

APRIL 2012

1

ROUGH DRAFT

MISSOURI RELAY  
ADVISORY COUNCIL MEETING  
WEDNESDAY, APRIL 18, 2012  
AT SPRINT RELAY  
INDEPENDENCE, MISSOURI

♀

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THE SPEAKER: THANK YOU. IF  
YOU HAVE ANY QUESTIONS, STOP BY.  
IF YOU WANT TO COME BACK FOR A TOUR  
WITH YOUR GIRL SCOUTS, BOY SCOUTS,  
WHOEVER, COME ON BACK.

MR. TELTHORST: THANK YOU MUCH.

MR. SELZNICK: EVERYONE ENJOY  
THE TOUR? GREAT. ARE THE CAPTIONS  
SET UP OKAY? ARE YOU GUYS OKAY  
FOLLOWING ME? IS EVERYONE HERE?

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MS. GRUER: I ' M HERE.

MR. TELTHORST: EVERYBODY WHO  
IS NOT HERE RAISE YOUR HAND.

MS. BAKER: I DON' T SEE THE  
CHAIR.

MS. GARRISON: TRACY IS NOT  
HERE, OUR CHAIRPERSON.

MR. SELZNICK: SO WHO WOULD BE  
THE VICE-CHAIR?

MS. GARRISON: THAT WOULD BE  
ME. HELLO. GOOD MORNING.

MR. SELZNICK: WELL, I WILL BE  
HAPPY TO TURN THE FLOOR OVER TO  
YOU, BARBARA, WHENEVER YOU WANT TO  
START OUR MEETING.

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MS. GARRISON: WE CAN CALL OUR  
MEETING TO ORDER AFTER THE TOUR AT  
11:15. HOW ABOUT THAT? AND WE' LL  
GO RIGHT INTO THE EQUIPMENT PROGRAM  
UPDATE. THERE ARE SOME NEW FACES  
THIS MORNING. I JUST WELCOMED A  
NEW NEIGHBOR FROM HATTON.

MS. GRUER: MY NAME IS JANET  
GRUER. I ' M THE PARENT OF A CHILD  
WHO IS MEDICAL FRAGILE. SHE IS 28  
YEARS OLD. SHE LIVES IN OUR HOME.  
WE LIVE IN HATTON OUTSIDE OF  
COLUMBIA JUST EAST, AND I BELONG TO  
SEVERAL BOARDS THROUGHOUT MY YEARS  
OF ADVOCACY THROUGHOUT THE STATE.

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AND I FELT LIKE IT WAS TIME TO MOVE ON TO SOME OTHER AREA THAT I FELT LIKE I COULD BETTER SERVE THE PEOPLE.

MS. BAKER: WELCOME.

INTRODUCTIONS: I'M MEGHAN MCCLOWRY I'M AN ATTORNEY WITH THE PUBLIC SERVICE COMMISSION AND I'M HERE WITH DANA AND JOHN. I'M SHERRY MASON AND I ACTUALLY WORK

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HERE IN INDEPENDENCE NOT FAR FROM HERE SO TODAY I DIDN'T HAVE A VERY LONG COMMUTE. I'M LATE-DEAFENED ADULT WITH MENIERE'S DISEASE, AND I DON'T USE AN INTERPRETER SO I'M APPRECIATING THE FINE WORK OF OUR TRANSCRIPTIONIST. HI. I'M LINDA BAKER AND MY REGULAR JOB IS I'M WITH THE GOVERNOR'S COUNCIL ON DISABILITY. I AM DENNIS SELZNICK. I'M THE ACCOUNT MANAGER FOR RELAY MANAGER, SO I'M HAPPY TO SERVE YOU GUYS TODAY. I'M LEWIS MILLS. I'M WITH PUBLIC HOUSING OF THE STATE OF MISSOURI AND EX OFFICIO OF THE ADVISORY COMMITTEE. HI. MY NAME IS ERNEST GARRETT III. I'M THE EXECUTIVE DIRECTOR FOR THE MISSOURI COMMISSION FOR THE DEAF AND HARD OF

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HEARING. STACY BRADY, MISSOURI  
ASSISTIVE TECHNOLOGY TAP FOR  
TELEPHONE COORDINATOR. MARTY  
EXLINE, DIRECTOR OF MISSOURI  
ASSISTIVE TECHNOLOGY. MICHAEL  
BOYD, I WORK AT PARAGUAD IN ST.

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LOUIS. GOOD MORNING. I'M RIC  
TELTHORST, AND I'M WITH THE  
MISSOURI TELECOMMUNICATIONS  
INDUSTRY ASSOCIATION. WE'RE A  
TRADE ORGANIZATION FOR THE  
TELECOMMUNICATIONS INDUSTRY.

MS. GARRISON: GOOD MORNING,  
EVERYONE. AND THANK SPRINT VERY  
MUCH FOR THE TOUR THIS MORNING.  
DENNIS ASKED ME IF I HAD LEARNED  
ANYTHING. AS AN INTERPRETER IN  
ANOTHER LIFE, I LEARNED A LOT. WE  
DIDN'T HAVE CALL CENTERS BACK IN MY  
DAY.

ALL RIGHT. READY, MARTY, FOR  
AN UPDATE FOR US.

MR. EXLINE: I'M READY. I  
WANTED -- I THINK THERE WERE  
PROBABLY A NUMBER OF PEOPLE THAT  
MAYBE AREN'T QUITE AS FAMILIAR AS  
WE NEED TO MAKE THEM WITH THE  
TELECOMMUNICATIONS ACCESS PROGRAM  
IN MISSOURI, AND SO WE WANTED TO  
KIND OF GIVE AN OVERVIEW OF THE

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PROGRAM AND HOW IT IS SET UP AND

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EVERYTHING AND THEN ANSWER ANY  
QUESTIONS THAT YOU MIGHT HAVE.

MR. SELZNICK: YOU CAN USE THE  
MOUSE.

MR. EXLINE: I WILL MESS IT UP  
SOMEHOW, I PROMISE. IN MISSOURI OF  
COURSE STATE STATUTE SETS UP THE  
DEAF RELAY SERVICE AND EQUIPMENT  
DISTRIBUTION PROGRAM FUND. OF  
COURSE, THERE ARE TWO PARTS OF  
THAT. ONE PART IS THE DEAF RELAY  
SERVICE, WHICH IS RELAY MISSOURI  
OPERATED THROUGH THE MISSOURI  
PUBLIC SERVICE COMMISSION AND OF  
COURSE THE RELAY MISSOURI ADVISORY  
COMMITTEE.

THE OTHER PART IS THE  
EQUIPMENT DISTRIBUTION PROGRAM  
WHICH IN MISSOURI IS CALLED THE TAP  
PROGRAM, TELECOMMUNICATIONS ACCESS  
PROGRAM. IT IS OPERATED THROUGH  
MISSOURI ASSISTIVE TECHNOLOGY WHICH  
IS ALSO THE STATE ASSISTIVE  
TECHNOLOGY PROGRAM. EVERY STATE  
HAS AN ASSISTIVE TECHNOLOGY PROGRAM

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THROUGH THE FEDERAL ASSISTIVE

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TECHNOLOGY ACT. AND THERE ARE SOME OTHER STATES WHERE THE ASSISTIVE TECHNOLOGY PROGRAM ALSO OPERATES THE TELECOMMUNICATIONS PROGRAM. AND THEN IT IS ADMINISTERED THROUGH THE MISSOURI ASSISTIVE TECHNOLOGY COUNCIL, WHICH IS A STATEWIDE COUNCIL MADE UP OF A MAJORITY OF PERSONS WITH DISABILITIES, CROSS-DISABILITY AND AGENCIES THAT HAVE SOMETHING TO DO WITH PROVIDING ASSISTIVE TECHNOLOGY. SO YOU ARE TALKING ABOUT THE DIVISION OF MEDICAL SERVICES OR THE HEALTHNET DIVISION NOW, DIVISION OF SPECIAL EDUCATION, DEPARTMENT OF INSURANCE BECAUSE THE DEPARTMENT OF INSURANCE REGULATES THINGS LIKE ASSISTIVE DEVICES, WHETHER IT IS PROSTHETICS, ORTHOTICS OR HEARING AIDS AS FAR AS IF THERE'S ANY INSURANCE MANDATES FOR THOSE KINDS OF THINGS. SO ANY AGENCY THAT HAS SOMETHING TO DO WITH ASSISTIVE TECHNOLOGY IS ALSO

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ON THE COUNCIL.

THEN LIKE I SAID, THERE'S TWO PARTS OF THE TELECOMMUNICATIONS ACCESS PROGRAM. THERE'S THE TAP FOR TELEPHONE PROGRAM AND THEN THE TAP FOR INTERNET PROGRAM. OF

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COURSE, I THINK MOST PEOPLE ARE FAMILIAR WITH THE TAP FOR TELEPHONE PROGRAM. I MEAN IT IS BASICALLY SET UP TO PROVIDE BASIC VOICE TELEPHONE CALLING, BOTH FOR MAKING AND RECEIVING CALLS FOR PERSONS WITH ALL TYPES OF DISABILITIES. SO YOU ARE TALKING ABOUT TEXT TELEPHONES, VOICE CARRYOVER, PHONES FOR HEARING CARRYOVER, AMPLIFIED PHONES, HANDS FREE PHONES AND PHOTO PHONES. IF ANYBODY HAS ANY QUESTIONS, JUST JUMP IN.

THEN THE OTHER SIDE OF THE PROGRAM IS THE TAP FOR INTERNET PROGRAM. AND THAT SIDE IS FOR PERSONS TO BE ABLE TO ACCESS THE INTERNET OR E-MAIL REGARDLESS OF THEIR DISABILITY. SO, FOR

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INSTANCE, COMPUTER INPUT DEVICES SUCH AS ADAPTIVE KEYBOARDS OR ADAPTED POINTING DEVICES COULD BE AN ADAPTIVE MOUSE, IT COULD BE SOME TYPE OF TRACK BALL VOICE, IT COULD BE EYE GAZE SYSTEMS FOR SOMEBODY WHO, SAY, IS A QUADRI PLEGIC AND CAN ONLY OPERATE THEIR COMPUTER THROUGH MAYBE AN ON-SCREEN KEYBOARD WITH SOME TYPE OF EYE GAZE. IT PROVIDES

COMPUTER OUTPUT, IF SOMEBODY IS BLIND AND CAN'T SEE THEIR COMPUTER SCREEN COULD PROVIDE VOICE OUTPUT, IT COULD PROVIDE SCREEN ENLARGING FOR SOMEBODY THAT MAYBE DOES HAVE SOME VISION, BUT CAN'T SEE SCREEN UNLESS THE SCREEN IS ENLARGED, THEIR COMPUTER SCREEN AND THEN ALSO FOR LEARNING DISABILITIES.

SOMEBODY WHO HAS A LEARNING DISABILITY AND IS UNABLE TO READ. THERE ARE PROGRAMS THAT CAN PROVIDE TEXT TO SPEECH FOR SOMEBODY NOT ONLY GIVING THE VOICE OUTPUT BUT ALSO DIFFERENT PROGRAMS THAT

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ACTUALLY HIGHLIGHT DIFFERENT SECTIONS, DIFFERENT WORDS, DIFFERENT PARAGRAPHS, HOWEVER SOMEBODY WANTS TO DO THAT.

MR. TELTHORST: MARTY, YOU DON'T ACTUALLY PROVIDE THE COMPUTER, YOU PROVIDE THE ENHANCEMENTS TO IT?

MR. EXLINE: CORRECT. WE DON'T PROVIDE THE COMPUTERS, BUT ANY ADAPTIVE EQUIPMENT OR SOFTWARE THAT SOMEBODY WOULD NEED.

MS. GRUER: DO YOU ALSO FIND LOCATIONS THAT WILL ASSIST WITH THE COMPUTER? THERE USED TO BE AN

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ORGANIZATION HERE IN KANSAS CITY  
THAT WOULD PROVIDE USED COMPUTERS  
THAT ONCE THEY WERE CLEANED UP AND  
THINGS.

MR. EXLINE: RIGHT. WE DO.  
THERE WAS THE PAN EDUCATIONAL  
INSTITUTE. WHAT ARE THEY CALLED  
NOW?

MS. BRADY: ARTS TECH.

MR. EXLINE: THERE WAS ONE IN

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ST. LOUIS. WE HAVE THOSE ON OUR  
WEBSITE. SOMETIMES THEY ARE FREE  
OF CHARGE. SOMETIMES THEY CHARGE A  
FEE, BUT THEY ARE PRETTY LOW FEES  
FOR SOME OF THEM.

SO JUST KIND OF AN OVERVIEW OF  
THE TAP FOR TELEPHONE PROGRAM IN  
TERMS OF WHO IT SERVES. NO  
SURPRISE 61% OF PERSONS HAVE SOME  
TYPE OF HEARING LOSS, EITHER DEAF  
OR THEY HAVE A HEARING LOSS, HARD  
OF HEARING. 19% HAVE A VISION LOSS  
AND THESE NUMBERS, BAIT, ARE HOW  
THE PERSON IDENTIFIES ON THEIR  
APPLICATION SO IF THEY SAY THEIR  
MAIN DISABILITY IS HEARING THEN  
THAT'S HOW THESE ARE CATEGORIZED.  
MULTIPLE DISABILITIES 17%, 3% SOME  
TYPE OF MOBILITY IMPAIRMENT, MAYBE

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SOMEBODY WITH A HANDS FREE PHONE  
AND THEN THAT .04 IS SPEECH  
DISABILITY. WE'RE DEBATING WHETHER  
THERE ACTUALLY WAS A SLIVER THERE  
FOR THAT .04, SO I DON'T THINK IT  
IS REALLY THERE. AGE RECIPIENTS, I

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GUESS THAT'S NO SURPRISE, BUT  
BIGGEST AGE GROUP, 47% ARE AGE 76  
TO 90. SO THAT'S AMAZING. 10%  
OVER 90. 91 OR OLDER, WHICH IS  
AMAZING. SO, OBVIOUSLY, THERE'S  
FOLKS THAT WANT TO BE ABLE TO USE  
THEIR TELEPHONE REGARDLESS OF YOUR  
AGE. BUT THAT STILL SURPRISES ME,  
THE 10% AND THE FACT THAT THE 76 TO  
90.

MS. BRADY: ACTUALLY WHAT'S  
MORE AMAZING IS HOW MANY CENTURIONS  
WE HAVE IN THE STATE OF MISSOURI.

MS. GRUER: YES.

MS. GARRISON: HOW MANY?

MS. BRADY: BRADY BUNCH.

MS. GRUER: I THOUGHT THEY WERE  
ALL IN ARIZONA.

MS. GARRISON: ANOTHER GOOD  
REASON FOR MOVING HERE.

MR. EXLINE: DO YOU KNOW THE  
OLDEST PERSON?

MS. BRADY: OLDEST ONE I'VE  
SEEN IS 108.

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MR. EXLINE: THEN THE TAP FOR

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INTERNET PROGRAM. AGAIN, IT IS PROBABLY WHAT YOU WOULD THINK FOR COMPUTER ACCESS. YOU ARE TALKING ABOUT THE MAJORITY OF PEOPLE WOULD HAVE VISION IMPAIRMENTS BECAUSE THEY ARE NOT ABLE TO SEE THEIR COMPUTER EITHER SEE WHAT THEY ARE INPUTTING AS FAR AS OUTPUT WHAT'S ON THE COMPUTER SCREEN. ABOUT 26% HAVE SOME TYPE OF PHYSICAL DISABILITY. SO IT COULD BE SOME TYPE OF ADAPTIVE MOUSE, TRACK BALL OR SOMETHING ALONG THOSE LINES. IT COULD BE AN ADAPTIVE KEYBOARD, IT COULD BE AN ON SCREEN KEYBOARD THAT THE PERSON USES. AND THEN 15% HAVE A COGNITIVE DISABILITY. SO THAT MIGHT BE LIKE A TEXT TO SPEECH PROGRAM FOR SOMEBODY TO BE ABLE TO READ WHAT'S ON THE COMPUTER SCREEN.

MR. SELZNICK: I NOTICE YOU DON'T HAVE ANYTHING RELATED TO HEARING LOSS. SO THERE'S NO ADAPTIVE SOFTWARE YOU HAVEN'T IDENTIFIED ANYTHING?

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MR. EXLINE: WE HAVEN'T

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I IDENTIFIED ANYTHING. NOBODY HAS REQUESTED ANYTHING. IF ANYBODY, YOU KNOW, HAS ANY IDEAS, LET US KNOW. THEN AGE OF RECIPIENTS, THE BIGGEST GROUP IS 41 TO 60, WHICH IS KIND OF EXPECTED. IF I JUST HAD TO GUESS I WOULD HAVE GUESSED MAYBE THE YOUNGER GROUP BEFORE THAT, MAYBE THE 22 TO 40 IN TERMS OF PEOPLE USING THE COMPUTER BUT IT'S ACTUALLY 41 TO 60. WE DO HAVE A SMALL GROUP OF PEOPLE AGE 91 AND OVER, AND WE'RE ALWAYS TRYING TO GET MORE SENIORS TO LOOK AT BOTH PARTS OF THE PROGRAM, BUT ESPECIALLY COMPUTER PROGRAM BECAUSE A LOT OF FOLKS JUST, NO. 1, THEY DON'T WANT TO SAY THAT THEY HAVE A DISABILITY BECAUSE THEY DON'T. THEY ARE JUST OLDER IN THEIR EYES. THEN THEY JUST REALLY DON'T WANT TO TRY ANYTHING NEW. SO IT IS ALWAYS WE'RE GOING TO THE GOVERNOR'S CONFERENCE ON AGING. IT IS ALWAYS

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A TASK TO TRY TO GET MORE SENIORS, ESPECIALLY TO USE THE TAP FOR INTERNET PROGRAM. BUT WE HAVE CONSUMER SUPPORT PEOPLE ALL OVER THE STATE THAT WILL ACTUALLY GO TO THE PERSON'S HOUSE, HELP THEM

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FIGURE OUT WHAT THEY NEED, HELP THEM FIGURE OUT IF THEY NEED HELPING INSTALLING IT, GIVE THEM SOME TRAINING ON HOW TO USE THAT SOFTWARE TOO.

MISSOURI IS STILL THE ONLY PROGRAM IN THE COUNTRY THAT PROVIDES ADAPTIVE TELEPHONES AND ADAPTIVE EQUIPMENT OR SOFTWARE TO ACCESS THE INTERNET THAT HAS BOTH OF THOSE COMPONENTS. I THINK THERE WILL BE SOME STATES THAT HAVE THAT IN THE FUTURE BUT MISSOURI IS STILL THE ONLY ONE. THE GOVERNOR'S AWARD FOR QUALITY AND PRODUCTIVITY IN 2005, THEY AWARDED IT TO THE TAP PROGRAM FOR CUSTOMER SERVICE AND LARGELY BECAUSE OF THE CONSUMER SUPPORT ASPECT OF THE PROGRAM. AND

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THEN THIS LAST YEAR THE FCC CHAIRMAN'S AWARDS FOR ADVANCEMENT IN ACCESSIBILITY, WHICH IS A NATIONAL AWARD THAT WE WERE NOMINATED FOR, AND ACTUALLY THE FCC ACTUALLY ASKED US TO BE NOMINATED, SO THAT WAS KIND OF AN HONOR.

MR. BOYD: QUESTION. YOU SAID MISSOURI IS THE ONLY STATE THAT HAS THIS PROGRAM. ARE WE THE ONLY

ONES?

MR. EXLINE: YES.

MR. BOYD: WHY DON'T OTHER STATES HAVE THAT?

MR. EXLINE: IT REALLY TO GET IT SET UP, IT REALLY DOES TAKE A LOT OF SETUP. I THINK YOU ARE TALKING ABOUT IN THE COMPUTER ASPECT OF IT. THE PHONE ASPECT IS A LITTLE LESS INVOLVED AS FAR AS SETTING IT UP EXACTLY WHAT YOU ARE GOING TO PROVIDE AND FINDING THE PEOPLE IN THE STATE THAT CAN PROVIDE THE CONSUMER SUPPORT IN TERMS OF PEOPLE THAT ARE

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KNOWLEDGEABLE, HAVE BASIC COMPUTER ACCESS IN TERMS OF IF MY COMPUTER STOPS WORKING WHAT DO I DO? ALSO ARE KNOWLEDGEABLE ABOUT THE HARDWARE AND SOFTWARE. SO I THINK THAT'S THE BIGGEST PART. I THINK WITH THE DEAF/BLIND PROGRAM, TELECOMMUNICATIONS PROGRAM, THAT IS GOING TO BE STARTING THROUGH THE FCC IN AUGUST -- I MEAN IN JULY I THINK A LOT MORE STATES ARE GOING TO START HAVING PROGRAMS SIMILAR TO THIS.

MR. BOYD: OKAY.

MR. EXLINE: SO IN TERMS OF THE

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PROGRAM KIND OF WHAT WE'RE STRIVING FOR, WE'RE TRYING TO INCREASE THE NUMBER OF CONSUMERS SERVED. RIGHT NOW MISSOURI RANKS FIFTH IN THE NUMBER OF PIECES OF EQUIPMENT PROVIDED TO CONSUMERS BEHIND CALIFORNIA, FLORIDA, TEXAS, ILLINOIS. WE HAVE A POPULATION OF ABOUT HALF OF I THINK THERE'S ABOUT SIX MILLION IN MISSOURI. SO THAT'S

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DOING PRETTY GOOD. THERE'S STATES WITH LOT LARGER POPULATION THAT DON'T SERVE AS MANY CONSUMERS. SO I THINK THAT'S A GOOD POINT. WE TRY -- THE PROGRAM DECREASES THE COST PER DEVICE THROUGH COMPETITIVE BIDDING. ANY EQUIPMENT, ANY VENDORS THAT WE USE HAVE TO GO OUT ON AN RFP THROUGH THE OFFICE OF ADMINISTRATION. THAT'S BOTH ON THE TELEPHONE SIDE AND ON THE INTERNET SIDE. ALL OF THAT HAS TO GO OUT FOR BID. SO ONE OF THE THINGS WE ASK, OF COURSE, ON THE RFPS IS WHAT KINDS OF DISCOUNTS WE CAN GIVE THE STATE IN TERMS OF WHEN WE PURCHASE THE EQUIPMENT. UTILIZES LOCAL RESOURCES TO PROVIDE CONSUMER SUPPORT. I WILL TALK MORE ABOUT

THAT IN JUST A SECOND IN TERMS OF TRYING TO MAKE SURE THAT THERE ARE PEOPLE AT THE LOCAL LEVEL IN THE CITY, IN THE COMMUNITY WHERE THE PERSON LIVES WHERE THEY CAN GO OUT AND TRY OUT A PHONE, TRY OUT A

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PIECE OF SOFTWARE OR SOME EQUIPMENT TO MAKE SURE IT WORKS FOR THEM.

REQUIRES DEMONSTRATION TO ENSURE MATCH BETWEEN THE DEVICE AND THE CONSUMER BOTH FOR TELEPHONE PROGRAM AND FOR THE INTERNET PROGRAM, WE REQUIRE THAT THE PERSON HAVE THE OPPORTUNITY TO TRY OUT THAT DEVICE OR TRY OUT THAT SOFTWARE BEFORE WE ACTUALLY APPROVE AN APPLICATION TO MAKE SURE THAT IT'S THE BEST ONE FOR THEM. THE CONSUMER SATISFACTION FOR BOTH PROGRAMS HAS BEEN USUALLY AROUND 97, 98, 99% OVER THE LAST FIVE, SIX YEARS.

IN TERMS OF THE PROGRAM, OBVIOUSLY THE APPLICATIONS ARE APPROVED FOR ELIGIBILITY, MAKE SURE THAT THE PERSON MEETS THE INCOME GUIDELINES, THAT THEY HAVE A DISABILITY, THAT THEY HAVE HAD A CHANCE TO GET A DEMONSTRATION, WILL HAVE A CHANCE TO GET A

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♀ DEMONSTRATION. CONSUMER OUTREACH

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AND SUPPORT FOR ASSESSMENT,  
INSTALLATION AND TRAINING ARE  
REQUIRED BY STATE STATUTE FOR THE  
PROGRAM. DEVICE LOANS ARE  
AVAILABLE FOR SOME ADAPTIVE  
COMPUTER EQUIPMENT AND SOFTWARE.  
WE HAVE SEVEN REGIONAL  
DEMONSTRATION CENTERS AROUND THE  
STATE SET UP SO IF A PERSON WANTS  
TO ACTUALLY GO TO ONE OF THOSE  
REGIONAL DEMONSTRATION CENTERS AND  
TRY OUT A PIECE OF EQUIPMENT, THEY  
CAN DO THAT. THEY CAN ALSO --  
THERE'S 24 CENTERS FOR INDEPENDENT  
LIVING THAT THE PERSON CAN GO TO OR  
HAVE SOMEBODY COME TO THEIR HOUSE  
TO TRY OUT A TELEPHONE OR A PIECE  
OF EQUIPMENT. 24 CENTERS FOR  
INDEPENDENT LIVING. THERE ARE NUMB  
ON US OTHER AGENCIES, REHAB  
SERVICES FOR THE BLIND, SOME  
VOCATIONAL REHABILITATION OFFICES  
WILL ALSO DO DEMONSTRATIONS FOR THE  
TAP TO TELEPHONE PROGRAM.

♀ JUST IN TERMS OF THINGS GOING

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ON RIGHT NOW. ONE THING I WANTED

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TO MENTION WAS JUNE 8TH THERE'S A  
MISSOURI ASSISTIVE TECHNOLOGY  
COUNCIL MEETING IN JEFFERSON CITY  
AT THE CAPITOL PLAZA. WHAT WE'RE  
GOING TO BE DOING INSTEAD OF HAVING  
A TYPICAL COUNCIL MEETING IS KIND  
OF DOING AN OVERVIEW OF OUR  
PROGRAMS AND PROJECTS. ANYBODY IS  
INVITED TO THAT. IF YOU ARE  
INTERESTED, THEN JUST LET US KNOW.  
WE DEFINITELY -- WE HAVE ALL SORTS  
OF PEOPLE COMING TO THAT. WE HAVE  
PEOPLE FROM STATE AGENCIES. WE  
HAVE CONSUMERS. WE HAVE PEOPLE  
FROM LIKE THE AREAS AGENCIES ON  
AGING, JUST ALL ACROSS THE  
SPECTRUM. SO IF YOU ARE INTERESTED  
IN THAT AND YOU ARE GOING TO BE IN  
THE NEIGHBORHOOD, THAT'S ON A  
FRIDAY. USUALLY THE MEETING WILL  
PROBABLY RUN FROM ABOUT TEN TO  
ABOUT TWO OR THREE IN THE  
AFTERNOON. WE'LL EVEN PROVIDE  
LUNCH. THAT'S A GOOD DEAL. IN

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TERMS OF OTHER THINGS WE'VE BEEN  
WORKING ON. WE'VE BEEN TALKING  
ABOUT, OF COURSE, ABOUT DOING A  
PILOT FOR WIRELESS OR FOR CELL  
PHONES. WE'VE HAD SOME DISCUSSIONS  
WITH AT&T, SPRINT, U. S. CELLULAR

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AND VERIZON IN TERMS OF TALKING ABOUT WHAT KINDS OF DISCOUNTS THEY MIGHT BE ABLE TO PROVIDE. PROBABLY BEEN TALKING WITH SPRINT MORE THAN ANYBODY ELSE. DENNIS DID A PRESENTATION FOR OUR ADVISORY COUNCIL MEETING A COUPLE OF MONTHS AGO, AND WE'VE BEEN TALKING WITH SOME OTHER FOLKS AT SPRINT ABOUT WHAT THEY MIGHT BE ABLE TO DO. SPRINT IS DEFINITELY AHEAD OF ANYBODY ELSE IN TERMS OF EVEN FOCUSING ON ACCESS BOTH IN TERMS OF WEBSITES AND LETTING PEOPLE KNOW ABOUT ACCESS FEATURES FOR THINGS LIKE THE I-PHONE. THERE'S SOME ANDROID PHONES. THERE ARE SEVERAL DIFFERENT ACCESS PACKAGES, SOFTWARE THAT SPRINT IS PROVIDING FREE OF

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CHARGE TO FOLKS. THEY WILL DO A LOT IN TERMS OF HELPING US WITH STATES, SETTING UP WEBSITE, JUST EVERYTHING. SO LIKE I SAID, WE'VE TALKED WITH SPRINT MORE THAN ANYBODY ELSE.

THE FCC, I MENTIONED THERE'S A DEAF/BLIND EQUIPMENT DISTRIBUTION PROGRAM THAT THE FCC GAVE AN OPPORTUNITY FOR STATES TO SUBMIT

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APPLICATIONS FOR. THEY HAVE NOT  
MADE ANY DECISION. MISSOURI  
ASSISTIVE TECHNOLOGY APPLIED FOR  
THAT PROGRAM TO ADMINISTER IT.  
THEY HAVE NOT, LIKE I SAY, IT IS  
SUPPOSED TO START BY JULY 1ST BUT  
THEY STILL HAVEN'T NOTIFIED ANYBODY  
ABOUT WHERE THEY ARE AT OR HOW FAR  
THEY HAVE GONE OR WHAT THEY  
ACTUALLY EXPECT BY JULY 1ST. SO  
WE'RE STILL WAITING AT THE LAST. I  
CHECKED WITH THEM AGAIN YESTERDAY  
JUST TO MAKE SURE WE HADN'T MISSED  
ANYTHING. NOPE. THEY HAVEN'T GONE  
ANY FURTHER YET. THE THING ABOUT

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THE DEAF/BLIND EQUIPMENT  
DISTRIBUTION PROGRAM,  
TELECOMMUNICATIONS EQUIPMENT FOR  
PERSONS WHO ARE DEAF AND BLIND, THE  
INCOME ELIGIBILITY WILL BE UP TO  
200% OF POVERTY AND YOU KNOW, IT IS  
BOTH HARD LINE AND WIRELESS  
APPLICATIONS, PHONES,  
TELECOMMUNICATIONS MODES SO AGAIN  
WHEN THAT WILL COME UP, HOPEFULLY  
WE'LL HEAR SOMETHING BY JUNE 30TH,  
THAT WOULD BE NICE, THEN WE'LL  
OBVIOUSLY TRY TO GET EVERYBODY  
UP-TO-DATE ON THAT TOO.

MS. GARRISON: MARTY, DO YOU

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HAVE ANY IDEA OF YOUR COMPETITORS?

MR. EXLINE: I DON'T KNOW THAT ANYBODY ELSE SUBMITTED AN APPLICATION. MISSOURI IS KIND OF LIKE A LOT OF WHAT IS GOING TO BE COVERED IN THIS PROGRAM WE COVER NOW BECAUSE WE HAVE THE TAP FOR INTERNET PROGRAM. SO THERE'S ALL THE DIFFERENT TELEPHONE PROGRAMS BUT THERE'S A FEW OF THEM THAT

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COVER SOME VISION EQUIPMENT, BUT A LOT OF THAT EQUIPMENT IS ALREADY COVERED THROUGH THE TAP FOR INTERNET PROGRAM.

MR. TELTHORST: MARTY, COULD YOU SHARE A FEW DETAILS ABOUT YOUR STATE APPROPRIATION, HOW BIG IS YOUR BUDGET AND THE SOURCE OF IT.

MR. EXLINE: OF COURSE, WE DON'T HAVE ANY GENERAL REVENUE. THE TELECOMMUNICATIONS ACT ACCESS PROGRAM IS THROUGH THE DEAF RELAY AND EQUIPMENT DISTRIBUTION FUND. I THINK THAT PROBABLY -- GOSH, I'M THINKING A MILLION ONE, SOMETHING LIKE THAT LAST YEAR, ALONG THOSE LINES. AND BEYOND THAT IN TERMS OF LIKE I SAY, WE DON'T HAVE ANY STATE APPROPRIATIONS. IN TERMS OF

FEDERAL APPROPRIATIONS, WE HAVE ANNUAL FUNDING THROUGH THE ASSISTIVE TECHNOLOGY ACT. THAT AMOUNTS TO ABOUT 500,000 EACH YEAR. WE ALSO HAVE A LOW-INTEREST LOAN PROGRAM THAT HAD A ONE-TIME

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APPROPRIATION THROUGH THE STATE AND THROUGH THE FEDERAL GOVERNMENT BACK THROUGH SEVERAL YEARS AGO WHERE PEOPLE CAN TAKE OUT LOW-INTEREST LOANS TO PURCHASE ADAPTIVE VEHICLES. WE DO A LOT OF LOW-INTEREST LOANS FOR HEARING AIDS BECAUSE THERE ISN'T ANY OTHER FUNDING SOURCE FOR HEARING AIDS. MEDICAID WON'T PAY FOR THEM EXCEPT FOR CERTAIN FOLKS, KIDS.

MS. GARRISON: INSURANCE DOESN'T COVER FOR THEM.

MR. EXLINE: INSURANCE WON'T COVER THEM. WE DO A LOT OF LOW-INTEREST LOANS FOR HEARING AIDS.

MR. VAN ESCHEN: THIS FCC PROGRAM, MARTY, YOU GUYS APPLIED TO HELP ADMINISTER THAT PROGRAM?

MR. EXLINE: RIGHT. TO HELP ADMINISTER IS. TO BE SEPARATE FROM THE TELECOMMUNICATIONS ACCESS PROGRAM. IT WOULD BE A DIFFERENT

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FUND. OBVIOUSLY IF SOMEBODY WANTS

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TO APPLY, WE TRY TO MAKE IT SEAMLESS.

MR. VAN ESCHEN: YOU WOULD BE ADMINISTERING THE PROGRAM, YOU WOULD BE ADMINISTERING AND DISTRIBUTING EQUIPMENT THROUGHOUT THE COUNTRY?

MR. EXLINE: NO, JUST FOR MISSOURI.

MR. VAN ESCHEN: JUST FOR MISSOURI, ALL RIGHT.

MR. EXLINE: THE WAY THEY HAVE THAT SET UP IS THEY DON'T PROVIDE GRANTS TO STATES. YOU ACTUALLY HAVE TO INCUR THE COST, PROVIDE THE EQUIPMENT, PROVIDE WHATEVER CONSUMER SUPPORT WAS NEEDED AND THEN THE WAY THEY HAD IT SET UP AT FIRST, STATES WERE GOING TO HAVE TO WAIT SIX MONTHS TO BE REIMBURSED. THEY COULD ONLY SUBMIT BILLINGS EVERY SIX MONTHS AND THE FCC FINALLY FIGURED OUT THAT THAT JUST WASN'T GOING TO WORK FOR A LOT OF STATES, SO THEY CHANGED IT SO YOU

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COULD ACTUALLY SUBMIT BILLINGS

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EVERY MONTH, WHICH WAS HUGE FOR A LOT OF STATES BECAUSE IT JUST WASN'T GOING TO WORK FOR A LOT OF STATES. ANYTHING ELSE? GREAT. IF YOU HAVE ANY QUESTIONS, JUST CONTACT ME OR CONTACT STACY.

MR. VAN ESCHEN: I JUST HAVE ONE OTHER QUESTION. WOULD THAT BE MEAN LIKE ONCE THAT PROGRAM GETS STARTED, THAT A LOT OF THE EQUIPMENT THAT YOU DISTRIBUTE IN MISSOURI WOULD BE DISTRIBUTED UNDER THE FCC'S PROGRAM?

MR. EXLINE: I THINK IT WOULD PROBABLY BE EQUIPMENT THAT WE AREN'T ABLE TO DISTRIBUTE NOW. SO LIKE I SAID, MAYBE IN TERMS OF, FOR INSTANCE, IF SOMEBODY NEEDED A.

MS. BRADY: DBC?

MR. EXLINE: DEAF/BLIND COMMUNICATOR. THERE'S SOME APPLICATIONS FOR SMART PHONES WITH BRAILLE NOTETAKERS ON THEM. I MEAN THERE'S ALL SORTS OF POSSIBILITIES.

♀

29

GREAT. THANKS A LOT.

MS. GARRISON: THANK YOU, MARTY.

MS. PARISH: I HAVE AN ITEM THAT I'M HAVING MEGHAN PASS OUT WHILE I WAIT ON SETTING THE FOOD

APRIL 2012

UP. IT WAS A FOLLOW-UP TO THE LAST MEETING. SOME MEMBERS WERE WANTING TO KNOW WHAT'S TAKEN OUT OF THE RELAY FUND, WHAT DEDUCTIONS. IT IS MOSTLY FOR THE EQUIPMENT FUND. YOU WANTED TO KNOW MORE OF WHAT EACH CODE MEANT SO I HAVE PROVIDED THAT AT THE BOTTOM OF THE SPREADSHEET THAT MEGHAN IS PASSING AROUND AS WELL AS THE AMOUNTS. SO IF YOU WANT TO TAKE A LOOK AT THAT. AS FAR AS ANY MORE SPECIFICS ON IT, THIS IS THE EXTENT OF WHAT I WAS ABLE TO LOCATE.

MR. EXLINE: GOOD. IT IS NOT DEDUCTIONS FROM THE DEAF RELAY FUND. IT IS FROM THE DEAF RELAY AND EQUIPMENT DISTRIBUTION FUND. WE'RE ADMINISTRATIVELY LOCATED IN

♀

30

DESE. SO THERE'S NOTHING THAT DESE, DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION, THERE IS NOTHING THAT DESE IS TAKING OUT OF THE FUND. THE ONLY THING THAT IS TAKEN OUT OF THE FUND WOULD BE THERE'S A FUND THAT THE OFFICE OF ADMINISTRATION FOR PRETTY MUCH EVERY FUND THEY TAKE OUT A CERTAIN AMOUNT FOR PER TRANSACTION THAT THE

STATE HAS OR A PROGRAM HAS THEORETICALLY TO ADDRESS THE OFFICE OF ADMINISTRATION'S WORK IN PROCESSING WHATEVER CHECKS OR TRANSACTIONS OR THINGS LIKE THAT. I DON'T KNOW IF I SHOULD MENTION. THERE WAS IN TERMS OF THE FUND, I DON'T KNOW. THERE WAS ANOTHER SWEEP BILL INTRODUCED THIS YEAR THAT WAS --

MS. GARRISON: SWEET, S-W-E-E-T?

MR. EXLINE: SWEEP BILL. TO SWEEP FUNDS OUT OF CERTAIN DEDICATED FUNDS TO GO INTO GENERAL

♀

31

REVENUE JUST BECAUSE THE STATE IS IN SUCH DIRE FINANCIAL STRAITS YEAR AFTER YEAR. IT DID HAVE A HEARING. IT DIDN'T GO ANY FURTHER THAN THE HEARING. SO I'M HOPING THAT AND I WILL GET YOU THAT, THE BILL NUMBER AND EVERYTHING, SO I'M HOPING IT PROBABLY WON'T. BASICALLY IT WAS ANY FUND THAT THEY WOULD LOOK AT THEIR LAST FISCAL YEAR. THEY WOULD LOOK AT THE AMOUNT OF THEIR APPROPRIATION AND THEY WOULD TAKE THAT TIMES 200. BEYOND THAT 200% OF LAST YEAR'S EXPENDITURES THEY WOULD SWEEP THAT AMOUNT OUT OF THE

APRIL 2012

FUND JUST FOR ONE YEAR. BUT  
OBVIOUSLY, THAT WOULD NOT BE A GOOD  
THING.

MR. VAN ESCHEN: DANA HAD  
CONTACTED A NUMBER OF THE OTHER  
STATES AND ASKED. SHE WILL PROVIDE  
SOME INFORMATION ABOUT OTHER STATES  
THAT HAVE HAD THEIR FUNDS SWEEPED BY  
THEIR STATE LEGISLATURE. IT HAS  
HAPPENED IN OTHER STATES. WE GOT A

♀

32

LITTLE BIT OF INFORMATION ON THAT.

MS. GARRISON: ANY OTHER  
QUESTIONS OF MARTY WHILE HE IS  
HERE? THANKS A BUNCH.

SPRINT, YOU ARE UP AGAIN.

MR. SELZNICK: ALL RIGHT. I  
HAVE COPIES OF MY PRESENTATION. I  
MADE 12 OF THEM. I WASN'T SURE IF  
THERE WOULD BE ENOUGH SO I WILL  
PASS THEM AROUND. NOT ONLY DO I  
HAVE COPIES OF THE PRESENTATION,  
BUT I ALSO HAVE SOME SUPPORTING  
MATERIAL. SO, AGAIN, I'M JUST  
GOING TO HAND IT OVER TO TREY AND  
THEN JUST PASS IT DOWN. THANK YOU.

ONE OF THE THINGS I WILL BE  
TALKING ABOUT JUST PASSING OUT  
MATERIALS IS WHAT WE DID FOR  
OUTREACH SINCE JULY 2011. AGAIN,

APRIL 2012

JUST PASSING IT OUT, IF YOU DON'T  
MIND.

I'M GOING TO TALK A LITTLE BIT  
ABOUT SOME REPORTING CHANGES THAT  
WERE MADE BACK IN JANUARY 2012. I  
HAVE A COPY OF WHAT WE USED TO

♀

33

REPORT AND WHAT WE ARE NOW  
REPORTING. I WILL REFER TO THEM  
DURING MY PRESENTATION. SO YOU  
MIGHT PASS THOSE OUT. THANK YOU.  
AND THE LAST HANDOUT, AND I WILL  
PROBABLY GIVE YOU TOO MANY THINGS  
TO TAKE HOME. IT IS A COPY OF A  
NEWSLETTER THAT WE DISTRIBUTE EVERY  
MONTH TO PEOPLE IN MISSOURI.

I'M GOING TO TALK ABOUT TODAY  
IS WHAT'S BEEN GOING ON WITH RELAY  
MISSOURI. WHAT KIND OF OUTREACH  
WE'VE BEEN DOING, WHAT KIND OF  
ACTIVITIES WE'VE BEEN, WHAT KIND OF  
REPORTING, THINGS THAT HAVE BEEN  
GOING ON RELATED TO PEOPLE WHO ARE  
TRYING TO CONTACT -- WHO HAVE  
HEARING LOSS OR SPEECH DISABILITIES  
AND VICE VERSA. IF YOU HAVE THEM,  
WE'VE BEEN TRYING TO CONTACT  
BUSINESSES, FRIENDS, FAMILY, THOSE  
KIND OF THINGS. FOR THOSE OF YOU  
WHO MAY NOT BE TOO FAMILIAR WITH  
RELAY MISSOURI. LIKE YOU SAW

APRIL 2012

TODAY, WE HAVE RELAY OPERATORS WHO

♀

34

ARE TRAINED TO TYPE AT A 60 WORDS PER MINUTE OR MORE A CONVERSATION THAT IS BEING SAID TO A DEAF PERSON OR A PERSON WITH SPEECH DISABILITIES AND TO RE-VOICE WHAT A PERSON WITH A HEARING LOSS OR SPEECH DISABILITIES HAS TO SOMEBODY WHO CAN HEAR. SO IF YOU DON'T HAVE BOTH HAVE A TTY OR YOU BOTH HAVE A DEVICE THAT CAN COMMUNICATE, WE PROVIDE THE MIDDLE PIECE BETWEEN THE TWO. WE PROVIDE A SERVICE TTY, WHICH IS YOU HAVE A HEARING LOSS AND YOU TRY TO SPEAK TO SOMEBODY, THAT DEVICE WILL ACTUALLY COMMUNICATE TO THE RELAY OPERATOR. WE HAVE A SERVICE CALLED VCO WHICH IS CALLED VOICE CARRYOVER. IF I USE MY VOICE NORMALLY, BUT I CANNOT HEAR, IN THIS SITUATION THE RELAY OPERATOR WILL ONLY TYPE WHAT IS BEING SAID TO ME, OTHERWISE I WILL SPEAK DIRECTLY TO THE PERSON I'M CALLING. THERE IS THE REVERSE WHICH WAS MENTIONED EARLIER, WHICH

♀

35

IS HEARING CARRYOVER. IF I HAVE

APRIL 2012

NORMAL HEARING OR ABILITY TO HEAR  
ON THE PHONE BUT I CANNOT SPEAK,  
THEN I CAN TYPE AND THE RELAY  
OPERATOR WILL VOICE FOR ME, THEY  
WILL NOT SAY ANYTHING BACK TO ME.  
I WILL HEAR THE PERSON SPEAKING  
BACK TO ME. THERE'S ANOTHER  
SERVICE CALLED SPEECH TO SPEECH. A  
PERSON WHO HAS DIFFICULTY SPEAKING,  
THEY MAY NOT HAVE NO SPEECH BUT  
THEY HAVE DIFFICULTY SPEAKING, THEY  
HAVE SOMETHING LIKE CEREBRAL PALSY  
OR OTHER ISSUES THAT MAKE THEIR  
VOICE DIFFICULT TO UNDERSTAND.  
THEN WE HAVE SPECIALLY TRAINED  
RELAY OPERATORS WHO WILL HEAR WHAT  
THEY SAY AND THEN RE-VOICE IT  
WITHOUT HAVING TO DO ANY TYPING.  
THAT'S THE BASIC TRADITIONAL RELAY  
SERVICES THAT HAVE BEEN PROVIDED  
MANY TIMES SINCE 1991 IN MISSOURI.  
WE ADDED IN 2004 THE CAPTEL  
SERVICE, WHICH IS A PERSON WHO HAS  
THE ABILITY TO SPEAK BUT HAS

♀

36

DIFFICULTY HEARING. THIS USES  
VOICE RECOGNITION TECHNOLOGY SO  
ANYTHING SAID BACK TO THE PERSON  
USING CAPTEL SERVICE WILL GO A LOT  
FASTER THAN THE 60 WORDS PER  
MINUTE. WE TEST OUR OPERATORS

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APRIL 2012

THERE FOR 125 WORDS PER MINUTE OR MORE. WE OFTEN GET 160, 170 WORDS PER MINUTE WHICH IS CLOSER TO THE SPEED THAT I'M SPEAKING AT.

THERE'S ALSO SERVICES THAT ARE NOT PROVIDED IN MISSOURI THAT ARE PROVIDED BY SPRINT IN OTHER WAYS THAT ARE BILLED TO WHAT'S THE FCC. SO THE FCC HAS A FUND VERY SIMILAR TO THE RELAY MISSOURI FUND THAT PAYS FOR INTERNET-BASED RELAY SERVICES. THESE DO NOT USE TELEPHONE LINES DIRECTLY. THEY CONNECT TO THE RELAY SERVICES CENTER THROUGH THE INTERNET. AN EXAMPLE OF THAT WOULD BE SPRINT INTERNET RELY SERVICES, SPRINT IP RELAY. THAT IS YOU HAVE A WEB BROWSER OR A MOBILE DEVICE THAT

♀

37

CONNECTS THROUGH THE INTERNET TO OUR RELAY CALL CENTER. THEN WE DO THE SAME THING LIKE IS DONE ON A TTY. WE VOICE FOR THE PERSON OR IF WE HAVE A VCO CONNECTION, THEN SOMEBODY YOU SPEAK DIRECTLY TO THE PERSON THAT YOU ARE TALKING TO AND THE RELAY OPERATOR TYPES BACK. THERE'S ALSO THE VIDEO RELAY SERVICE. THAT'S WHERE A PERSON

APRIL 2012

USES SIGN LANGUAGE WILL HAVE A VIDEO CONNECTION TO A VIDEO INTERPRETER. THAT INTERPRETER WILL VOICE WITH WHAT THAT PERSON SPEAKING AND SIGN BACK EVERYTHING IS SAID. WE ALSO HAVE VERSIONS OF THAT FOR INTERNET FOR CAPTEL INTERNET. WE HAVE ALL OF THOSE KIND OF SERVICES. SOME OF THOSE DEVICES ARE ACTUALLY PROVIDED BY THE TAP PROGRAM. THE CAPTEL PHONES, FOR EXAMPLE, WE HAVE BOTH A LAND LINE VERSION THAT IS REIMBURSED WHEN YOU USE THE SERVICE BY RELAY MISSOURI AND WE HAVE AN

♀

38

INTERNET VERSION, 800I DEVICE THAT USES THE INTERNET AND GETS REIMBURSED BY THE FCC. IN A NUTSHELL THAT'S BASICALLY WHAT RELAY MISSOURI SERVICES IS PROVIDED BY SPRINT. WHAT I'M GOING TO GO OVER TODAY IS A LITTLE BIT ABOUT OUR HISTORY. WE'VE BEEN PROVIDING -- SPRINT HAS BEEN PROVIDING THE RELAY MISSOURI CONTRACT SINCE 2003. WHICH WAS THE PROPOSAL THAT WE SUBMITTED. IT IS ACTUALLY GOING TO BE ENDING THIS JUNE. SO WE CAN'T HAVE ANY FURTHER EXTENSIONS. WE'VE HAD A NUMBER OF EXTENSIONS DURING

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APRIL 2012

THAT TIME SINCE THE END OF THE  
EXTENSION. THERE'S CURRENTLY AN  
RFP GOING ON RIGHT NOW. I WANT TO  
SAY WE'VE BEEN PROVIDING LOTS OF  
DIFFERENT OUTREACHES AND EVENTS  
DURING THIS TIME. I ACTUALLY --  
THIS IS MY FIRST JOB RIGHT AFTER I  
GRADUATED COLLEGE. SO AS YOU CAN  
SEE, I HAVE PROBABLY LOST A LOT OF  
HAIR SINCE THEN. THAT'S NOT THE

♀

39

ONLY THING THAT'S HAPPENED. BUT  
DURING THAT TIME THE SERVICES HAVE  
DECLINED IN USAGE IN MISSOURI. SO  
THE TTY SERVICES, VCO SERVICES HAVE  
DECLINED SINCE THEIR PEAK IN 2003.  
IF YOU WERE TO LOOK AT THIS. IN  
2003 OVER THE COURSE OF THE YEAR  
RELAY MISSOURI DID 4 MILLION  
MINUTES OF SERVICE. A MINUTE IN  
THIS CASE IS WHEN MAKE A CALL WITH  
MY TTY OR VCO I GET TO THE RELAY  
OPERATOR. FROM THE TIME YOU GET TO  
THE OPERATOR UNTIL YOU HANG UP IS A  
SESSION MINUTE. THAT IS WHAT  
SPRINT IS BILLED TO THE STATE OF  
MISSOURI IN ORDER TO GET  
REIMBURSED. WE PROVIDE THAT  
SERVICE. NOW, WE DID 4 MILLION  
MINUTES BACK IN 2003. WE ARE NOW

APRIL 2012

DOWN IN 2001 JUST OVER HALF A  
MILLION. THERE'S NO DECLINE IN THE  
POPULATION OF HEARING LOSS. THEY  
ARE STILL THE SAME NUMBER OR EVEN  
MORE GREATER POPULATION OF PEOPLE  
WITH HEARING LOSS IN MISSOURI. SO

♀

40

WHY IS THERE LESS USAGE OF RELAY  
SERVICES IN MISSOURI SINCE THAT  
TIME? IT IS NOT BECAUSE OF ME. I  
DO WANT TO POINT OUT THERE'S A  
WHITE LINE HERE, CAPTEL SO IN 2004  
-- IN 2003 WE WERE DOING A TRIAL.  
A LIMITED NUMBER OF PEOPLE  
PROVIDING THE CAPTEL SERVICE. THEN  
WE STARTED GROWING AND NOW WE'RE  
KIND OF LEVELING OFF A LITTLE BIT,  
UNDER HALF A MILLION MINUTES PER  
YEAR. NOW, WHY IS THAT? IN 2003  
THE FCC REALLY STARTED OPENING UP  
THE INTERNET RELAY SERVICES.  
INTERNET RELAY SERVICES ARE  
EXTREMELY POPULAR BECAUSE YOU DO  
NOT NEED TO HAVE A TELEPHONE LINE  
IN ORDER TO USE THEM. YOU CAN USE  
YOUR HOME INTERNET SERVICE. HOME  
INTERNET SERVICES TOOK OFF DURING  
2000 SO I WANT TO SHOW YOU AN FCC  
DIAGRAM OF WHAT'S BEEN GOING ON.  
NOW, THIS IS ABOUT WHEN WE STARTED  
WITH RELAY MISSOURI CONTRACT. I'M

APRIL 2012

♀  
GOING TO POINT OUT EACH LINE.

41

YELLOW LINE HERE IS NATIONAL, NOT JUST MISSOURI. THIS IS NATIONWIDE TREND HERE. YELLOW LINE IS DECLINING ABOUT 10% PER YEAR. THAT MATCHES UP WITH WHAT MISSOURI WAS DOING WAS THE NUMBER OF MINUTES WENT DOWN BY ABOUT 10% EACH YEAR. SOMETHING STARTED TAKING OFF REALLY FAST. THAT WAS THE INTERNET RELAY SERVICES. LIKE I MENTIONED, IF YOU HAVE HOME INTERNET SERVICE YOU DON'T NEED TO HAVE A TELEPHONE LINE WITH A TTY ON IT. NOW YOU CAN SIMPLY OPEN UP YOUR WEB BROWSER, TYPE IN SPRINT IP.COM AND YOU ARE ABLE TO MAKE TELEPHONE CALLS TO ANYONE. IT DOES NOT GET BILLED TO MISSOURI. IT GETS BILLED TO THE FCC. THAT'S TAKING OFF AND NOW IT'S KIND OF LEVELED OFF. IT HAS LEVELED OFF HERE FOR ONE MAJOR REASON. THAT'S BECAUSE INTERNET RELAY SERVICES YOU CANNOT BOUND IT. YOU HAVE BOUNDARIES BY STATE. SO I CAN'T JUST USE A MISSOURI INTERNET

♀

42

RELAY SERVICE AND ONLY USE IT FROM

APRIL 2012

KANSAS CITY OR ST. LOUIS OR  
JEFFERSON CITY. I CAN USE IT  
ANYWHERE IN THE UNITED STATES. A  
NUMBER OF PEOPLE OUTSIDE OF THE  
UNITED STATES WERE USING IT TO MAKE  
INAPPROPRIATE RELAY CALLS. THEY  
WERE NOT DEAF. THEY WERE MAYBE  
FROM NIGERIA OR GERMANY AND THEY  
WERE MAKING CALLS TO BUSINESSES ALL  
OVER THE U. S. SAYING I WANT TO BUY  
PUPPIES, I WANT TO BUY SHIRTS AND  
SHIP THEM TO AFRICA, JUST AS AN  
EXAMPLE. SO WE STARTED DOING A LOT  
OF MEASURES TO REDUCE THAT KIND OF  
INAPPROPRIATE USES OF RELAY. SO  
THAT HAS GONE DOWN. BUT AGAIN, TTY  
SERVICES AND THE SERVICES WE  
PROVIDE IN MISSOURI HAS CONTINUED  
TO GO DOWN.

THERE' S ANOTHER RELAY SERVICE  
THAT REALLY TOOK OFF STARTING IN  
2003. THAT' S CALLED THE VIDEO  
RELAY SERVICE. DEAF PEOPLE WHO  
USED TO BE BOUND. IF I WANT TO

♀

43

MAKE A PHONE CALL, I HAVE TO USE MY  
TTY. THIS MAY NOT BE MY FIRST  
LANGUAGE. MAYBE MY PREFERRED  
LANGUAGE IS SIGN LANGUAGE, ASL IS  
VERY EXPRESSIVE. ONCE THE INTERNET  
CAME ALONG, PEOPLE WERE USING VIDEO

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PHONES. THEY WERE USING WEBCAMS. THEY WERE NOW ON THEIR COMPUTER, ON THE INTERNET AND ABLE TO MAKE PHONE CALLS QUICKLY IN THEIR COMFORTABLE PREFERRED LANGUAGE. SO THAT IS TAKEN OFF AND IS NOW DOING JUST ABOUT IN 9 MILLION MINUTES A MONTH. THAT'S A MONTH, NOT A YEAR, A MONTH. SO SIGNIFICANT GROWTH IN THAT. SO PEOPLE ARE LEAVING THEIR TTYS BY THE SIDE WITH A BUNCH OF DUST ON IT.

I DO WANT TO KIND OF ADD A LITTLE BIT MORE. IN 2008 -- DO WE HAVE A QUESTION? NO. OKAY. IN 2008, AS YOU CAN SEE, THERE'S THE LINE DROPPING DOWN AND A BLUE LINE HAS APPEARED. THAT'S THE CAPTEL SERVICE. IN 2008 THE FCC DECIDED

♀

44

TO SPLIT CAPTEL SERVICE FROM THE STANDARD TTY RELAY SERVICES JUST FOR CLARIFICATION. THEY ALSO ADDED A NEW CATEGORY INTERNET CAPTEL SERVICES. INTERNET CAPTEL SERVICES HAVE TAKEN OFF. THEY ARE EASY TO USE. YOU DON'T HAVE TO BE SPECIFICALLY ONLY IN A CERTAIN REGION OF THE COUNTRY IN ORDER TO GET IT. THERE'S NO LIMITATIONS.

APRIL 2012

IN CERTAIN STATES YOU CAN ONLY GET  
A CERTAIN NUMBER OF CAPTEL PHONES  
DISTRIBUTED PER MONTH. THEY DID  
THAT FOR BUDGETARY REASONS. IN  
THIS CASE THEY HAVE SIGNIFICANTLY  
TAKEN OFF NATIONWIDE. ANY  
QUESTIONS ABOUT THIS? SO THIS  
EXPLAINS WHY THERE'S A DECLINE IN  
RELAY SERVICES, WHY THERE IS ONLY  
ABOUT HALF A MILLION RELAY, TTY AND  
CAPTEL MINUTES PER YEAR FOR  
MISSOURI.

HOWEVER, SINCE JULY 2011 WE'VE  
DONE THIS MUCH SERVICE. STILL  
QUITE A BIT OF PEOPLE BEING SERVED

♀

45

AND WE DO A LOT OF OUTREACH. I  
HANDED OUT AN OUTREACH PACKET, I  
WILL GO OVER THEM ON THE NEXT  
SLIDE. IN SUMMARY WE HAVE DONE 123  
UNIVERSITY REACH EVENTS, THAT IS  
BIG EVENTS AND SMALL EVENTS. THAT  
IS GOING TO AUDIOLOGIST'S OFFICE,  
MEETING WITH THE AUDIOLOGIST  
TALKING WITH THEM ONE-ON-ONE SO  
THEY CAN EDUCATE THEIR CLIENTS,  
THEIR PATIENTS AS WELL AS GOING TO  
BIG EVENTS, SENIOR CITIZEN EVENTS  
AND TALKING ABOUT TO A WIDE  
AUDIENCE WHO MAY BE MILITARY  
VETERANS OR WHO THEMSELVES MAY BE

APRIL 2012

AGE AND GO LOSING THEIR HEARING AS THEY GROW OLDER. WE'RE VERY PROUD THAT WE'VE BEEN ABLE TO ACCOUNT FOR THE POSSIBILITY OF REACH OUT TO ABOUT 10,000 PEOPLE OVER THIS PAST YEAR. IF YOU HAVE GOT THAT DOCUMENT, IT IS AN OPPORTUNITY FOR YOU TO GO OVER IT. YOU DON'T HAVE TO HAVE ANY QUESTIONS NOW. I WILL BE HAPPY TO ANSWER THEM AFTER

♀

46

TODAY, BUT THIS IS WHAT WE'VE BEEN GOING THROUGH FOR THE PAST YEAR. WE HAVE TWO OUTREACH SPECIALISTS. ONE BASED IN KANSAS CITY, ONE BASED IN ST. LOUIS. THEIR JOB IS STRICTLY TO GO OUT AND LOOK FOR WAYS TO EDUCATE THE COMMUNITY. SO WE'VE DONE THIS IN LIEU OF DOING THINGS LIKE TV ADVERTISING OR RADIO ADVERTISING, SO WE'VE BEEN FOCUSED ON MAKING SURE WE REACH OUT AND MEET PEOPLE FACE-TO-FACE.

WE'VE BEEN DOING SOME ON-LINE RELATED THINGS. WE'VE GOT A WEBSITE AND WE'VE BEEN DOING, PUTTING VIDEOS UP THERE. WE'VE RECENTLY PUT UP THERE A SPEECH TO SPEECH EDUCATION VIDEO. WE'VE BEEN TRYING TO MAKE SURE THAT WE EDUCATE

APRIL 2012

PEOPLE WITH SPEECH DISABILITIES,  
NOT JUST PEOPLE WITH HEARING LOSS.  
WE ALSO SEND OUT A MONTHLY  
NEWSLETTER SO WE GATHER A SUMMARY  
OF WHAT WE PLAN TO BE DOING AND WE  
EDUCATE WHO ARE SIGNED UP ON TO OUR

♀

47

NEWSLETTER LIST. I HAVE GIVEN YOU  
A SAMPLE NEWSLETTER WHAT HAVE WE  
SENT OUT RECENTLY.

ONE OF THE THINGS I'M REALLY  
THRILLED ABOUT WAS WE ADDED SOME  
ADDITIONAL REPORTING FOR CAPTEL.  
I'VE SENT -- I'VE GIVEN YOU -- THIS  
DOCUMENT RIGHT HERE IS INCLUDED  
EVERY MONTH WITH OUR REPORTING THAT  
WE GIVE TO THE PUBLIC SERVICE  
COMMISSION. WHAT WE DO IS IN THE  
PAST WE USED TO HAVE VERY LITTLE  
DATA. WE USED TO HAVE MAYBE A  
TOUCH OF DATA ABOUT INFORMATION  
ABOUT CAPTEL CALLS. WE'VE UPGRADED  
THAT SO NOW WE GET A LOT MORE IN  
DEPTH DETAIL FOR THE PUBLIC SERVICE  
COMMISSION SO WE CAN SEE WHERE  
THOSE CALLS ARE BEING MADE, ARE  
THEY LOCAL? ARE THEY INTRASTATE?  
SO JUST THAT WE ENHANCED OUR  
REPORTING TO GIVE BETTER  
VISIBILITY. THIS IS INFORMATION  
THAT YOU GUYS CAN USE TO FORECAST

APRIL 2012

OR TO SEE IF WE'RE REACHING

♀

48

SUCCESS. ONE OF THE ITEMS IN THE REPORTS IS WHAT'S CALLED AN MPA AN SIX REPORT, AND THAT IS CITIES AND LOCATIONS THAT ARE ACTUALLY MAKING AND RECEIVING CALLS. THIS INFORMATION IS SANITIZED SO YOU CAN'T DO INDIVIDUAL LEVEL VISIBILITY, BUT YOU DO HAVE THE ABILITY TO SEE THAT CERTAIN STATES ARE USING OR CERTAIN LOCATIONS WITHIN THE STATE, BASED ON THEIR AREA CODE AND THE FIRST THREE DIGITS OF THEIR PHONE NUMBER ARE USING CAPTEL SERVICE.

I'M GOING TO GIVE YOU JUST A HIGHLIGHT INTO WHAT WE'VE BEEN DOING IN TERMS OF WHAT THE SERVICE HAS BEEN DOING IN TERMS OF VOLUME. ABOUT FOUR YEARS AGO WE WERE DOING 50,000 CALLS A MONTH, NOW WE'VE DECLINED AGAIN MONTH OVER MONTH, WHY ARE OVER YEAR ABOUT 10%. JUST RECENTLY IN MARCH WE GOT A LITTLE OVER 20,000 TTY, VCO, HCO CALLS.

CAPTEL SERVICE, I KEPT THE

♀

49

SAME PARAMETER SO YOU CAN SEE JUST

APRIL 2012

AS A COMPARISON YEAR OVER YEAR.  
CAPTEL HAS BEEN PRETTY MUCH FLAT  
OVER THE PAST COUPLE OF YEARS.  
PART OF THAT IS BECAUSE OF THE  
INTRODUCTION OF THE INTERNET CAPTEL  
SERVICES. AGAIN, THOSE HAVE TAKEN  
OFF. YOU HAVE SEEN THE GROWTH THAT  
WAS ON THAT FCC CHART JUST SHOWING  
THAT THIS IS AN EXTREMELY POPULAR  
SERVICE. IT IS VERY EASY TO SET  
UP. ONE OF THE THINGS THAT THE  
NORMAL CAPTEL SERVICE FROM RELAY  
MISSOURI DOES IS THAT IF YOU WANT  
TO MAKE AND RECEIVE A CALL WITH  
CAPTIONS, YOU USUALLY HAVE TO HAVE  
TWO TELEPHONE LINES HOOKED UP.  
THAT IS THE BEST WAY TO DO IT.  
MANY PEOPLE DON'T HAVE TWO  
TELEPHONE LINES OR DON'T WANT TO  
PAY FOR TWO TELEPHONE LINES. WITH  
THE INTERNET CAPTEL SERVICE YOU  
JUST HAVE TO HAVE A PHONE LINE AND  
INTERNET ACCESS. WE RECENTLY  
ANNOUNCED THAT THERE WILL BE A NEW

♀

50

CAPTEL PHONE COMING OUT. IT IS  
CALLED THE 840 I. THAT HAS A  
NUMBER OF ABILITIES THAT WE'RE  
REALLY EXCITED ABOUT. IT IS GOING  
TO BE INCLUDING YOU CAN ACCESS THE  
INTERNET THROUGH WIFI INSTEAD OF

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THROUGH A LAND LINE INTERNET CONNECTION AS WELL AS YOU WILL BE ABLE TO HAVE CAPTIONED ANSWERING MACHINE. SO IF SOMEBODY CALLS YOU AND THEY LEAVE YOU A MESSAGE, IT WILL BE CAPTIONED ON YOUR ANSWERING MACHINE RIGHT THERE SO YOU DON'T NEED TO DO ANYTHING LIKE HAVE A SEPARATE ANSWERING MACHINE. IT IS GOING TO MAKE THINGS A LOT MORE COMFORTABLE AND EASY FOR USERS. THAT MAY REDUCE THE NUMBER OF CAPTEL MINUTES IF PEOPLE LIKE THAT DEVICE MORE THAN THEY LIKE USING THE CURRENT CAPTEL PHONES WE DISTRIBUTE TODAY THROUGH TAP.

JUST A SIDE BY SIDE COMPARISON OF THE NUMBER OF CALLS AGAIN. PRETTY MUCH FLAT THROUGH THIS YEAR.

♀

51

TALK A LITTLE BIT ABOUT WHAT'S BEEN GOING ON AT THE FCC. FCC HANDS DOWN OVERSEES THE RELAY SERVICES FOR ALL THE STATES AND U. S. TERRITORIES. SO THERE IS A LOT OF ACTIVITY OVER THE PAST YEAR, A LOT OF IT HAS BEEN RELATED TO THE VIDEO RELAY SERVICE, SOME OF IT HAS BEEN JUST HOW THEY REGULATE THAT INDUSTRY. I'M GOING TO GO OVER

APRIL 2012

SOME OF THESE JUST IN DETAIL. THE  
FUND ADMINISTRATOR, RSLA, THAT'S AN  
ORGANIZATION BASICALLY AN  
ACCOUNTING ORGANIZATION THAT  
OVERSEES THE FCC FUND. WHAT THEY  
DO IS THAT THEY LOOK INTO WHAT  
RELAY PROVIDERS SUBMIT EVERY MONTH  
TO BE REIMBURSED FOR PROVIDING  
RELAY SERVICES. WE SEND THEM FROM  
MISSOURI IF THE CALL IS AN  
INTERSTATE CALL, THAT MEANS IF I  
CALL FROM MISSOURI TO ILLINOIS, IT  
DOES NOT GET BILLED TO THE STATE OF  
MISSOURI. IT GETS BILLED TO THE  
FCC BECAUSE IT IS BETWEEN STATES.

♀

52

THE JURISDICTION BELONGS TO THE  
FEDERAL GOVERNMENT RATHER THAN THE  
STATE OF MISSOURI. SO IN THOSE  
CASES, FOR EXAMPLE, WE PROVIDE A  
LOT OF DETAIL TO RSLA WHO AGAIN  
MANAGES THE FUND FOR THE FCC. THEY  
KIND OF GET SOME INSIGHT INTO HOW  
THINGS ARE GOING IN TERMS OF SPRINT  
OR RELAY MISSOURI COMPARED TO  
ANOTHER STATE. SO THAT  
ORGANIZATION IS NEW. THEY JUST  
RECENTLY CAME ON BOARD BACK IN JULY  
SO I WANTED TO MAKE SURE YOU GUYS  
WERE AWARE OF THAT.

MARTY TALKED ABOUT THE

APRIL 2012

DEAF/BLIND EQUIPMENT DISTRIBUTION.  
THE FCC HAS SET THAT ORDER. I HAVE  
NOT HEARD ANYTHING NEW AS WELL. SO  
YOU HAVE GOT THE MOST UPDATED  
INFORMATION I HAVE ON HAND. RULING  
REGARDING FCC FOR VRS. SPRINT FOR  
A LONG TIME HAS PROVIDED THE VIDEO  
RELAY SERVICE, SPRINT VIDEO RELAY  
SERVICE AND IN JANUARY WE HAVE  
DECIDED TO NO LONGER CONTINUE THAT

♀

53

SERVICE. SO SPRINT IS NOT  
PROVIDING VIDEO RELAY SERVICES ANY  
MORE EXCEPT TO NEW ZEALAND AND TO  
THE FEDERAL GOVERNMENT. NOW SPRINT  
HAS AN EXCLUSIVE CONTRACT WITH  
FEDERAL GOVERNMENT EMPLOYEES TO  
PROVIDE, IF YOU WORK FOR THE  
DEPARTMENT OF DEFENSE OR GENERAL  
SERVICES ADMINISTRATION, IRS, THEN  
WE PROVIDE VIDEO RELAY SERVICES,  
INTERPRETING SERVICES, ALL OF THAT  
KIND OF STUFF TO THEM, BUT WE DON'T  
PROVIDE IT TO THE GENERAL PUBLIC.  
SPRINT HAS GOTTEN OUT OF THAT  
SERVICE, BUT WE MAY DO THAT SERVICE  
AGAIN IN THE FUTURE.

THE REASON FOR THAT WAS  
BECAUSE THE RESTRICTIONS, THE NEW  
REQUIREMENTS THAT THE FCC PUT ON

APRIL 2012

VIDEO RELAY SERVICE PROVIDERS WAS  
EXTREMELY ONEROUS. SPRINT DOES NOT  
USE OUR OWN VIDEO RELAY SERVICE  
EMPLOYEES. WE DON'T HAVE EMPLOYEES  
ON STAFF WHO DO VIDEO RELAY  
SERVICE. WE'VE CONTRIBUTED OUT

♀

54

WITH A THIRD-PARTY ORGANIZATION TO  
DO THAT SERVICE FOR US ALL ALONG  
SINCE 2001. SO WE DECIDED THAT  
WE'RE NOT GOING TO BRING THOSE IN  
AND HIRE THEM FROM OUR EMPLOYEES SO  
WE DECIDED WE WERE NO LONGER GOING  
TO DO VIDEO RELAY SERVICE  
NATIONWIDE. THERE WAS A LOT OF  
OTHER REQUIREMENTS FOR THE VRS.  
THERE IS A LOT OF AUDITING  
REQUIREMENTS. SO AGAIN, JUST  
SPRINT IS NO LONGER IN THAT  
BUSINESS. WE HAVE BOOKLETS THAT  
CURRENTLY HAVE INFORMATION ABOUT  
VIDEO RELAY SERVICE. WE WILL SOON  
CHANGE THOSE OUT AND UPDATE THOSE  
SO THAT IT NO LONGER HAS VIDEO  
RELAY SERVICE IN THEM.

ACTUALLY THEY RECENTLY STOPPED  
THEIR COMMENT PERIOD ABOUT THE  
VIDEO RELAY SERVICE STRUCTURE.  
CURRENTLY TODAY THE VIDEO RELAY  
SERVICE IS PAID ON A PER MINUTE  
BASIS. THAT'S ABOUT \$7 A MINUTE.

APRIL 2012

♀ IN COMPARISON FOR A TTY MINUTE IN

55

MISSOURI IT IS ABOUT 98 CENTS A  
MINUTE. CAPTEL IS ABOUT 1.52 A  
MINUTE. VIDEO RELAY SERVICE IS \$7,  
IN THAT AREA, \$7 A MINUTE. SO IT  
IS VERY EXPENSIVE. IT IS VERY  
CHALLENGING TO DO THAT SERVICE.  
THERE IS INTERNET REQUIREMENTS,  
INTERPRETERS ARE HIGHLY SKILLED AND  
VERY HIGHLY DEMANDED INDUSTRY, A  
SKILL SET. THAT'S WHY THE COSTS  
ARE SO HIGH FOR VIDEO RELAY  
SERVICE. THE FCC IS CONSIDERING  
TURNING TO A PER LINE FEE BASIS  
SYSTEM, INSTEAD OF PER MINUTE THEY  
WILL PAY A FLAT FEE PER SUBSCRIBER  
PER MONTH. YOU WILL HAVE TO HAVE  
SOME KIND OF METHOD WHERE YOU WOULD  
PICK A VIDEO RELAY SERVICE PROVIDER  
AND THEY WOULD BE YOUR PROVIDER FOR  
ONE YEAR OR ONE MONTH AND THEN YOU  
WOULD HAVE A PHONE NUMBER FROM THEM  
JUST LIKE YOU WOULD IF YOU HAD A  
CELL PHONE, AND THEN THAT'S HOW THE  
RELAY SERVICE COMPANY WOULD GET  
REIMBURSED. IF YOU MADE MORE THAN

♀

56

-- IF YOU MADE HOURS AND HOURS OF

APRIL 2012

CALLS, THEN THEORETICALLY A VIDEO RELAY SERVICE USER WOULD CAUSE YOU TO LOSE MONEY. THOSE ARE THE KIND OF THINGS GOING ON RIGHT NOW. THE FCC IS SOLICITING COMMENTS ON FOR THAT ON THEIR WEBSITE TODAY. THERE IS ALSO AN RELAY INAPPROPRIATE USAGE. PART OF THAT WAS RELATED IF SOMEBODY FROM AFRICA OR OVERSEAS WERE TO MAKE CALLS AND TO USE THE RELAY SERVICE, EVEN THOUGH THEY DON'T HAVE A HEARING LOSS, PART OF THIS MAY HAVE STEMMED FROM A RECENT NEWS ITEM RELATED TO AT&T BEING CITED FOR, I BELIEVE, ABUSES OF THIS. THE FCC IS SOLICITING COMMENTS AS WELL AS MAKING ORDERS RELATED TO INTERNET RELAY UPDATES.

ANY QUESTIONS?

MR. BOYD: YES. YOU MENTIONED YOU GUYS ARE NO LONGER DOING VRS?

MR. SELZNICK: SPRINT IS NO LONGER DOING VRS.

MR. BOYD: IS THAT BECAUSE OF

♀

57

COMPETITION BEING SO STIFF WITH SORRENSON AND OTHER COMPANIES?

MR. SELZNICK: NO. BOTTOM LINE IS WHEN WE INVESTIGATED ALL THE THINGS WE WOULD NEED TO DO TO COMPLY WITH THE VIDEO RELAY SERVICE

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ORDER FROM THE FCC, IT WAS TOO COMPLEX, TOO DIFFICULT. IT WAS VERY SHORT TIMELINE. THEY SET THE ORDER IN OCTOBER, AND WE HAD TO COMPLY BY, I THINK IT WAS DECEMBER 4TH. SO IT WAS JUST NO WAY FOR US TO DO ALL OF THAT IN SUCH A SHORT TIME, SO WE DECIDED WE WOULD GET OUT OF IT FOR THE TIME BEING, BUT WE STILL HAVE ALL THE CAPABILITIES TO RETURN TO THE INDUSTRY IF WE SO CHOOSE AT A LATER TIME.

MR. BOYD: OKAY. ALSO I'M WONDERING HOW THAT AFFECTS EMPLOYMENT HERE AND AT OTHER CENTERS?

MR. SELZNICK: NO. WE DON'T EMPLOY ANY VIDEO RELAY SERVICE EMPLOYEES HERE. AGAIN, WE CONTRACT

♀

58

IT OUT TO A THIRD-PARTY COMPANY, SO WE'RE NO LONGER USING THEIR SERVICES NATIONWIDE, BUT WE STILL ARE USING THEM FOR THE FEDERAL RELAY SERVICE.

MR. BOYD: OKAY. GOTCHA.

MR. SELZNICK: ANY OTHER QUESTIONS? I THINK EVERYONE IS HUNGRY FOR LUNCH. OKAY. THANKS A LOT. I'M AVAILABLE. I WILL BE

APRIL 2012

HERE FOR THE REST OF THE AFTERNOON  
IF I HAVE ANY OTHER QUESTIONS THAT  
POP UP.

MS. GARRISON: IT SOUNDS GOOD.

MS. PARISH: BARBARA, WE'VE GOT  
SUBS, IF EVERYONE WANTS TO BREAK  
NOW, SUBS, WRAPS, CHIPS, SODA AND  
BOTTLED WAS. COOKIES FOR DESERT.

MS. GARRISON: JUST TAKE A  
BREAK AND EVERYBODY SERVE YOURSELF.

(THE NOON RECESS WAS TAKEN.)

MR. SELZNICK: IT IS COMMON  
THAT PEOPLE RUN INTO LIGHT POLES OR  
WALK IN THE STREET.

MS. PARISH: WE PASSED OUT A

♀

59

FUND BALANCE SHEET THAT SHOWS THE  
CURRENT RELAY FUND AMOUNT WHICH IS  
OVER \$5 MILLION. IT ALSO SHOWS AS  
OF MARCH 11TH FROM THE 13 CENTS TO  
THE 11 CENTS AND WHAT IT HAS DONE  
TO THE FUND. TEMPORARY HELP BUT IT  
HAS SINCE GROWN. DOES ANYBODY HAVE  
ANY QUESTIONS REGARDING THE FUND?

MS. BAKER: WAIT A MINUTE. I  
THOUGHT IT WAS REDUCED TO 13 NOT  
11.

MS. PARISH: IT WAS REDUCED  
FROM 13 TO 11 CENTS.

MR. VAN ESCHEN: WE'RE PROBABLY  
GOING TO HAVE TO LOOK AT THE

APRIL 2012

SURCHARGE LEVEL AGAIN.

MS. GARRISON: IT IS STILL GROWING.

MS. PARISH: WE'RE IN THE PROCESS OF WORKING THROUGH THE RFP WHICH IS ANOTHER ITEM ON THE AGENDA. ONCE WE SEE ALL ASPECTS OF THAT, WE CAN MAKE A BETTER DETERMINATION MAYBE BY THE NEXT MEETING.

♀

60

MR. TELTHORST: ISN'T THERE SOME LIMIT AS TO HOW OFTEN THE COMMISSION CAN REVIEW? IS IT LIKE EVERY TWO YEARS?

MS. PARISH: I THINK IT IS AT A MAX EVERY TWO YEARS.

MR. MILLS: THERE ISN'T A MINIMUM. IT'S A MAX.

MR. VAN ESCHEN: WE HAVE TO LOOK AT IT AT LEAST ONCE EVERY TWO YEARS. NO MORE FREQUENTLY THAN ONCE A YEAR.

MS. GARRISON: SO WE'RE LOOKING AT A YEAR SINCE THE EFFECTIVE DATE?

MS. PARISH: UH-HUH.

MS. GARRISON: SOME TIME IN THE NEXT YEAR. I DON'T SEE ANYTHING SURPRISING ON THIS. DOES ANYBODY ELSE? WE FIGURED WITH THE EXCESS

APRIL 2012

OF MONIES THAT WE HAD CUTTING IT  
FROM 13 TO 11 CENTS WOULD NOT HAVE  
THAT MUCH OF AN IMPACT AND  
CERTAINLY FUNDS ARE STILL GROWING.

MS. PARISH: RIGHT. THE NEXT  
ITEM I HAVE IS A CONTINUATION FROM

♀

61

LAST MEETING. SOME OF YOU HAD  
ASKED WHAT SOME OTHER STATES ARE  
MAYBE DOING WITH THE FUND AMOUNT.  
IF IT'S BEEN LOOKED AT BEING RATED,  
WHAT OTHER STATES HAVE DONE AND  
THIS IS KIND OF A BRIEF LITTLE  
RECAP OF THAT. IF YOU WANT TO TAKE  
A LOOK AT THAT. JOHN E-MAILED OUR  
NASRA CONTACTS AND THEY PROVIDED  
INFORMATION. WE DON'T HAVE A TON  
OF INFORMATION OR REPLIES BACK HERE  
BUT THIS WILL GIVE YOU SOME IDEA OF  
WHAT THEY HAVE RESPONDED TO.  
MAINLY WANTING TO KNOW IF THEY HAVE  
A POLICY IN PLACE FOR THE FUND  
BALANCE, WHAT THAT POLICY MIGHT BE,  
WHAT THEY PROVIDE WITH THE FUND.  
IF THE FUND HAS EVER BEEN RATED BY  
THE GOVERNMENT AND IF THAT SUCH  
RAID, IF IT DID HAPPEN CAUSED  
ISSUES AND WHAT THOSE ISSUES MAY  
HAVE BEEN. SO IT LOOKS LIKE ABOUT  
HALF OF THEM HAVE HAD THE FUND  
RAIDED.

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MS. BAKER: WASHINGTON IS ABOUT

♀

62

THE SAME POPULATION AS MISSOURI AND  
LOOKING AT THE PERCENTAGE THAT WAS  
TAKEN OUT EVERY YEAR.

MS. GARRISON: IN MINNESOTA  
BECAUSE IT'S HAD SUCH AN EFFECT OF  
THE RAID ON THE FUNDS THEY ARE NOW  
THINKING OF INCREASING THE  
SURCHARGE AGAIN.

MS. BAKER: SO WE'VE GOT ONE  
MORE VACANCY, IS THAT IT.

MS. PARISH: YES. SO I WILL GO  
ON TO THAT ONE. THE STATUS OF  
COMMITTEE VACANCIES, WE STILL HAVE  
A HARD OF HEARING POSITION TO FILL.  
WE JUST RECENTLY FILLED THE AT  
LARGE POSITION FOR JANET. THIS IS  
JANET IF YOU HAVEN'T MET HER YET.  
SO WE HAVE THAT TO WORK ON. I KNOW  
I BELIEVE ERNEST HAD FORWARDED ME A  
NAME FOR A LADY THAT IS HARD OF  
HEARING AND BLIND, AND I'M STILL  
WORKING WITH MY GROUP ON THAT TO  
SEE MAYBE HOW WE COULD GET THAT TO  
WORK OUT TO FIT IN THE PLAN. I  
BELIEVE SHE'S IN ST. LOUIS.

♀

63

MR. GARRETT: YEAH. HAVE YOU

APRIL 2012

HAD A CHANCE TO STALK TO HER?

MS. PARISH: NOT RECENTLY, BUT I HAVE TOUCHED BASE WITH HER NUMEROUS TIMES.

MR. GARRETT: SHE'S VERY MOTIVATED AND SHE'S VERY INTERESTED. SO YOU MAY NEED TO GET IN CONTACT WITH HER AND SEE IF SHE'S STILL MOTIVATED. SHE HAS OTHER OPPORTUNITIES RIGHT NOW.

MS. PARISH: WHAT WAS HER NAME AGAIN? I'M SORRY.

MR. GARRETT: MARY HALE.

MS. PARISH: THAT'S RIGHT. IF WE HAVE DRIVERS FROM ST. LOUIS, IF ANYBODY WOULD MAYBE BE INTERESTED IN WORKING SOMETHING OUT TO HELP ASSIST GETTING HER TO MEETINGS, THAT WOULD BE MOST HELPFUL.

MS. BAKER: DO YOU MEAN MARY HALE?

MR. GARRETT: HALE. I KNOW HER.

MS. BAKER: SHE WOULD BE GOOD

♀

64

BUT SHE'S DEAF/BLIND?

MR. GARRETT: CORRECT.

MS. BAKER: SHE COMES TO THE HEARING LOSS ASSOCIATION MEETINGS ONCE A MONTH IN ST. LOUIS. THAT'S HOW -- I KNOW HER IN DIFFERENT

APRIL 2012

CIRCLES, BUT SHE WOULD BE A GOOD ONE.

MS. PARISH: SO IF ANYBODY KNOWS OF ANYBODY THAT MIGHT BE COMING FROM ST. LOUIS, I KNOW TRACY IS ONE. ONE OF MY JOBS IS TO TRY TO SEE HOW WE COULD GET HER TO THE MEETINGS. SO I'M STILL WORKING ON THAT.

MS. BAKER: IF SHE DIDN'T HAVE A DRIVER -- I'M TRYING TO SEE HOW THIS WOULD WORK -- I'M THINKING OF TELECONFERENCE CALL BUT SHE CAN'T HEAR. DOES SHE USE ANY KIND OF FORMAL TELEPHONE?

MR. GARRETT: THAT'S A GOOD QUESTION. I DO KNOW SHE HAS ACCESS TO THAT. SHE TOOK OVER A MEETING, I BELIEVE SHE DOES HAVE ACCESS TO

♀

65

VIDEO PHONES AND ALL OF THAT. THERE ARE SOME OTHER POSSIBILITIES.

MS. BAKER: MAYBE WE COULD SET THAT UP. YEAH, WITH A VIDEO FEED. WOULDN'T SHE -- SHE WILL NEED AN INTERPRETER, RIGHT?

MR. GARRETT: SHE'LL NEED AN SSP AS WELL TO SUPPORT HER AND ALL OF THOSE THINGS.

MR. BOYD: WHAT'S THE NAME OF

APRIL 2012

THE PERSON YOU ARE TALKING ABOUT?

MS. BAKER: HER NAME IS MARY  
HALE.

MR. BOYD: I KNOW HER. I KNOW  
HER.

MS. BAKER: SHE'S VERY GOOD.

MS. GARRISON: I WOULD THINK  
THE FIRST CHOICE WOULD BE ARRANGING  
SOME TRANSPORTATION BECAUSE YOU  
DON'T WANT TO LEAVE SOMEONE OUT OF  
THE FACE-TO-FACE MEETING BECAUSE OF  
A TRANSPORTATION PROBLEM.

MS. BAKER: RIGHT. IS IT  
POSSIBLE THAT SHE CAN HIRE A DRIVER  
AND BE REIMBURSED?

♀

66

MS. PARISH: IT COULD BE A  
POSSIBILITY. I'M ALSO WORKING WITH  
OUR ACCOUNTING DEPARTMENT TO MAKE  
SURE WE JUMP THROUGH ALL THE HOOPS  
WITH THE RULES AND REGULATIONS.

MS. BAKER: THAT'S AN  
ACCOMMODATION.

MS. PARISH: RIGHT. I AGREE.

MS. BAKER: I KIND OF HAVE TO  
DEAL WITH THE SAME THING. THAT IS  
AN ACCOMMODATION. SHE PROBABLY  
COULD FIND SOMEONE TO DRIVE HER IF  
THEY WERE REIMBURSED.

MS. GRUER: DO YOU ALWAYS MEET  
HER?

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MS. PARISH: NO. IT IS USUALLY  
IN JEFFERSON CITY AT OUR OFFICES.  
DO YOU HAVE ANYTHING TO ADD WITH  
THAT? BECAUSE I KNOW CONNIE HAD  
COPIED BOTH OF US, OUR INTERNAL  
ACCOUNTING.

MS. MCCLOWRY: I DON'T RECALL  
RIGHT NOW WHAT THE SPECIFICS OF  
THAT.

MS. GARRISON: IT IS ALL

♀

67

INDIVIDUAL. THEY ALREADY MAY HAVE  
A PERSONAL ASSISTANT THAT COULD  
ALSO DO SOME DRIVING. WHATEVER YOU  
WORK OUT WITH HER.

MS. BAKER: HE JUST SAID HE  
COULD DRIVE MARY.

MR. BOYD: I COULD DRIVE HER TO  
THE MEETINGS.

MS. PARISH: I WILL BE IN TOUCH  
WITH YOU THEN.

MR. BOYD: THAT'S FINE.

MS. BAKER: MICHAEL, SHE LIVES  
IN SOUTH COUNTY.

MR. BOYD: THAT'S FINE.

MS. PARISH: OKAY. ALL RIGHT.  
SO I WILL WORK ON THAT. THE OTHER  
ITEM I HAVE IS THE RELAY MISSOURI  
RFP UPDATE. AS YOU ALL HAD SEEN  
THE FIRST DRAFT ASKED FOR FEEDBACK

APRIL 2012

FROM YOU ALL. WE HAVE SUBMITTED  
IT. IT WAS OUT FOR BID. IT HAS  
SINCE CLOSED AND WE ARE WORKING ON  
THAT. WE'LL BE MEETING LATER THIS  
WEEK, MEGHAN AND I, TO GO OVER THAT  
PROCESS. SO AT THAT TIME AFTER WE

♀

68

MET WITH OA, OFFICE OF  
ADMINISTRATION, THEN WE CAN PROVIDE  
MORE INFORMATION TO YOU ALL.

MS. GARRISON: DEALING WITH OA  
IS ALWAYS SUCH A PLEASURABLE  
EXPERIENCE.

MS. GRUER: OH, MY GOD, TELL ME  
ABOUT IT. NO.

MS. GARRISON: CAN YOU SEE MY  
SARCASM?

MS. BAKER: WAIT, BARBARA. I'M  
UNDER OA.

MS. GARRISON: I'M SORRY.

MS. BAKER: I HAVE TO DEAL WITH  
THEM.

MS. GARRISON: WE ALL HAVE TO  
DEAL WITH THEM.

MS. PARISH: ANYTHING ELSE YOU  
WOULD LIKE TO ADD, JOHN?

MR. VAN ESCHEN: NO. THERE'S  
REALLY NOT MUCH WE CAN SAY ABOUT  
THE RFP WHEN WE'RE REBIDDING RELAY  
MISSOURI CONTRACT. WE CAN'T EVEN  
TELL YOU HOW MANY PROPOSALS WE'VE

APRIL 2012

RECEIVED. THAT PROCESS IS GOING

♀

69

ON. I WOULD SAY WE WOULD EXPECT THE MISSOURI PSC WOULD EXPECT TO AWARD A CONTRACT IN A COUPLE OF WEEKS.

MS. BAKER: YOU MAKE AN ANNOUNCEMENT IN A COUPLE OF WEEKS?

MR. VAN ESCHEN: ONCE IT GETS BEFORE THE COMMISSION AND THEY DECIDE IT, THEN I THINK IT WOULD BE AN OPEN MEETING.

MR. MILLS: DOES THE COMMITTEE HAVE ANY ROLE IN ANALYZING OR RECOMMENDING TO THE COMMISSION ABOUT THE RFP?

MR. VAN ESCHEN: NOT AT THIS POINT.

MR. MILLS: I'M NOT LOOKING FOR MORE WORK, BUT I WAS JUST CURIOUS.

MR. VAN ESCHEN: I DON'T KNOW. THE COMMITTEE MEMBERS HAVEN'T BEEN. I DON'T KNOW. RIGHT NOW IT IS A FEW SELECT PEOPLE FROM THE PSC AS WELL AS A PERSON FROM THE OFFICE OF ADMINISTRATION.

MS. PARI SH: I APOLOGIZE THAT

♀

70

WE CAN'T OFFER MORE INFORMATION

THAN THAT. WE'RE KIND OF LIMITED AT THIS POINT.

MR. VAN ESCHEN: ULTIMATELY WHATEVER THAT GROUP DECIDES, IT IS NOT A FINAL DEAL UNTIL THE MISSOURI COMMISSION APPROVES IT. CONCEIVABLY, THE GROUP THAT'S LOOKING AT THE PROPOSALS COULD SEND A RECOMMENDATION TO THE COMMISSION AND THE COMMISSION MIGHT REJECT IT. THAT WOULD BE HIGHLY UNLIKELY, BUT THAT'S SORT OF THE PROCESS THAT WE HAVE.

MS. PARISH: OKAY. GO ON TO THE NEXT ITEM?

MS. GARRISON: YEAH.

MS. PARISH: SO I OPENED IT UP TO OPEN DISCUSSION. IF ANYBODY HAD ANY OTHER ITEMS THEY WANTED TO ADD TO FEEL FREE TO SEND THEM TO ME. STACY DID AS WELL AS MICHAEL. SO STACY, I THINK YOURS IS THE RELAY PRANK CALLS IF YOU WOULD LIKE TO MAYBE MENTION ABOUT THAT.

♀

71

MS. BRADY: YEAH. THIS HAPPENED LIKE THREE WEEKS AGO. THE STATE OF KANSAS CONTACTED ME ABOUT A MISSOURI RESIDENT. IT INVOLVED US GETTING INVOLVED WITH CONTACTING SEVERAL OF THE LOCAL RESTAURANTS IN

APRIL 2012

KANSAS CITY TO FIND OUT WHAT HAPPENED, WHY THEY KEPT HANGING UP ON HER. WHAT WE FOUND OUT IS THAT SAME WEEK THEY WERE GETTING A LOT OF CALLS OUT OF THE PRISON AND JUST OUT OF OTHER PEOPLE WHO WERE MESSING AROUND ON RELAY AND TRYING TO TAKE ADVANTAGE OF RESTAURANTS. WHAT THE RESTAURANTS ARE TELLING US IS PEOPLE CALL IN WITH THESE BIG ORDERS, THEY WANT TO PUT A MONEY ORDER IN. FROM THE MONEY ORDER THEY WILL SAY WE'RE GOING TO OVERPAY YOU, WE WANT CASH BACK, IT IS A SCAM. SO WHEN SHE CALLED, SHE WAS TRYING TO SCHEDULE FOR LIKE 40 PEOPLE IN A RESTAURANT. THEY THOUGHT OH, THIS IS ANOTHER ONE OF THOSE CALLS AND KEPT HANGING UP ON

♀

72

HER. SO WHAT HAPPENED WAS I TALKED WITH EACH RESTAURANT AND THEIR MANAGERS VERY CLOSELY. THEY SAID YES, WE'RE USED TO GETTING RELAY CALLS. WHAT CAN WE DO TO MAKE SURE THIS IS A LEGITIMATE CALL AND I SAID WELL, YOU KNOW, I'M GOING TO BE AT A MEETING. SO I GAVE THEM SOME EXAMPLES AND IDEAS OF THINGS THEY COULD DO. BUT IT IS A BIG

ENOUGH ORDEAL THAT I THINK WE NEED TO KIND OF DISCUSS IT TO SEE WHAT OPTIONS WE HAVE SO THAT PEOPLE WHO ARE LEGITIMATELY MAKING CALLS, USING RELAY ARE NOT BEING HUNG UP ON.

MS. GARRISON: WE CAN STILL HANG UP ON THE POLITICIANS, RIGHT?

MS. GRUER: NOW, I DON'T KNOW HOW THE SYSTEM WORKS SO MAYBE MY RESPONSE IS NOT VERY GOOD, BUT I KNOW WHEN SOMEBODY CALLS ME AND REQUESTS INFORMATION, WHETHER IT BE MY CREDIT CARD, SOCIAL SECURITY, ANYTHING ELSE, I THEN CALL THE

♀

73

NUMBER THAT I HAVE. SO CAN A PERSON SAY RESTAURANT CAN RELAY AND HAVE RELAY THEN CONTACT THAT INDIVIDUAL.

MS. BRADY: THAT'S ONE OF THE SUGGESTIONS I GAVE TO THE RESTAURANT IF YOU ARE NOT SURE ASK FOR THE NUMBER AND CALL BACK. I SUGGESTED THEY TRY IT WITH AND WITHOUT RELAY EVEN JUST TO MAKE SURE.

MS. BAKER: WHAT ABOUT A LITTLE SHEET LIKE THEY DO WHEN WE WENT ON THE CALL CENTER TOUR, THEY SHOWED US A SHEET TO WATCH OUT FOR FRAUD

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ON THE INTERNET, THE IP CALLS. I WAS WONDERING, YOU ARE GOING TO HAVE TO DO SOME TRAINING. IT IS INTERESTING YOU MENTIONED KANSAS CITY. I WONDER IF IT'S NOT A STATEWIDE PROBLEM. IS IT HAPPENING IN ST. LOUIS, SPRINGFIELD?

MS. BRADY: IT IS A NATIONAL PROBLEM ACTUALLY.

MS. BAKER: I JUST WONDERED IF

♀

74

WE HAD A SHEET AFTER TRAINING REAL KEY THINGS LIKE SHE MENTIONED. IF YOU ASK THEM TO SOCIAL SECURITY NUMBER, BLAH, BLAH, BLAH. IT LOOKS LIKE YOU HAVE GOT TO HAVE TRAINING AND SOME KIND OF SHEET THAT GIVES THEM A CLUE. WHEN YOU GET A CALL LIKE THIS, BE AWARE.

MR. SELZNICK: PART OF THE ISSUE IS THIS WOULD BE THE SAME THING AS FRAUD IF SOMEBODY JUST CALLED THEM DIRECTLY WITHOUT RELAY. SO THEY NEED TO DO THEIR DUE DILIGENCE. WE CAN HELP THEM FIND OUT WHAT THEIR DUE DILIGENCE IS. SPRINT IS INTERESTED IN THAT BECAUSE WE WANT TO MAKE SURE THAT PEOPLE CONNECT. IF WE CAN GET SPECIFICS, WE CAN HELP OUT WE WOULD

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LOVE TO HELP OUT WITH YOU.

MS. BAKER: TRAINING.

MR. SELZNICK: IF SOMEBODY WERE  
TO REPORT THEM LIKE SEND US AN  
E-MAIL OR ANYTHING LIKE THAT, WE  
FOLLOW-UP WITH THE BUSINESS. WE

♀

75

SEND THEM DVDS. WE SET UP A  
MEETING WITH THEM TO SIT DOWN AND  
THAT KIND OF STUFF.

MS. BAKER: SO YOU COULD VERY  
WELL DO A TRAINING DVD AND  
DISTRIBUTE IT?

MS. BRADY: THE STAFF IS ALL  
FAMILIAR WITH HOW TO TAKE AND  
RECEIVE RELAY CALLS. THE PROBLEM  
WAS HOW DO WE KNOW IT IS NOT A  
FRAUD?

MS. GARRISON: THEY ARE IN THE  
SAME BOAT WITH EVERYBODY ELSE.

MS. GRUER: RIGHT.

MS. BAKER: IT IS ALREADY  
FRUSTRATING FOR A PERSON WHO IS  
HARD OF HEARING OR DEAF TO MAKE  
ARRANGEMENTS OVER, MUCH LESS HAVE A  
HANG-UP. THAT'S WHAT I WAS SAYING  
FOR SOME OF YOU THAT DIDN'T GO ON  
THE TOUR, THAT'S WHY I REALLY LIKE  
THE INTERNET CHAT. I DON'T KNOW IF  
THAT PREVENTS FRAUD.

MR. TELTHORST: IF THE RELAY

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OPERATOR ISN'T ABLE TO KIND OF --

♀

76

WHEN WE WERE ON THE TOUR TALKING ABOUT ALL SORTS OF INAPPROPRIATE CONVERSATIONS THAT TAKE PLACE AND THE RELAY OPERATOR CAN'T INTERJECT THEMSELVES INTO THAT, THIS WOULD BE THE SAME TYPE OF THING. I DON'T KNOW THAT THERE'S MUCH FROM HERE THAT THE OPERATOR COULD DO TO SCREEN THOSE KIND OF PRANK CALLS OUT.

MS. BAKER: NO. BUT RESTAURANTS OR BUSINESS OR VENUES COULD RECEIVE SOME KIND OF DVD OR ONSITE TRAINING WHEN THEY HAVE NEW ORIENTATION TO THEIR EMPLOYEES, NOTHING TO DO WITH THE RELAY OPERATORS. JUST SAY IF THIS BUSINESS RECEIVES A CALL, HOW DO WE KNOW WHICH ONE IS REAL AND WHICH IS NOT?

MS. GARRISON: I DON'T SEE IT AS A SEPARATE PROBLEM. IT IS THE SAME PROBLEM WE ALL FACE. SO ANY TIME THEY TRAIN NEW STAFF INSTEAD OF SETTING UP ANOTHER HOOP FOR THEM

♀

77

TO JUMP THROUGH ADDING IT TO THEIR

CURRENT TRAINING FOR THAT KIND OF  
THING.

MS. BAKER: RIGHT.

MS. BRADY: THE OTHER THING IS  
THERE ARE VIDEOS ON YOUTUBE. IT IS  
VERY EASY TO PULL ONE UP WHERE THEY  
ARE SHOWING HOW TO MAKE A BRANCH  
CALL JUST TO MAKE THE RELAY  
OPERATORS DO SOMETHING TOTALLY  
INAPPROPRIATE. ONE OF THE VIDEOS  
WAS HOW TO MURDER SOMEONE. I WAS  
JUST LIKE, REALLY? THIS IS WHAT WE  
NEED TO HAVE ON YOUTUBE.

MS. GARRISON: HOW TO MAKE A  
DRUG DEAL VIA RELAY.

MS. GRUER: YES. EVERYTHING.

MS. BAKER: SCARY.

MS. GRUER: THAT'S WHY I AGREED  
WITH WHAT DENNIS WAS SAYING YOU  
HAVE TO DO YOUR DUE DILIGENCE.  
FROM SELLING ANYTHING ON E-BAY TO  
NEWSPAPER AD TO ANYTHING, YOU HAVE  
TO GOT TO FOLLOW-UP AND TAKE  
PERSONAL RESPONSIBILITY.

♀

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MR. SELZNICK: NOW, THERE IS  
ONE THING AGAIN. IN THEORY IF  
SOMEBODY WERE TO DO SOMETHING  
ILLEGAL AND SOMEBODY WERE TO REPORT  
TO THE POLICE THAT THEY WERE USING  
RELAY TO MAKE THESE CALLS, SPRINT

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COULD GET SUBPOENAED BY THE POLICE TO PROVIDE RECORDS OF THE CALL, NOT THE CONTENT BUT THE RECORD OF THE CALL ITSELF. THAT'S THE MOST WE CAN PROVIDE.

MS. GARRISON: THE DATE AND THE TIME AND LENGTH OF THE CALL?

MR. SELZNICK: YES.

MS. BAKER: SO IF SOMEONE CALLS AND SAYS I DON'T LIKE SO-AND-SO, I WILL PAY YOU \$50,000 TO GET RID OF THEM, THE RELAY OPERATOR CAN'T DO ANYTHING BUT JUST RELAY THE INFORMATION?

MR. SELZNICK: IT MIGHT BE MORE OF A SITUATION LIKE THE BOMB THREATS. THE EXAMPLE I CALL THE SCHOOL AND I SAY I'M GOING TO BLOW UP THE SCHOOL. THEY RECORD THAT,

♀

79

THEY CALL THE POLICE, THE POLICE WOULD CONTACT SPRINT SAYING HEY, WE GOT A CALL AT THIS TIME. THIS WHENEVER, HE CONFIRMED THAT YOU HAVE THAT ACTUALLY RECORDED. YES, HERE IT IS.

MS. BAKER: SO THEY COULD TRACK IT DOWN TO DENNIS MAKING THAT CALL?

MR. SELZNICK: IN THEORY THEY COULD CHECK THE CALL TO AND CALL

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FROM. SO WE DO RECORD WHERE THEY ORIGINATE THE CALL FROM SO THE PHONE NUMBER, THE CALL WHERE IT WAS TERMINATED SO WE HAVE THE PHONE NUMBERS, BUT YOU CAN ALWAYS FAKE THE PHONE NUMBERS. IF YOU USE INTERNET THEN WE ONLY HAVE AN IP ADDRESS. IP ADDRESSES MOVE AROUND. AGAIN IT ALL COMES BACK TO THE MOST YOU CAN GET FROM US IS JUST THAT THE CALL ACTUALLY HAPPENED. NOTHING ABOUT THE CONTENT.

MS. BAKER: ON THE POLICE SIDE, THEY CAN FIND OUT WHERE THAT CALL CAME FROM?

♀

80

MR. SELZNICK: IN THEIRS, YES, IT WOULD TAKE A LOT OF POLICE WORK TO DO THAT BUT YES, THEY COULD.

MS. GARRISON: MIKE, THERE IS AN E-MAIL HERE.

MS. PARISH: NEXT ONE IS FROM MICHAEL.

MS. GARRISON: MICHAEL, THE NEXT E-MAIL IS FROM YOU.

MR. BOYD: I'M WAITING FOR MARY ANN TO COME ALONG. THIS IS A SUBJECT ABOUT RELAY MISSOURI. IT IS SORT OF ABOUT A YEAR AGO, LAST YEAR SOME TIME DURING THE SPRING, THE INTRODUCTIONS I ALWAYS HAVE A

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TTY AND SO I CALLED AND THEIR  
INTERRUPTION WOULD BE RELAY  
MISSOURI, CA THE NUMBER J. GO  
AHEAD. AND I'VE ALWAYS USED RELAY,  
RELAY. STARTING LAST SPRING I HAVE  
NOTICED THAT IT'S BEEN TWEAKED  
WHERE IT IS YELAY. AND I'VE SEEN  
IT MORE Y'S NOW BEGINNING WITH THE  
R'S. I'VE SEEN IT IN MY HOME AND  
MY OFFICE AND NOW ALMOST ALL MY

♀

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CALLS ARE WITH THE Y. THERE IS NO  
MORE ACTUAL RELAY R. SO WHAT'S  
WRONG WITH THE SYSTEM?

MR. SELZNICK: I WOULD SUSPECT  
MAYBE OWE IF IT'S ON THE SAME  
TELEPHONE OR TTY?

MR. BOYD: IT IS AT MY OFFICE  
AND MY HOME. I HAVE TWO DIFFERENT  
TTYS.

MR. SELZNICK: WE CAN  
INVESTIGATE THAT. DO YOU HAVE THE  
CA NUMBERS?

THE SPEAKER: I DEFINITELY CAN  
LOOK INTO THIS. I KNOW THAT  
SOMETIMES THERE'S GARBLING ISSUES  
BUT TO BE HONEST, IT IS VERY ODD  
THAT IT'S DOING JUST THAT ONE  
LETTER. SO WE'LL DEFINITELY LOOK  
INTO IT. I MAY NEED YOUR CALLING

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FROM.

MR. SELZNICK: YOU NEED HIS  
NUMBER. I WILL GET YOUR PHONE  
NUMBER OF YOUR OFFICE OR BOTH. I  
WILL NEED TO FIGURE OUT WHICH ONE  
IS FOR WHICH TOO. I CAN MAKE COPIES

♀

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OF THIS FOR YOU.

THE SPEAKER: OKAY. SURE.

MR. SELZNICK: IF YOU WOULDN'T  
MIND WRITING DOWN THE PHONE NUMBER  
FOR EACH ONE, AND I WILL MAKE  
COPIES SO YOU HAVE YOUR ORIGINAL SO  
WE CAN TRACK IT.

THE SPEAKER: AND I CAN TELL  
YOU, I DO LOOK AT ALL THE  
COMPLAINTS THAT COME THROUGH  
MISSOURI. THAT IS NOT ANYTHING I  
HAVE EVER SEEN. I MEAN TO BE  
HONEST, WE HAVE NOT HAD A MISSOURI  
COMPLAINT FOR A VERY LONG TIME,  
WHICH IS VERY GOOD. ANYTHING ELSE?

MS. GARRISON: THANK YOU,  
MA'AM. IF THERE'S NOTHING ELSE ON  
THE AGENDA BUT THIS IS OPEN  
DISCUSSION TIME. IS THERE ANYTHING  
ANYONE WANTS TO BRING BEFORE THE  
GROUP, BEFORE WE START TALKING  
ABOUT A DATE FOR OUR NEXT MEETING?  
OCTOBER? IS THERE ANYTHING?

MS. BAKER: I DO HAVE A

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DISCUSSION. IS THERE ANY FEELING

♀

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HOW THE STATE OF MISSOURI, ARE THEY  
LOOKING AT THE FUND AND TALKING  
ABOUT TRANSFERRING THE MONEY?

MR. VAN ESCHEN: MARTY TALKED  
ABOUT THAT EARLIER.

MR. EXLINE: THERE WAS ONE  
BILL.

MS. BAKER: THE SWEEP.

MR. EXLINE: THE SWEEP BILL.  
LIKE I SAID WHAT IT WOULD DO IS  
TAKE THE PREVIOUS YEAR'S  
EXPENDITURES AND EXEMPT 200% OF  
WHAT THE PREVIOUS YEAR'S  
EXPENDITURES WERE AND THEN SWEEP  
THE REST OF THE BALANCE OUT OF THE  
FUND. IT HAD A HEARING IN THE  
SENATE APPROPRIATIONS COMMITTEE.  
IT IS A SENATE BILL. IT IS BY  
SENATOR GREEN. BUT THERE WASN'T  
ANY OTHER ACTION TAKEN ON IT. IT  
DIDN'T LEAVE THE COMMITTEE.

MS. BAKER: OH, IT WAS GREEN?

MS. GARRISON: WHERE IS HE  
FROM?

MS. GRUER: NORTH ST. LOUIS.

♀

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MR. EXLINE: HE SPONSORED THE

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SWEEP BILLS THE PAST TWO YEARS.  
LIKE I SAID IT DIDN'T GO ANYWHERE.  
THEY DIDN'T PASS IT OUT OF  
COMMITTEE. THEY DIDN'T EVEN TAKE A  
VOTE ON IT.

MS. BAKER: IT WAS JUST ON THE  
COMMITTEE. IT HASN'T GONE  
ANYWHERE.

MR. EXLINE: IT HAD A HEARING  
BUT THEY NEVER VOTED ON IT. THIS  
WAS IN MARCH.

MR. MILLS: THERE SEEM TO BE A  
NUMBER OF LEGISLATORS THAT DON'T  
REALLY WANT THAT?

MR. EXLINE: WELL, LAST YEAR IT  
WAS ACTUALLY THE INITIAL LIVE IT  
ACTUALLY CAME REALLY FROM THE  
GOVERNOR'S OFFICE. WHEN IT GOT TO  
COMMITTEE IT JUST, I THINK THERE  
WAS A HOUSE -- LAST YEAR THERE WAS  
A HOUSE BILL AND A SENATE BILL.  
THEY DIDN'T -- THEY HAD A HEARING  
AND THAT WAS IT.

MS. GARRISON: ALL RIGHT.

♀

85

OCTOBER. YOU HAVE A CALENDAR IN  
FRONT OF YOU. HALLOWEEN IS ON A  
WEDNESDAY. IS THERE A PARTICULAR  
DAY OF THE WEEK THAT WORKS BETTER  
FOR YOUR OFFICE?

MR. VAN ESCHEN: THEY HAVE BEEN

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HOLDING THEM ON WEDNESDAYS.

MS. GARRISON: IS WEDNESDAY STILL GOOD WITH EVERYONE? IF SO, LET'S LOOK AT THE FIVE WEDNESDAYS OF THAT MONTH.

MR. SELZNICK: I'M DOWN FOR THE TENTH. I'M NOMINATING THE TENTH.

MR. TELTHORST: THAT WOULD BE OKAY BY ME.

MR. MILLS: THEY ARE ALL BAD FOR ME. WE HAVE HEARINGS SET ALL OCTOBER. I'M BOOKED FOR THE ENTIRE MONTH.

MS. GARRISON: WE CAN TAP YOU IN VIA TELERELAY OR SOMETHING.

MR. TELTHORST: WE'LL JUST MEET IN YOUR OFFICE.

MR. SELZNICK: IT MIGHT BE IN JEFF CITY.

♀

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MS. GARRISON: MORE THAN LIKELY WE'LL BE BACK IN JEFF CITY.

MS. PARISH: THAT MAYBE MIGHT MAKE IT A LITTLE BIT EASIER FOR LEWIS. WE CAN STOP IN AND HAVE LUNCH WITH US.

MS. GARRISON: I'M HEARING OCTOBER 10TH. IS THAT GOOD FOR EVERYONE?

MR. GARRETT: NO GOOD FOR ME.

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THAT'S TOO CLOSE TO THE MISSOURI  
INTERPRETER CONFERENCE. I WILL BE  
GEARING UP FOR THAT. IT WILL BE A  
BUSY TIME.

MR. TELTHORST: THE 17TH?

MS. GARRISON: WHEN IS THE  
CONFERENCE, TREY?

MR. GARRETT: THE 12TH, 13TH  
AND 14TH.

MS. GARRISON: SO IF WE HAD IT  
THE 17TH, 20TH OR 31ST IT WOULD  
BE BETTER AFTER THE CONFERENCE?

MR. GARRETT: THE 17TH IS  
POSSIBLE. DON'T PLAN IT AROUND ME.

MS. BAKER: 17TH OR 24TH IS

♀

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FINE.

MR. SELZNICK: I'M FINE FOR THE  
WHOLE MONTH. I'M THE OPPOSITE.

MR. BOYD: WHAT DATE ARE WE  
TALKING ABOUT NOW?

MS. GARRISON: 17TH OR THE  
24TH. I WILL BE OUT OF STATE ON  
THE 17TH. WILL THE 24TH WORK.

MR. TELTHORST: I WILL IN  
KANSAS CITY THE 24TH, BUT DON'T DO  
IT AROUND MY SCHEDULE.

MR. VAN ESCHEN: DO YOU WANT TO  
DO IT ON A DIFFERENT DAY OF THE  
WEEK?

MR. TELTHORST: THAT WOULD BE

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OKAY.

MS. GARRISON: WE HAVEN' T  
LOOKED AT HALLOWEEN. I DON' T THINK  
THERE ARE TOO MANY SPOOKS AFTER US.

MR. EXLINE: WE CAN COME IN  
COSTUME.

MS. GARRISON: THERE YOU GO.  
24TH, 31ST?

MS. BAKER: 24TH.

MS. GRUER: 24TH.

♀

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MS. GARRISON: ALL IN FAVOR OF  
THE 24TH?

MR. VAN ESCHEN: DID YOU SAY  
RIC COULDN' T MAKE THE 24TH?

MR. TELTHORST: NO BIG DEAL.  
WOULD A DAY EARLIER OR A DAY  
EARLIER?

MS. GARRISON: WHAT ABOUT  
THURSDAY, THE 25TH?

MR. TELTHORST: JUST KEEP THE  
24TH. THAT' S FINE.

MS. BAKER: I CAN DO IT THE  
25TH.

MS. GARRISON: LET' S GO WITH  
THE 24TH. THE SAME TIME, 10  
O' CLOCK JEFF CITY?

MS. PARISH: YES. I THOUGHT IT  
WAS 11.

MS. GARRISON: WE MET EARLY.

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MS. PARI SH: SO WE' LL GO BACK  
TO 11 O' CLOCK.

MS. GARRI SON: 11 O' CLOCK  
OCTOBER 24TH, GOVERNOR' S BUI LDING.  
THANKS AGAIN TO SPRINT FOR HOSTING  
OUR MEETING TODAY AND PROVIDING THE

♀

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TOUR. THANKS FOR LUNCH AND ALL THE  
OTHER ARRANGEMENTS, DANA, I N  
GETTING US TOGETHER AND TELL TRACY  
SHE CAN' T MI SS ANY MORE.

MR. TELTHORST: YOU DID A GOOD  
JOB.

MS. GARRI SON: WE TRY.

MR. TELTHORST: YOU GOT US OUT  
EARLY.

MS. GARRI SON: SAFE TRI P HOME,  
GUYS.

\* \* \* \* \*