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CART Reporter: Kimberly A. Pfleinger Schacht, RPR, CRR, CCP,
CBC, CCR, CRI

LINDA BAKER: Welcome, everyone. Should we just go around because I see some new faces that I don't recognize. So quickly, introduce yourself and what association you might have. So start with Dana.

DANA PARISH: Dana Parish, Missouri Public Service Commission staff.

WHITNEY PAYNE: Whitney Payne, I am staff counsel here at the Public Service Commission.

MARY EXLINE: Marty Exline, Director of Missouri Assistive Technology.

STACY BRADY: Stacy Brady, staff of Missouri Assistive Technology.

CLAIRE MENGWASSER: Claire Mengwasser, a speech language pathologist, Missouri School for the Deaf.

DIANE WIELAND: Diane Wieland from Paraquad.

MICHELLE VICINO: I am Michelle Vicino. I am with Relay Missouri, account manager.

LINDA BAKER: The gentleman in the back.

INTERPRETER: My name is Hans, and I am an interpreter.

LINDA BAKER: Oh, you are an interpreter.

INTERPRETER: I am Michelle, and I am the other interpreter.

JOHN VAN ESCHEN: I am John Van Eschen. I am with the Missouri PSC staff.

ERNEST GARRETT: I am Ernest Garrett, and I am with the Missouri School for the Deaf.

APRIL MASON DONOVAN: I am April Mason Donovan. I am a Vocational Rehab counselor for the deaf and hard of hearing. I am deaf myself.

LINDA BAKER: And I think most of you know who I am. I am Linda Baker, recently retired.

BARRY CRITCHFIELD: Hello. I am Barry Critchfield. I am providing SSP services today for Scott, and recently became an official member of hard of hearing community.

EMILY FRY: I am Emily Fry from the Missouri Commission for the Deaf and Hard of Hearing. Ope is out of the country.

SCOTT DOLLAR: Hello. My name is Scott Dollar.

LINDA BAKER: We have two interpreters there. Okay. Why don't we get started with the equipment program update.

STACY BRADY: Do you want to --

MARY EXLINE: I will mention a couple of things in terms of -- of course, we are working on the wireless pilot project and there is probably just in terms of other states, there is probably 20, 25 states that have a wireless component to their equipment distribution programs.

I think probably the equipment, wireless equipment that the TAP program is providing is probably wired as far as variety of

different equipment than most states right now. There is probably about -- I think there is about 15 states that are offering some type of IOS equipment like iPhones or iPads in their program.

And I think just one of the other things that we have been working on through the pilot is just making sure that consumers have the support they need, both in terms of helping them select the equipment that is going to help them out and also if they need some training or some help with their equipment, making sure they have that available to them, if they have any questions or if they don't -- if they don't know how to operate something, trying to make sure that they have that help available. Other than that ...

STACY BRADY: And so with that, the beginning of January of this year through September 30th we put together data related to what we have been doing on the program. And as you might know, TAP for telephone we have provided over 1,000 individuals with equipment. With additional pieces to make their equipment accessible, we provided over 1,100 pieces of equipment. In the wireless we served 189 consumers and provided 239 pieces of equipment. What that -- some of those numbers seem kind of unusual is because the accessory pieces, like signalers or neck loops to help an individual benefit more in using the equipment that they have already or equipment that they are receiving from the program.

So this year we assisted over 1,200 individuals with obtaining equipment and a 99.6% satisfaction.

This is Alfred. He has vision loss. And he obtained the XLC 2 cordless phone. Next I will show you his story. I want you to notice where his hand is, there is a little blue and black box. As Alfred's vision decreased, he was having trouble accessing his phone to dial. So Linda from RAIL contacted me and asked: What can we do to help him maintain his equipment? And this story talks about how he had put raised dots on his phone, turned up the volume and memory, but he was still having a lot of difficulty. So with guidance and assistance we were able to provide him with a voice dialer, and it has made a world of difference to him as well as caregivers. I think it is pretty cool. The equipment we are providing is helping individuals whether it is traditional or as we go into the wireless avenues.

So when we are providing equipment to individuals, they are telling us over 80% of the people are using their equipment to e-mail. 85, almost 86% use it to access the Internet. They are texting. They are making and receiving calls, and they are using video relay. Those are important because again this is telecommunications. Excuse me.

How are they learning to use the equipment once they get it because not everybody has a smart device, tablet or even a neck loop. They are asking their friends and family. That's the

number one person they go to. They are using the Internet, almost 44%. YouTube videos, and I don't know if any of you have gone on to any of those. Some are helpful. Instruction manuals. And if you are familiar, I-devices do not come with an instruction manual. You have to go online to get it. They are using the staff at independent living centers and senior centers. In Kansas City, the Palmer Center and Vesper Center and other peer support groups in their communities. They are getting out there. Of course, as they get out there, they also hopefully will tell them about the excellent work coming out of the programs.

So this is Juanita. She is 71 and uses VP. In her hand she has an iPhone 6+. She mentioned that she had not been able to get e-mails on her old phone and didn't have a flash on incoming text. So the phone she has is easier to read and again allows her to access her video phone.

Now individuals when they apply for the program, we are preinstalling some apps to make their communications access more possible. What I will give you is an example of preinstalled apps. This is by no means a list. But you can go to our Web site which is at.mo.gov, and if you click on telecommunications communication program, and you can go to the wireless program and pull up the Word or PDF document.

For hard of hearing or Deaf, they will receive Purple app as well as the wireless CapTel by Sprint. This is not an inclusive list.

There are other additional VP and captioning apps we provide on device. 6

Individuals who are blind or have low vision will get Hey Tell and text grabber translator OCR. That helps them to connect by phone or pull information off of their documents that they may be receiving.

For speech, we have Touch Chat, and PROLOQUO 4 text, and this is just types of apps we have available for consumers.

Let's talk about what some survey results provided to us. April, who is low vision in her 40s, she wanted to talk to her son by Facetime and he was so far away. So the equipment made it nice for her to be able to talk with him on it.

She goes, I use -- I also use it to use e-mail, fill out online forms. I would struggle to read it on my phone. I am able to read online articles that were difficult to see in my phone also. She had received an iPad Air. With that large screen and the adjustments it has made it usable for her to do things that we may take for granted.

Cody is in his 20s. He has a speech disability. And this line is powerful. Since having my new iPhone 6 it has made telecommunications in my life easier. I have been more inclined to make and receive phone calls and compose text messages. Simply, I am hearing him say, I have not been able to do that before. One of the reasons is due to the larger screen on the iPhone. It is much larger than my previous

device. It makes it much easier for me to make and accept phone calls. It also allows me to have a firm grip on the device during a call. This helps prevent drops. Messages are easier to compose because of my touch chat app. It makes communication easier for me on days when I have trouble speaking. I just push the icons in the app to type a message and send. The app also helps me be able to generate words for text messages. Cody also has cerebral palsy. So he has improved his world. He works with one of the centers for independent living for a little bit of training. He is off and going doing things he has never been able to do.

Stephanie has a mobility. She is in her 30s. She relays, I can do much more than I could before. I can ask Siri to dial numbers for me. There is your access problem. I couldn't dial before. I don't have to look it up. Siri reminds me of my appointments and she can share pictures with her family. She received an iPhone 6.

LINDA BAKER: Excuse me. Is Siri her phone?

STACY BRADY: Siri is a function of her device.

Marilyn is hard of hearing, and she is age 70, and she got just an amplifier. She had a device -- I am sorry. I was wrong. She has the Jitterbug phone and a cell phone amplifier to help her hear better than she was on her old phone, and the buttons are bigger and easier to use. When she applied for this, her husband was having a lot of issues and she could not

understand what the doctors were telling her. Since then her husband has managed to heal more than he was, but she was making a lot of trips to where she lived in Marshall to Kansas City when she didn't necessarily have to.

Maureen is Deaf in her 50s. I like the tornado warning app, and it is nice to know where I am instead of depending on my TV for weather alert. It is fast, clear, picture on the video phone too. It is good Wi-Fi reception. She received an iPad Air.

Then there is Justin, and Justin is between 18 and 29. And he also had some powerful words in here. It says, I have been able to get weather alerts, texting, phone calls, access to the app store, and being able to put my life back online and getting assistance for setting up to get a job with finding out where my resources are. I am no longer blind to the world with the phone in my life. I even have found out where stuff is in my local area. The phone has been the best help I ever had. He got an iPhone 6+. You can see this is not edited. It is directly from the consumers.

The last two talked about weather emergency apps. In addition to whatever equipment, all individuals on the program receive emergency related apps, and we found this extremely important because this is Missouri. That says it all. A lot of individuals were not finding out warnings in enough time. We asked individuals in a previous pilot how they found out

what was going on and they said, I stick my head out the door and hope for the best. You can't do that in an emergency situation.

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So we install apps to help individuals find where resources are if they are in a devastated community or to find out what is going on so they can take immediate action for their area. We do not provide all of the Red Cross apps, but Red Cross does have an entire string that you can upload onto your device.

[RINGTONE]

With that, our contact information. Any questions?

JOHN VAN ESCHEN: It is still a pilot program at this point?

MARY EXLINE: It is. And we probably will lose that pilot part of it on probably the first of the year. And basically it will still be the same program. We are not limiting the program to people that participate now. We will still find out what kind of issues they are having. That's the plan is around the first of the year to make it --

JOHN VAN ESCHEN: If someone came to the equipment program and said, hey, I want a wireless phone, you accommodate them?

STACY BRADY: If they complete an application and we have reviewed it, and we have got all of the questions answered that explains why they need new equipment, absolutely.

MARY EXLINE: We ask them questions like what they are using now, if they are using any kind of wireless equipment now. And if they are, we have them tell us: How is this new equipment

going to help you communicate more as it relates to your disability than the one you have currently? It has to relate to their disability and show some connection to actually improving their telecommunications ability.

JOHN VAN ESCHEN: Based on the amount of equipment you distribute, do most people get a landline type of phone; correct?

STACY BRADY: There is a discrepancy in the numbers just because the landline program has been around. You will notice age is a factor. A lot of individuals don't have access in their communities to Wi-Fi. Even if they drove into town, they may have to go 30, 40 miles to get to a Wi-Fi area. So that's part of why we are not applying for wireless. Some of it is because they are 96 years old. They don't know how to use the equipment. They don't have resources. Children are too busy.

[RINGTONE]

So our primary right now still is the landline side, the residential service side, but we are getting a number of interest. When we do the survey, we do have a number of individuals in their 80s and 90s applying for this because they are pretty tech savvy on the wireless side.

BARRY CRITCHFIELD: Is there any thought to expanding services to actually allow or provide Wi-Fi service to individuals? It just seems to me as the population gets older and more and more tech savvy as you say, if the obstacle is

they don't have access to Wi-Fi, is that something that the -- 11

STACY BRADY: That would be a Public Service question.

CLAIRE MENGWASSER: I was going to say, a colleague I was speaking with just this morning said her mother is Deaf and still using a TTY because of that exact reason. She does not have Wi-Fi.

STACY BRADY: In a lot of cases there is no Internet available at all. That's part of the broadband now.

LINDA BAKER: Is that something that has been addressed by the Public Service Commission.

JOHN VAN ESCHEN: Well, the Federal Communications Commission is wanting to make broadband service available everywhere in the country. And what they are doing right now is making money available to companies to make that happen.

In Missouri, for example, among all of the states this is money coming out of the FCC's Connect America fund. Missouri, the way it has a lot of subscribers in it or consumers, it is rural. It actually has the most amount of money coming to it of any state which I found a little bit surprising. The way that the FCC is trying to make broadband service available, they are looking at what is referred to as price cap companies which are large landline telephone companies. These are companies like AT&T, CenturyLink, Windstream, Fairpoint. And what the FCC has done is it has gone to these companies and said, hey, we will give you so many billion dollars to make

broadband service available everywhere within your territory and basically these companies have six years to do that. These companies had until -- I forget the day -- but it was sometime in August to either accept or reject that offer from the FCC.

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CenturyLink accepted it, and they are going to get over \$100 million per year just for Missouri to expand broadband service. Windstream accepted it. Fairpoint accepted it. AT&T accepted it for a lot of their states, but they turned it down for Missouri. What that means is that the FCC is going to make that money available to other companies, and they are going to have like a reverse auction where companies can say, well, hey, I will provide broadband service in AT&T's unserved areas for \$22 million or whatever they feel they could do it for. And the FCC is going to decide, yeah, okay, we will accept that bid and give you the money. And we are kind of -- they are setting the auctions up right now for AT&T's territory.

But it is in the works. Again, this is just for the larger local telephone companies that operate in Missouri. The FCC is kind of putting on the back burner other areas of Missouri to certify small local telephone companies. And it is yet to be decide how the FCC is going to hand down money to make broadband service universally available. But things are being done to try to ensure broadband service is available everywhere.

BARRY CRITCHFIELD: Question on that. Is that money going to

these companies to increase their infrastructure and ability to provide, but is it not going to individuals in terms of their ability to afford the Wi-Fi? 13

JOHN VAN ESCHEN: Both. There is two different programs on that.

The Connect America funding is solely for the companies to develop their facilities to enable broadband service to be available. In addition to that, the FCC has expanded the lifetime for the grant to include broadband service. That is another fund that is administered by the FCC that the FCC has said, we want to make that available for people, for low-income people that want broadband service.

In that respect, both are trying to be taken care of, both the companies as well as low-income consumers that want broadband service but may not be able to afford it.

STACY BRADY: And I -- changing topic a little bit. I have two more things. In St. Louis we now have an additional resource on the TAP programs, and that is Deaf, Inc. They are working with our agency. I think they are going to make a formal announcement in the next month or so, give or take.

And the other thing is when it comes to texting, text to 911 is supposed to be up and running in Hannibal, Missouri. So the Marion and Lewis county areas were some of the first to apply. And Bolivar, they were applying for that same -- so it opens up opportunities with wireless as well.

LINDA BAKER: What kind of announcement from Deaf, Inc.?

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STACY BRADY: That they are a TAP-approved agency to do demos.

LINDA BAKER: Refer them to you?

MARY EXLINE: Yeah. Stacy and Dave from our staff went down and did a training for them on all of the equipment, and I think they will be able to reach some people that maybe wouldn't be reached through like Paraquad or maybe through any other source that -- so I think that will be a really good partnership.

LINDA BAKER: Good. I am glad it is working.

Does that conclude your report?

APRIL MASON DONOVAN: What did you say about Deaf, Inc.?

STACY BRADY: They are now a TAP-approved agency for demonstrations. So individuals who may not want to utilize Paraquad or aren't in the jurisdiction for Delta Center, this could be an option.

Thank you.

LINDA BAKER: Okay. I guess moving on, Sprint report, please.

MICHELLE VICINO: Are you ready? Okay.

I think most of you I have been -- my name is Michelle and it is nice to see you all again. So the agenda is the same as last time and no big changes. And I believe that you should have a copy of the presentation in front of you so just make

sure you have your copies.

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CART REPORTER: Could you please speak up a little bit, please.

INTERPRETER: Sure.

MICHELLE VICINO: So this is the snapshot of the relay minutes used in 2015. The numbers are pretty stable. But the CapTel numbers are still higher -- are growing faster than the TRS minutes. We have 169458 -- John didn't get a copy of the PowerPoint. Would you like one? I am sorry. CapTel is actually a little lower; it is 146269 minutes since April. And the number of events we have had are the same. However, the number of people who benefit from the outreach is actually higher. We have 16817 people that attended outreach events. For example, we will see why we have had more attendees. But this is just a snapshot, a picture of the minutes we have generated so far.

So the TRS call volume is indicated here. And we have -- as I have said before, TRS minutes will continue to decrease nationwide. This year is about the same as it was this time last year. We are seeing pretty much the same numbers. It doesn't look like TRS numbers have not gone down this year as they did last year. We have just under 20,000. So these numbers here are up to September. They don't include October. It is April of 2015 through September of 2015.

This is the CapTel only call volume. We are seeing a drop

in CapTel minutes and the reason for that, we suspect, is because people are transitioning to the IP CapTel service. And so we have a lot of customers migrating to IP basic service. And the other thing we have noticed is some California companies are getting rid of their A line, their analog line. So they are using cable or something that is IP based, so people are switching to IP CapTel instead. And those numbers won't show up on this spreadsheet. IP is paid for by the FCC, not the state. So we are saving the state some money. That's another reason that the minutes are going down this year as well. So right now we are doing about 10,000 minutes per month.

On the other slide we did a breakdown using -- so the percentages are pretty much the same as they were last year in April. But most of the minutes are from TTY, Turbo Code, ASCII. ASCII is like using a TTY machine that is compatible with your computer. So it is like connecting your computer to a TTY machine. The top two are TTY and voice. So that's the voice users calling through TRS to a consumer.

VCO is like someone who is hard of hearing, they can't hear well but they do speak for themselves. So they are speaking back to the other caller but they cannot hear what that caller is saying. So that's voice carryover. You know, the hearing carryover, that's a small percentage. They can't speak, but they can hear. It is the exact opposite of the VCO. And the

numbers are about the same when we do the breakdown. The percentages are about the same as before.

I am sorry. I forgot to change the dates here. It is April 2015 to October 2015.

If you look at the report, that single sheet of paper, it is various details of what we have been doing. Bob, my contractor for Relay Missouri has been reporting all over the state himself with contractors and reaching out. So the numbers you see for outreach indicates his hard work. And we are getting some really good feedback from the customers in the community. They love him. Here is his breakdown.

If you take a look there, the name of the event, what town it was in, the date, and the attendance, the total people attending the event, the general -- we have got the general and booth presentations, and then who the audience was, if it was for Deaf or if it was for speech impaired. So that indicates the type of event.

LINDA BAKER: I see that most of these events are from Missouri to -- eastern part of Missouri. Doesn't he go, say, to Kansas City area?

MICHELLE VICINO: There is one big one recently, the Missouri State Fair, that was a big one. We got feedback on that one, you know, and I let him know if -- oh, if you know of any events you would like for him to attend in the west, please let me know.

STACY BRADY: Is the contact still, Robert Lister?

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MICHELLE VICINO: Or me. Either one. You can contact me as well.

LINDA BAKER: Yeah, there is a CIL in Kansas City, Whole Person. I just noticed -- I love Bob. No -- not -- this is -- I just thought his outreach should be statewide. And that's what I noticed is that we need to get more to the Kansas City area covered like St. Joe's and -- and what's south?

STACY BRADY: Joplin.

BARRY CRITCHFIELD: Springfield.

LINDA BAKER: Yeah. So my suggestion is, where you have the telephone equipment program, which is mostly in CILs, they might know of events in their area and health fairs, you know. That's a matter of health departments putting out health fairs. But that's sort of what Cochlear Americas is doing over in eastern Missouri. We are going to all of these health fairs.

MICHELLE VICINO: Okay. Yeah, if you know of any event, anything, let me know. I am open to traveling west more. But we want some help. If you have any advice or references of where we can go, that would be great. Bob is very willing to travel to western Missouri for outreach of events, definitely.

ERNEST GARRETT: I have a question about Bob. So that's one person that you are having do all of the outreach for the entire state. Is that something that is working well?

MICHELLE VICINO: I have not heard of any issues with our

contractors yet. If there are any issues, please let me know. 19

So far I think it is going well. The number of people who are attending the outreach events, I think are good numbers. But if there are other contractors that you have recommended, I am open to that.

ERNEST GARRETT: All right. Thanks.

MICHELLE VICINO: Any other questions about this?

JOHN VAN ESCHEN: I have never met Bob.

[LAUGHTER]

Some of you met him?

ERNEST GARRETT: I have.

APRIL MASON DONOVAN: I have.

DIANE WIELAND: I have.

STACY BRADY: I have.

LINDA BAKER: Yeah, we know him very well.

APRIL MASON DONOVAN: Love him!

DIANE WIELAND: He is a very hard worker. He is very dedicated.

JOHN VAN ESCHEN: Where does Bob live?

MICHELLE VICINO: He lives just outside St. Louis.

ERNEST GARRETT: Maybe he could come to one of these meetings to meet everybody?

MICHELLE VICINO: Would you like Bob to come next time?

ERNEST GARRETT: I think so.

JOHN VAN ESCHEN: Sure.

SCOTT DOLLAR: Sure.

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DIANE WIELAND: A couple of weeks ago I saw Bob at a fair in St. Louis. He was doing an outstanding job. He had a booth when he went out in the crowd to recruit people to come by the booth.

[LAUGHTER]

So he was doing a great job.

LINDA BAKER: No question about that. I just -- my concern is to try to get the Kansas City folks to let Bob know what is going on in the western part of the state.

STACY BRADY: Two years ago we did have him present for the Relay program at Power-Up, and he did a fine job with that. It did help reach a number of state programs or centers for independent living as well who attended that session.

APRIL MASON DONOVAN: Does he do outreach for speech to speech? Does he communicate over -- was there any more outreach for hearing carryover?

STACY BRADY: We just set up speech to speech for the United Cerebral Palsy for speech to speech. And that just got set up actually in June for a walk with UCP, and demonstrating speech to speech services. And organizations let me know that they were more than happy to support speech to speech. And we will do some improvements with speech to speech. Have you noticed an improvement with that?

The enhanced speech to speech has features like -- it

will -- so it is not just -- it will connect to mobile devices. 21

It is not just home devices anymore. But it is such a small community that we are serving there.

All right. Next slide.

JOHN VAN ESCHEN: I have one other question. I don't know if I was misunderstanding or just by some of the feedback, is there a sense that the western part of the state doesn't get as much outreach as, say, other parts of the state?

STACY BRADY: Probably not from Sprint. More from us.

JOHN VAN ESCHEN: Really?

BARRY CRITCHFIELD: Are you saying not from Sprint?

INTERPRETER: Can you say your response one more time?

STACY BRADY: We tend to do a lot of the contact, but you can't identify it on this. So we probably could use some assistance from Sprint.

MICHELLE VICINO: Right. Right. So I bet that if you look at their outreach numbers for Relay Missouri I think that the spreadsheet would look very differently because -- you know, maybe in the next -- maybe should try to compile our numbers together so that way we can get a clearer picture of what is happening statewide.

APRIL MASON DONOVAN: I would like that.

MICHELLE VICINO: Stacy, maybe we can work together for the next meeting and match our numbers up and see what it looks like statewide and see what is happening in the west and make

sure we are more involved. I will jot that down before I forget.

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If you remember -- hold on a second.

Are we all ready? Okay.

If you remember at the last meeting I showed you a video of the 25th anniversary for Sprint for we have been providing relay services for 25 years. Next year in 2016 Relay Missouri will have been providing here in the State of Missouri for 25 years, so I was thinking we could host a celebration next summer. So I thought we could brainstorm some ways to do that.

For example, where to have it in the state. Do you have concerns about -- I know there are concerns that we are ignoring the west a little bit. Maybe we can have it in Kansas City or should we have it in Kansas City? Where would we like to have that party?

APRIL MASON DONOVAN: I thought it would be nice -- I thought Columbia would be nice because it is central and anyone from any area of the state could come.

LINDA BAKER: That sounds good, Columbia, in the middle of the state.

APRIL MASON DONOVAN: And it is cheaper there too.

LINDA BAKER: But let me just say, you might want to think about Jeff City just because the Public Service Commission is housed here. Plus, there is a very successful Hands Around The Capitol for ADA celebration in Jeff City. And probably with

all of the CILs, they are more likely to come to Jeff City than Columbia. So you know, think about Jeff City. 23

MICHELLE VICINO: One option I was considering, like my -- we brought it up going to Jeff City. What if, suppose for the next meeting we have the celebration here, and then we do another -- that would be for the Board. And then we have another celebration for the public, like two separate celebrations. I know we will spend a lot of money. But I was thinking maybe one internal and one external just to like --

APRIL MASON DONOVAN: That's doable.

JOHN VAN ESCHEN: When you say "celebration," what are you thinking about? Help me out.

MICHELLE VICINO: That is open to discussion. It could be just a small banquet or if the public want -- one idea was -- and it was actually Bob's idea. He has got the creative mind. I think Columbia every summer has the senior games, and it is for senior citizens. I believe that one is in July. So I was thinking that we could make that work, maybe, you know, set up booths at that event, have a social hour, do some presentations, and then the next day for the opening of the senior games, we would have a booth at the that event. So kind of combining the two events together. The internal could be after the meeting here; just invite the Public Service Commission group. Nothing huge for the internal one. Just a way to celebrate and recognize the people that have been

involved with this service.

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LINDA BAKER: Another thought -- have you thought about inviting legislators to this banquet?

MICHELLE VICINO: Yeah.

LINDA BAKER: It would be nice if you had it during the session between January and May because you are most likely to get your legislators to come if you have it in the middle of the state.

You know, I always look at this. If this banquet is open to the public, I always look at educational opportunities. How many people know about what relay service is, and what does Sprint offer, and etc. I look at it as an opportunity to celebrate what you have done but educate people that may not know about it.

CLAIRE MENGWASSER: Do you think that legislators would be more --

MICHELLE VICINO: Let me jot this down.

CLAIRE MENGWASSER: Do you think legislators would be more inclined to attend if it was here in Jeff City?

LINDA BAKER: Oh, sure. If you are talking about session. Of course, you got to do it -- early morning or in the evening. Of course, if they have a hearing in the evening, they are not going to come. But you don't know when the hearings are. But if you plan it in advance and publicize it and find who your allies are, and I don't know who they are at this point with

the legislators.

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[LAUGHTER]

Also, invite legislators who may not know anything about what you are talking about, and maybe Marty has suggestions as far as legislators to invite.

WHITNEY PAYNE: I can offer a little insight as far as the legislature. May is probably not the best time because they only go into a portion of May. And that's when the session is -- end of session is coming and there is a lot of activity. But also we need to be, I would say a Tuesday or Wednesday night in Jeff City. They usually aren't here on Monday. They are gone by Friday. And Thursday night they don't want to stick around.

LINDA BAKER: I would suggest -- you are dealing with the weather -- but March, if you can do it before spring break, before legislators' spring break like early March. Because after spring break, things kind of expedite. They are trying to hurry up the bills to get out of the House and Senate and pass or not pass. So late February, early March.

ERNEST GARRETT: So you are talking about trying to host it this summer; right?

MICHELLE VICINO: Well, two separate ones. One personal, one public. We could do both; do one here and do one for the public.

ERNEST GARRETT: I was thinking if you did one during the

summer, you could do one during the legislative session.

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MICHELLE VICINO: Yes, yes.

I think Linda said -- we don't want to wait too late to invite them. But I am a little confused on how we would go about inviting them.

LINDA BAKER: Yes, if you are doing a public one, I have no idea -- you know, in the summertime the legislators are not here. I don't know what -- what would -- I mean you are celebrating. But I see an opportunity to educate, and I always think some legislators need to be educated. And this is something under the public service -- don't senator, former senator -- I can't remember his name -- he now serves on the Public Service Commission. He is from the St. Charles area.

JOHN VAN ESCHEN: Well, several of the current Missouri Commissioners are former state senators. Evidently, they formed a club.

WHITNEY PAYNE: I think -- would it be RUPP who is from the St. Charles area?

MARY EXLINE: Yeah.

LINDA BAKER: Yeah, R-U-P-P, Rupp. He has been an ally to the disability community. He might know some current legislators to invite. But not only your allies but try to educate some who may know nothing to become our allies.

ERNEST GARRETT: Oh, I understand what you mean. I can think of particular legislators as well that we can -- that would be

willing to come if we invited them and it was during session.

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I mean there are many different events that happen that they are not able to come to. I think it is important if we do invite them, we tell them how important it is for them to attend this event. But we may want to make a limitation, and we need to pick the exact ones. Excuse me. I feel we should limit -- we don't want to limit -- I don't want to feel limited on how we do that or who we do that.

LINDA BAKER: Now a popular thing -- you got me to brainstorm here. A popular thing you mentioned is to the public. There is an area in the capitol where they have buffets and breakfast; it is kind of open to the public. You know, you can invite legislators to drop in and kind of a drop-in, drop-out area. What's that area in the capitol?

WHITNEY PAYNE: The rotunda in the middle?

MARY EXLINE: The first floor or the stairs?

LINDA BAKER: Rotunda, yeah. The stairs. You know, it is kind of -- not too many of the public knows about it.

MICHELLE VICINO: So you are saying that maybe we should reserve that room and have our celebration and invite the public in or that be the internal only invitation? Or are you saying to have the public celebration in the rotunda?

APRIL MASON DONOVAN: I think she means internal.

LINDA BAKER: No, I am talking about the public one because you can't make it internal because it is open, it is public.

So I was thinking more your public celebration would be in the capitol to get more people to know about you. Internal, you can do whatever. But I am thinking your external, your public is the one, as you say, external, public, it is for people to know about you and what you are celebrating. Internal is something different.

BARRY CRITCHFIELD: If you have, you know, 500 people from the Deaf and hard of hearing community come though, that might be a little overwhelming.

LINDA BAKER: That's really up to Sprint how they want to work it out. I am just expressing, here is an opportunity to educate. That's up to how you want to do it.

CLAIRE MENGWASSER: How are we going to attract people to come?

MICHELLE VICINO: We will use agencies to spread the word.

CLAIRE MENGWASSER: What are we providing? What are we doing that they will come?

MICHELLE VICINO: We could use some ideas. We can have some giveaways. We could allow the agencies to have booths as well so they can promote their services. Really anything. We can provide entertainment. Some states who celebrate 25 years, they did food, entertainment, to attract people to come. They did a deaf magician. Maybe some actors might come. What was that?

APRIL MASON DONOVAN: Get someone from Gallaudet.

CLAIRE MENGWASSER: No.

LINDA BAKER: JJ Jones.

CLAIRE MENGWASSER: CJ Jones.

APRIL MASON DONOVAN: Exactly. That's who I was thinking of.

MICHELLE VICINO: We can have fun with our ideas. I really have not put much thought into it myself other than to, you know, share it with you guys and see how you want to celebrate and what your thoughts are.

CLAIRE MENGWASSER: Deaf chef.

LINDA BAKER: Let me ask you: Is there a Deaf Awareness Day or Deaf Awareness Month?

CLAIRE MENGWASSER: Uh-huh.

LINDA BAKER: What month is it?

CLAIRE MENGWASSER: September or October --

STACY BRADY: September.

MICHELLE VICINO: September. September.

We sponsored Deaf Awareness Week at Silver Dollar City every year and that's in September as well I believe.

LINDA BAKER: That's not going to work as far as legislators. I am just giving you my ideas because I always think the legislators need to be educated.

DIANE WIELAND: Maybe we could have a person talking about the work that relay has done over the 25 years. Because when I was in the committee in 1991 it was totally different from what we are right now because we did not have the Internet. We

didn't text people. Now with technology it is very integrated to educate people where we were in 1991 and where we are right now because there is a lot of changes over the years. 30

MICHELLE VICINO: Well, related to that, I just want to bring your attention to this tube in front of you. That's a 5-year timeline that shows what Sprint has done for the last 25 years.

[LAUGHTER]

LINDA BAKER: That's the sort of thing that you could put on a big display and like on a certain hour of the banquet you would explain what Sprint has done in the 25 years. Nobody is going to take time to read that. Maybe some other time. But at the banquet you can explain what you have done.

CLAIRE MENGWASSER: It could also be something that is set up for a longer period of time in the capitol. They do have a museum and different --

LINDA BAKER: I would say --

CLAIRE MENGWASSER: -- for displays. That would give more exposure to the legislators that maybe didn't come.

LINDA BAKER: If you are going to do it in a session, I would suggest late February, early March or even February. I am just looking at the weather.

DIANE WIELAND: I notice that in March or April is disability wide legislative days.

LINDA BAKER: Oh, yeah.

DIANE WIELAND: So maybe you could tie it into that. I don't know. 31

LINDA BAKER: That brings in a lot of people.

DIANE WIELAND: Yes.

MICHELLE VICINO: When is that meeting?

LINDA BAKER: Oh, I don't know as far as 2016. I don't know if a date -- has a date been -- Marty knows.

MARY EXLINE: Yeah, it has been. I will see. I think it is March 3rd.

JOHN VAN ESCHEN: What is that day?

MARY EXLINE: Well, actually I think it is March 3rd, but that doesn't -- no, we better probably check. That is a Thursday, and I can't imagine they would have it on a Thursday like you said that legislators leave early. Probably need to check.

LINDA BAKER: Yeah, it is usually a Tuesday or Wednesday.

What's the group that the main -- Missouri DD Council will be the main spearhead group for that.

MICHELLE VICINO: What's the name of that meeting or that event?

LINDA BAKER: They usually call it disability legislative --

INTERPRETER: I am sorry. I missed it.

LINDA BAKER: Disability Rights Legislative Day. Like I say, Missouri DD Council is the main spearhead group for that. Vicky Davison is the Executive Director.

MICHELLE VICINO: But if someone could introduce me to her.

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I have never met her before. Is there someone that could introduce me to her?

MARY EXLINE: It is actually --

LINDA BAKER: I can introduce you by e-mail.

MARY EXLINE: It is actually -- Linda, it is probably Andrew Lackey with the DD Council that works with --

LINDA BAKER: Oh, yeah, Andrew, yes.

INTERPRETER: I am sorry. Did you say Andrew?

MARY EXLINE: Yeah, Andrew.

LINDA BAKER: I will make a note here. Michelle, I will introduce you virtually through e-mail with Andrew Lackey with CC to Vicky. Andrew Lackey is the one that takes care of legislative stuff and spearheads the Disability Rights Day.

MICHELLE VICINO: Okay. This is some good discussion.

APRIL MASON DONOVAN: I really like the idea to do it during Disability Rights Day, but my concern is that Deaf people might get offended.

MICHELLE VICINO: I don't know. I have no idea.

APRIL MASON DONOVAN: Just wanted to bring that up.

ERNEST GARRETT: It won't only be deaf people there that Sprint is representing; right?

MICHELLE VICINO: Yeah, it is all disabilities, Deaf, hard of hearing, speech disabilities, deaf-blind.

LINDA BAKER: Speech.

MICHELLE VICINO: Speech disability. It may be the most appropriate time to do it.

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LINDA BAKER: It is an opportunity to educate people and the deaf community. Regardless for or against, you are part of the disability community. And I don't think there is enough people that know about the speech to speech.

DIANE WIELAND: Yes.

LINDA BAKER: This is an opportunity for Sprint to educate people about the speech to speech service. And interpreters are provided on that Disability Rights Day because there are some deaf people that do come to the event.

MICHELLE VICINO: Okay. That's why I have a feeling we are going to have an e-mail that goes around about this and the planning of this. This is a good brainstorming session.

JOHN VAN ESCHEN: Yeah. So the plan is to think about something for the 25th anniversary celebration?

MICHELLE VICINO: Yeah, well, after this discussion I am thinking more one of the events because it sounds like the rotunda is going to be open to the public. So if we have one event in Jeff City at the capitol and then in the beginning of March, and that being one opening event. That's my understanding. Is that how everybody is leaning?

LINDA BAKER: If it is doable. But if you are going to have it at the capitol, you need to make your reservations now.

MICHELLE VICINO: Okay. Then I am going to need -- if the

state agrees and you like the idea, once we get the date established, I can book the rotunda. Who do I contact about booking the rotunda?

MARY EXLINE: Linda, I thought you were suggesting it would be on Disability Rights Day. It would already be booked.

WHITNEY PAYNE: Right.

LINDA BAKER: Yes, Marty.

MARY EXLINE: Basically Disability Rights Day is a lobbying day for disability rights groups. So I don't know if the celebration would be lost in that.

MICHELLE VICINO: Oh.

MARY EXLINE: If I were you, I would just contact Andrew and talk to him about it. He can kind of fill you in on the rotunda and what is reserved and all of that.

MICHELLE VICINO: Okay. So I want to make sure I understand. The disability day typically is already -- they have already reserved that area because the event is already there. So it is possible that we could just join that?

LINDA BAKER: Most likely. Like Marty said, contact Andrew and see if you can be part of it. If he says yes or no, then you know what your next step is. It may be to select another date during the session time to reserve the rotunda. And Marty is right, it is about lobbying that day. So there may be not a whole lot of time for Sprint. I think it is great to bring it there, but you may think about having it another day because it

is constantly stuff going on at the capitol.

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MICHELLE VICINO: Okay. All right. So please e-mail me and Andrew, and do the virtual introduction, and I will take it from there.

LINDA BAKER: Will do.

WHITNEY PAYNE: I have got the information if we want -- it is the Office of Administration you can request to schedule your event in the capitol somewhere. It has an entire form to fill out online.

LINDA BAKER: Okay.

JOHN VAN ESCHEN: We seem to be focusing on the legislators. I am not quite sure I follow the need to basically have this whole thing revolve around the legislators. I mean I don't -- it is a celebration for 25 years of Sprint relay service. But, you know, I think something could be done to incorporate all of that. But I just am not quite sure what the purpose is or what would be the reason for -- basically scheduling an event in the hopes that state legislators will attend.

But maybe if we can sort that through via e-mail and whatever it is we want to do, I think it is important. And I think from the interest here, there is interest in doing something to celebrate 25 years of Sprint relay service and I think it would be appropriate.

One other question. Whatever is done, how would this be paid for? Is there an expectation that Relay Missouri funds

would be used? Or is this something that Sprint would pick up? 36

That's something we would also want to discuss. It is possible that Relay Missouri funding might be used for something, but I would need to run it through the appropriate channels.

MICHELLE VICINO: Well, if we have an education component, then I think it would be appropriate to have part of the state budget, but we can discuss that later if you want.

JOHN VAN ESCHEN: Okay.

MICHELLE VICINO: So the next slide. So there is a reason why we have some pictures here.

INTERPRETER: Who?

MICHELLE VICINO: The Cardinals actually own the copyrights. They own this picture. So they asked me not to print it and send it out. So I am showing it to you, but it is not included in the handout that you have.

So in June we had the HLAA -- they had their 35th annual conference. And I don't remember how many people went. There was at least 1,000 people that came over the course of three days. We had booths and so forth.

We facilitated a partnership between HLAA and the Cardinals and Missouri Relay had a booth there and sponsored the event. We had good positive feedback.

The game, what happened was -- I think you -- thank you to Linda Baker. HLAA sold 500 tickets during the game. They were able to watch batting practice and the pitching practice. And

then Kathy Patrick from the local HLAA chapter, she was able to 37
throw out the first pitch. It was very exciting. And then
they invited me on the field as well. So I am standing there
off to the side, and I am in the picture with the HLAA
representatives. They mentioned Relay Missouri over the PA or
whatever you want to call that system. They announced it there
so that everyone heard the phrase "Relay Missouri." It shows
it there on the screen. It was a really great event. And
there were people who were exposed to this is not included into
the spreadsheet because we don't know how many people were at
the game.

But it was a very exciting time, and definitely it was a
memorable. Thank you for Kathy, for the suggestion, and the
suggestion came about throwing out the pitch.

LINDA BAKER: It was a small part. Kathy was thrilled. Some
of you may not know Kathy Patrick. She is an adamant Cardinals
fan. She has a whole room, literally whole room in her house
full of Cardinals memorabilia. So she was thrilled to be able
to throw the pitch.

BARRY CRITCHFIELD: Which day was the Kansas City Royals day?

[LAUGHTER]

STACY BRADY: 28th.

MICHELLE VICINO: I don't know. I am from St. Louis!

CLAIRE MENGWASSER: Tonight!

BARRY CRITCHFIELD: Right. Second one tonight.

MICHELLE VICINO: As I mentioned before, this is the timeline. During lunch or on your own time, I encourage you to look through that. It just shows the big highlights, just the top highlights over the last 25 years.

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You know, obviously Sprint has done a lot more than what is on here. It shows the most important things that has been accomplished over the last 25 years. It is for you to keep and hang in your office or whatever you would like to do.

Other updates. Do you have a copy of the Annual Report? I gave that to you. Every August which put together that. The other update, I don't know if you are aware but the FCC -- the contact degree is happening.

INTERPRETER: Hold on. Please go back.

MICHELLE VICINO: The FCC, so there is an agreement that we are making with the FCC and it is going to be leading to IP services. So IP, CapTel, by Sprint. So that's going to enable us to do 911. Missouri CapTel was not affected by that. So fortunately -- so what was happening was folks were calling 911 but were not able to get through. So Sprint has now updated their protocols to do enhanced 911 in the future. So are there any questions about that?

Last slide. Do you have any questions at all for me?

JOHN VAN ESCHEN: Is there anything going on at the FCC Sprint is taking note of?

MICHELLE VICINO: With? No, this is the only thing that I

have been made aware of, but I can do some digging. If I find out if there is any other things going on, I will let you know. 39

LINDA BAKER: Questions for Michelle? Okay, all right. I think we will take a break for lunch.

(Lunch taken.)

LINDA BAKER: Okay. We will get started.

Do we need to wait for John?

DANA PARISH: Yeah, just a few minutes. In the meantime we are passing around a handout.

LINDA BAKER: We will wait for the PSC staff report. John, we are going to get started with the PSC staff report.

DANA PARISH: I will start. I just handed out an update on the relay surcharge fund.

There have been I guessed most recent we talked about last meeting was an increase which has been approved and took place in December 2014. On the graph you can see it has gradually declined.

The fund amount is just over 5.4 million at this point. Any questions? Surcharge amount, fund amount. I am sorry.

LINDA BAKER: So it looks like it has kind of plateaued. It is kind of going down a little bit.

DANA PARISH: Yeah, it was not a drastic decrease, but it has decreased some. I think it was just roughly 6.2 million around December.

So it has really decreased, correct. And the current

surcharge amount is 6 cents; it was reduced from 8 cents.

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Are there any questions?

LINDA BAKER: I don't see any questions.

DANA PARISH: All right. So moving on to the vacancies and status. This is a brief synopsis from our Web site where we kind of keep all of the information.

We have Diane Wieland's position that is -- her term ends May, 2016. So we need to discuss that, open that up, and see what you all would like to do.

I am sure Diane would be interested in staying on another term or I mean what you all would like her to do. I will leave it open to you all for discussion.

LINDA BAKER: This one vacancy?

DANA PARISH: Yes. We also have Mary Joyce Ulep also that left the group not too long ago. We also have that one as well listed. That one is currently vacant.

LINDA BAKER: So we need to find someone who is hearing?

DANA PARISH: Yes.

LINDA BAKER: Most likely to represent -- have some knowledge of the Deaf and hard of hearing or speech-impaired community?

DANA PARISH: Uh-huh.

BARRY CRITCHFIELD: Where do you find hearing people?

[LAUGHTER]

LINDA BAKER: Don't know.

BARRY CRITCHFIELD: They are hiding!

LINDA BAKER: Members, if you know of anyone that you think would be a good fit for our Council, please send that information to Dana.

I just wonder if there should be someone -- we usually have someone who is a speech pathologist or something like that. But what if we had someone who represents the CIL, Centers For Independent Living? Is Chris Camene still the chair of the MOCIL? I suggest you contact Chris Camene, CAMENE, who is the chair for MOCIL. It stands for Missouri Council for Independent Living service. It is MOCIL.org. And contact Chris and maybe she has a suggestion that someone from the CILs could be a representative.

DANA PARISH: Okay.

DIANE WIELAND: I have an idea for someone with a speech impediment. Mike Parker would be really good.

APRIL MASON DONOVAN: Oh, yes.

LINDA BAKER: Mike Parker.

DIANE WIELAND: And he has a speech impediment, and he has used Relay a lot.

DANA PARISH: Who is Mike with?

MARY EXLINE: He works for Paraquad. We actually -- for us, it would be good.

APRIL MASON DONOVAN: Yes! Good choice. I know him too.

LINDA BAKER: Okay, it seems like we know a lot of people who know Mike Parker. Yeah, Mike Parker is our recommendation.

And Diane can set that up as far as the virtual introduction.

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DANA PARISH: Okay. Sounds good. Although I will miss Diane.

APRIL MASON DONOVAN: So you are looking for a hearing and speech to speech. So that's two.

LINDA BAKER: Right.

APRIL MASON DONOVAN: Thank you.

LINDA BAKER: But the speech won't be until after May; the hearing, now. And I thought it would be nice to have someone from the CILs representing because they will have their -- they also -- a lot of them have the TAP program and they do have clients --

SCOTT DOLLAR: I have something.

LINDA BAKER: I see Scott's hand go up. Scott?

SCOTT DOLLAR: Let me be sure I understand you correctly. We are wanting somebody from the CIL? So what if the different agencies, if we have someone that represents from different agencies, like we have the Missouri Centers For Independent Living, is there any other possible agencies that we could have somebody represent from? Maybe a Deaf individual?

LINDA BAKER: Well, this has got to be a hearing individual, Scott. So they can represent -- as far as agency association, that could be anybody. Mainly, that's my suggestion. You don't have to stick with that suggestion. It could be from UCP. It could be from MS Society. There are all kinds of

agencies that serve people with disabilities. And I just thought it would be good to have a person that might have their fingers in different areas that would be a welcome addition.

BARRY CRITCHFIELD: I don't want to get off track too much. But looking around the table there is a fairly young group. I wonder if there has ever been a senior citizen representative on this group?

LINDA BAKER: Like me?

[LAUGHTER]

BARRY CRITCHFIELD: Like me, no.

LINDA BAKER: And that's a thought too. Yeah, that's a thought too. Someone who represents what's that place called? Area Agency For Aging. I think that's an area, you know -- there is an association, Dana, called Area Association for Aging. They used to have a Web site. It slipped my mind. That might be good too, a hearing person. Of course, a lot of those older hearing persons become hard of hearing.

BARRY CRITCHFIELD: Right. But in their minds they are still hearing.

[LAUGHTER]

LINDA BAKER: But that might be good to tap into another population that they may not know about the Relay Council or relay service or the TAP program. I think it would be good to have a hearing person that can spread the word. Yeah, that's just my thought, but the majority can weigh in.

DANA PARISH: Okay. I will give those a try.

LINDA BAKER: Anything else?

DANA PARISH: And Diane's position, will we wait until --

JOHN VAN ESCHEN: Diane, do you want to serve another term?

DIANE WIELAND: If -- yes. But I think Mike Parker would be good too.

LINDA BAKER: That's up to you, Diane. Do you want to think about it?

DIANE WIELAND: Can I think about it?

DANA PARISH: Yeah, that would be fine.

LINDA BAKER: I was thinking if it is Mark or Judy -- Judy would be good, or his wife, Mike Parker's wife.

DIANE WIELAND: She would be good.

LINDA BAKER: Yeah, but anyway, we got some choices.

Okay, anything else?

DANA PARISH: That's all I have.

LINDA BAKER: Open discussion? Anyone? Whitney?

WHITNEY PAYNE: The only thing, I filed the comments that we had put together, but that has been my role so far.

DANA PARISH: For reduction of the relay surcharge.

WHITNEY PAYNE: Exactly.

LINDA BAKER: Okay. Any other information we want to share about our agency or anything? Okay.

All right. Well, we need to set the date for the next meeting.

DANA PARISH: It will be April.

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STACY BRADY: Power-Up for Missouri Assistive Technology will be April 18th and 19th in St. Charles. So if you are not familiar with Power-Up, it is our really good knowledgeable people presenting topics on anything related with assistive technology. We have got -- because -- what is it? The IL Summit is being combined this year. We are opening up opportunities to have conversations about some changes related to guardianship. Delores is doing that; right?

MARY EXLINE: Right, yeah.

STACY BRADY: We have a lot of stuff going.

MARY EXLINE: Yeah, a lot of sessions, a conference on a variety of disability issues and expo. So we usually have about 500 people attend, all the way from school personnel to independent living centers to a lot of consumers or providers. It should be a good conference this year. We do have some sessions on -- related to deafness and hard of hearing.

LINDA BAKER: And I should add they also have the Governor's Council's Inclusion Award winners announced there too. Unless they changed that. All right. You said the 18th and 19th.

How about the following week like April 27th? Any problems with April 27th?

APRIL MASON DONOVAN: That's fine with me.

SCOTT DOLLAR: That's fine.

ERNEST GARRETT: Wait a second. Hold on a second.

Double-checking. Nope. That works for me.

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LINDA BAKER: Let Ope know. Oh, you got him.

EMILY FRY: Yep, Ope.

LINDA BAKER: Okay, April 27th it is.

EMILY FRY: Will that be at the same time as this meeting?

DANA PARISH: Yeah, 11:00 o'clock.

LINDA BAKER: Yes. All right. We are coming to the conclusion of our meeting. Anything else to discuss? Okay.

JOHN VAN ESCHEN: So --

APRIL MASON DONOVAN: Actually, I do have one.

JOHN VAN ESCHEN: So Bob Lister will be at the next meeting?

MICHELLE VICINO: Yes. Yes, I will invite Bob for the next meeting.

JOHN VAN ESCHEN: And there is going to be an exchange of e-mails with the group about what should be the 25th anniversary celebration?

MICHELLE VICINO: Yeah. Yes.

APRIL MASON DONOVAN: I don't know but I have been hearing a lot about New York. In New York they had like an Apple event for the deaf and hard of hearing in several cities in New York. I think the Apple stores or something had a person or staff and they come to several cities in New York like Buffalo, Syracuse, and other cities to educate the Deaf and hard of hearing of how to use iPhone, iPad. So I thought it would be cool to have someone, something like that here in the State of Missouri.

STACY BRADY: St. Louis had one here last year.

APRIL MASON DONOVAN: It would be nice to go to Kansas City or other major cities.

STACY BRADY: Go on their site and request that, Apple Web site.

APRIL MASON DONOVAN: Okay.

LINDA BAKER: So, April, but you are suggesting that they come and make a presentation at our Relay Council meeting?

APRIL MASON DONOVAN: No, no. Just setup like a showcase of how to use iPhone, and iPads. There are several -- to serve consumers who are deaf and hard of hearing.

LINDA BAKER: Oh, so you can go online and find that information?

APRIL MASON DONOVAN: I can go and request for someone to set up an event date and time and go to a specific Apple store.

LINDA BAKER: Oh, I would -- you might -- well, it is still in St. Louis. But Deaf, Inc. might be interested in setting it up with hearing loss group because we meet there the second Saturday of each month. That would be a cool idea for a presentation on a Saturday. Is that what you mean?

APRIL MASON DONOVAN: No.

[LAUGHTER]

Okay. For those who already have an iPad or iPhone or in case you want to buy one, and they go to the Apple store and someone who is deaf works for the Apple store, or they teach

them how to use the equipment.

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LINDA BAKER: Oh, I get it. I guess I need to do that.

Thanks.

Any more news? Well, we shall adjourn the meeting. Thank you. Safe travels!