT LUC](#)
Subject: [EXTERNAL] LUC – DOE meeting Kihei
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Dear LUC staff

LUC staff

Many, many thanks for your very excellent efforts to accommodate my deafness at the LUC – DOE meeting in Kihei. My transcription program works reasonably well but it is probably only 90 to 95% accurate and it does not understand any Hawaiian words. When it makes an error in transcription, sometimes I recognize it and can interpret what it really means, but more often, I think I am not aware of the error. On prior occasions I have had two devices running exactly the same program listening to exactly the same conversation and I get two different stories. And I don't know which one is correct.

As you probably noticed, I was taking notes, and when I do that, of course, I can't be watching the screen. I can't read as fast as people are speaking so I miss what was said while I was writing and then try to catch up with the conversation in progress. Another major problem is that, while the transcription program is pretty decent, it doesn't tell me who is talking. That can be very confusing because it is difficult to be watching the screen to read the transcription and look up to try and figure out which person in the room is actually speaking. For all of the people to my right from DOE, DOT, and Maui County officials, I was totally clueless who was speaking.

My Bluetooth microphone worked perfectly for understanding the questions from the LUC members. That was my first opportunity to use it in a public meeting and I'm very pleased with its operation.

Reading some of the reports in the Maui News, Civil Beat, etc. there were indeed significant points that I missed. So, even with all of our efforts and technology, I'm guessing I got about 70% of what was happening. While that is not a very great number, it is quantum levels beyond what I would have without your assistance and the technology.

Many, many thanks for helping me stay in the loop and still be a contributing member of society. Without that, I probably would not still be here. Deafness is a very lonely world.

Most sincerely in deep appreciation and gratitude,
Buck Joiner