

APRIL 2014

1

ROUGH DRAFT

MISSOURI RELAY
ADVISORY COUNCIL MEETING
Wednesday, April 30, 2014
at Governor's Office Bldg.
Jefferson City, Missouri

♀

2

MS. BAKER: IF EVERYBODY IS
HERE, WE'LL CALL THE MEETING TO
ORDER. HELLO. IF NOBODY KNOWS WHO
I AM, I'M LINDA BAKER OF THE
GOVERNOR'S COUNCIL ON DISABILITY.
AND WE'RE GOING -- WE HAVE SOME NEW
FACES, AND NEW MEMBERS OF THE
ADVISORY COUNCIL. SO I'M GOING TO
START TO MY RIGHT WITH
INTRODUCTIONS AND GO AROUND THE
TABLE.

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INTRODUCTIONS: HELLO. MY NAME
IS CHRISTOPHER LUDVIGSEN, AND I'M
FROM MCDHH. HELLO. GOOD MORNING.
MY NAME IS APRIL MASON DONOVAN.
I'M A VR COUNSELOR FOR THE DEAF AND
HARD-HEARING HERE IN JEFFERSON
CITY. HI. I'M ALLISON BURCO, I'M
AUDIOLOGIST AT THE MISSOURI SCHOOL
FOR THE DEAF. I'M LEWIS MILLS.
I'M THE DIRECTOR OF THE OFFICE OF
PUBLIC COUNSEL. GOOD MORNING. I'M
RIC TELTHORST, I'M PRESIDENT OF THE
MISSOURI TELECOMMUNICATIONS
INDUSTRY ASSOCIATION. HELLO. I'M

♀

3

JOHN VAN ESCHEN, I'M WITH MISSOURI
PSC STAFF. GOOD MORNING. I'M
JENNIFER HERNANDEZ. I WORK IN THE
STAFF COUNCIL OFFICE AND REPRESENT
STAFF IN MATTERS BEFORE THE
COMMISSION, AND I ALSO INVITED TWO
OTHER MEMBERS OF OUR STAFF COUNCIL
OFFICE WHO ARE INTERESTED IN THE
RELAY PROGRAM. MIKALA JONES AND
WHITNEY HAMPTON STEPPED OUT BUT
SHE'LL BE BACK. AND I'M DANA
PARISH, MISSOURI STAFF. GOOD
MORNING, EVERYBODY. I'M MARTY
EXLINE WITH MISSOURI ASSISTIVE
TECHNOLOGY COUNCIL. I'M STACY
BRADY WITH MISSOURI ASSISTIVE

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TECHNOLOGY. MY NAME IS DIANE
WIELAND. I AM FROM PARAQUAD AND
I'M THE YOUTH PROGRAM MANAGER. HI.
MY NAME IS CHRIS SMITH AND I'M WITH
SPRINT RELAY. KANSAS CITY.

MS. BAKER: OKAY. AND I
BELIEVE DANA WANTS TO MAKE SOME
ANNOUNCEMENTS BEFORE WE START WITH
THE AGENDA. GO AHEAD, DANA.

♀

4

MS. PARISH: CHAIRMAN KENNEY
MAY BE DROPPING BY IN CASE YOU SEE
ANOTHER PERSON POP IN. MICHAEL
BOYD IS NOT ABLE TO MAKE IT,
STEPHANIE LOGAN IS NOT HERE TODAY
AND ERNEST GARRETT IS ALSO GONE
TODAY.

MS. BAKER: DID STEPHANIE, SHE
CALLED YOU?

MS. PARISH: YES.

MS. BAKER: STEPHANIE LOGAN AND
APRIL MASON ARE NEW ADDITIONS TO
OUR ADVISORY COUNCIL, SO I WILL
WELCOME THEM.

MS. MASON-DONOVAN: THANK YOU.

MS. BAKER: IT LOOKS LIKE I SEE
MISSOURI ASSISTIVE TECHNOLOGY
POWERPOINT UP THERE. DO YOU WANT
TO DO THAT FIRST OR THE SPRINT
REPORT? ARE YOU ON A TIME CRUNCH?

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MR. EXLINE: NO.

MS. BAKER: THAT THREW ME OFF
SO HE' LL GO AHEAD WITH THE AGENDA
WITH THE SPRINT REPORT, MR. SMITH.

MR. SMITH: WITH THE SPRINT

♀

5

REPORT? I WILL NEED TO DISCONNECT.

MS. PARISH: LINDA.

MR. VAN ESCHEN: THAT'S HOW IT
IS ON THE AGENDA AND IT'S ALREADY
UP ON THE SCREEN.

MS. BAKER: WHAT WAS IT? OKAY.
BUT ON MINE IT SAYS SPRINT REPORT
IS THE FIRST. THAT'S WHY I WAS
QUESTIONING IT.

MR. VAN ESCHEN: LET ME GIVE
YOU ANOTHER AGENDA. WE' LL GO AHEAD
WITH MISSOURI ASSISTIVE TECHNOLOGY.

MS. BAKER: SORRY.

MS. PARISH: THE EQUIPMENT
PROGRAM.

MS. BAKER: OKAY. EQUIPMENT
PROGRAM UPDATE.

MS. BRADY: GOOD MORNING,
EVERYBODY. I' M STACY WITH MISSOURI
ASSISTIVE TECHNOLOGY SO WE' LL JUST
JUMP RIGHT ON IN. WE HAVE BEEN
WORKING ON SOME NEW AND INTERESTING
THINGS SINCE OUR LAST COUNCIL
MEETING AND WE HAVE ACTUALLY
STARTED INTO OUR WIRELESS PILOT.

♀

6

WE'VE COMPLETED TWO OUT OF THE FOUR GROUP MEETINGS. WHEN I SAY TWO OUT OF THE FOUR, WE ACTUALLY HAVE TWO GROUPS GOING ON, ONE IN THE KANSAS CITY AREA, ONE IN THE COLUMBIA AREA SO WE'VE REALLY DONE FOUR OUT OF EIGHT MEETINGS AND WE ACTUALLY HAVE A MEETING FOR GROUP THREE, I SAY GROUP THREE, MEETING THREE ON FRIDAY IN COLUMBIA AND THEN WE'LL BE BACK IN KANSAS CITY. SO THE PURPOSE OF THE WIRELESS PILOT WAS BECAUSE, AS WE ALL KNOW THE TECHNOLOGY IS CHANGING WHEN IT COMES TO MAKING AND RECEIVING CALLS. AND SO WITH THAT WE'RE TRYING TO KEEP UP WITH THE TIMES A LITTLE BIT. WE'RE FINDING THAT MORE AND MORE CONSUMERS ARE FINDING NEWER WAYS TO COMMUNICATE. WE WANTED TO ALSO MAKE SURE THEY ARE ABLE TO DO THAT BECAUSE IT IS NOT ALWAYS ACCESSIBLE TO THEM. SO MOST OF YOU PROBABLY WHEN YOU ARE OUT AND ABOUT ARE ABLE TO MAKE A CALL;

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7

IS THAT CORRECT? WHAT IF YOU DON'T HAVE THE RESOURCE TO DO IT? SO THE

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ADAPTIVE TELEPHONE EQUIPMENT IS NOT
OUT THERE FOR SOMEONE WHO MAY NEED
IT. HOW MANY OF YOU HAVE SEEN A
TTY IN THE LAST TWO YEARS IN ANY
PUBLIC BUILDING? JOHN IS SAYING.
APRIL SAYS I RARELY SEE THEM. THEN
ON TOP OF THAT WIRELESS AND
BLUETOOTH TECHNOLOGY ARE HERE BUT
COST PROHIBITIVE. SO IN MEETING
THOSE, WE LAUNCHED A WIRELESS PILOT
AND STARTED ACCEPTING APPLICATIONS
FOR I-PADS, I-PAD MINI, WIFI ONLY
ON THOSE AND I-PHONES. AND SO WE
STARTED COLLECTING THE APPLICATIONS
IN OCTOBER OF LAST YEAR AND WE MADE
OUR ANNOUNCEMENTS AND HAD OUR FIRST
MEETING IN FEBRUARY OF THIS YEAR.
CONSUMERS WERE ABLE TO CHOOSE THIS
DEVICE THEY WANTED AND WE HAD GIVEN
THEM A FREQUENTLY ASKED QUESTIONS
SO THEY COULD MAKE AN INFORMED
DECISION BEFORE THEY DID IT.
SURPRISINGLY ENOUGH, AND YOU WILL

♀

8

SEE THIS DATA LATER, THE GROUP WAS
INTO I-PADS VERSUS MINI PADS.
INDIVIDUALS WHO ARE DEAF AND HARD
OF HEARING WOULD HAVE APPS RELATED
TO IP RELAY, VIDEO RELAY, WEB,
MOBILE CAPTEL, PEOPLE WHO ARE BLIND
HAD SOME ADDITIONAL APPS AND SPEECH

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IMPAIRED COMMUNITIES ALSO HAD APPS RELATED TO THEIR TELECOMMUNICATIONS NEEDS.

WE WERE ABLE TO GATHER APPLICATIONS FROM CONSUMERS IN THE KANSAS CITY AREA. WE HAVE SOME OUT OF ST. LOUIS. WE HAVE ONE OUT OF FARMINGTON AND THE NUMBER, A COUPLE OF THEM OUT OF SPRINGFIELD AND NOT OF THEM OUT OF COLUMBIA. SO IT'S BEEN REALLY GREAT TO HAVE A BIT OF DIVERSITY THERE.

WE HAVE 24 PARTICIPANTS. SEVEN WHO ARE BLIND, FIVE DEAF, TWO HARD OF HEARING, SIX LOW VISION AND FOUR SPEECH IMPAIRED. THE MAJORITY OF THOSE INDIVIDUALS HAVE A SECONDARY DISABILITY ON TOP OF IT.

♀

9

EVERYONE OF OUR SPEECH-IMPAIRED INDIVIDUALS ALSO HAS A MOBILITY IMPAIRMENT.

MOST COMMON BEING VISION AND HEARING COMBINED. SO THIS IS KIND OF A GROUP PICTURE OF OUR KANSAS CITY PARTICIPANTS. THERE ARE 12 INDIVIDUALS IN THIS PICTURE ASIDE FROM ME. AND WE ALSO HAVE 12 INDIVIDUALS OUT OF THE COLUMBIA AREA. WHEN I SAY COLUMBIA AREA, WE

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HAVE THE SPRINGFIELD PEOPLE COMING UP TO KANSAS CITY, THAT WAS THEIR CHOICE AND THE FARMINGTON PEOPLE AND ST. LOUIS CAME TO COLUMBIA. SO WE'VE PROVIDED FIVE I-PHONES, WHICH IS A 5-S, 13 I-PADS AND SIX MINI PADS. WE ALSO PROVIDED SOME ADDITIONAL ACCESSORIES BASED ON THE NEEDS OF THE INDIVIDUALS. ONE OF OUR DEAF CONSUMERS REQUESTED A STAND SO WHEN SHE USES THE VIDEO PHONE, IT IS EASIER TO USE THAN THE OTTERBOX SHE HAD THAT HAS A STAND. ONE OF OUR PEOPLE WHO IS ALSO HARD

♀

10

OF HEARING HAS A VISION LOSS BUT DOESN'T MEET THE DEAF-BLIND CERTIFICATION. WE'LL TALK ABOUT THE NATIONAL DEAF-BLIND HERE LATER ON. SHE ASKED FOR A LARGE KEYBOARD THAT ALSO HAS THE YELLOW INVERSION. AND THEN A COUPLE OF OUR BLIND FOLKS AND ONE OF OUR PHYSICAL IMPAIRED FOLKS ASKED FOR AN ADDITIONAL KEYBOARD. WE HAVE SOMEONE USING A NECKLOOP. WE ENDED UP GIVING HEADPHONES TO THE BLIND GROUP AND THE LOW VISION GROUP BECAUSE WE FOUND OUT IN OUR VERY FIRST MEETING WE HAD FIVE I-PADS IN VOICEOVER MODE ALL TALKING. IT

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CREATED QUITE A LITTLE NIGHTMARE
FOR BEING ABLE TO HEAR INSTRUCTION
SO WE VERY QUICKLY FIXED THAT. ONE
OF OUR INDIVIDUALS AND YOU WILL SEE
A PICTURE OF HIM IN A LITTLE BIT IS
USING CENTRAL LONG STYLUS. OUR
PARTICIPANTS ARE AGE 27 TO 90.
YES. ONE OF OUR PARTICIPANTS WHO
IS BLIND IS 90 YEARS OLD. SHE

♀

11

NEEDS A LOT OF SUPPORT BUT SHE IS
GETTING IT AND SHE'S ENJOYING IT.
ALMOST 50% OF OUR INDIVIDUALS ARE
60. WHEN YOU GO UP TO 50 PLUS,
ALMOST 80% OF OUR INDIVIDUALS, OUR
PARTICIPANTS ARE OVER 50.

REMEMBER I TOLD YOU WE HAD AN
INTERESTING INDIVIDUAL WHO NEEDED
LONG STYLUS. HE HAS NO ARMS. HE
IS SPEECH IMPAIRED AND NO ARMS.
AND HE IS AMAZING TO WATCH. SO WE
HAVE PROVIDED HIM SOME TECHNOLOGY,
AND YOU WILL SEE HE IS USING HIS
FEET. WHEN I DO NEED TO REQUEST
SOMETHING, I'M LIKE I NEED TO GRAB
THIS. I NEVER TAKE IT WITHOUT
ASKING HIM AND I ALWAYS PLACE IT
BACK IN HIS FOOT. SO REALLY
INTERESTING FELLOW, AND ONE OF OUR
BLIND CONSUMERS WHO HAS HAND

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IMPAIRMENTS ACTUALLY DECIDED TO
CONNECT WITH THIS GENTLEMAN TO HELP
HIM WAYS TO BETTER ACCESS HIS
I-DEVICE.

THIS IS A GROUP PICTURE OF

♀

12

SOME OF OUR DEAF AND
HARD-OF-HEARING CONSUMERS OUT OF
THE KANSAS CITY AREA. THE FIRST
ONE IN THE FOREFRONT IS LATE
DEAFENED AND SHE'S USING AN I-PAD.
SHE USES IT FOR CAPTEL. SHE USES
HER CELL PHONE FOR THE VOICEOVER
AND THE I-PAD FOR THE CAPTIONS.
SHE CAN ALSO BRING IT UP A LITTLE
BIT LARGER PRINT THAT WAY. THE
GENTLEMAN NEXT TO HER IS ALSO LATE
DEAFENED. HE IS A BILATERAL
COCHLEAR IMPLANT. HE USES HIS
I-PHONE FOR TEXTING AND FOR ALSO
DOING WEB CAPTEL. AND THE
GENTLEMAN NEXT TO HIM IS DEAF. AND
HE USES AN I-PAD MINI, I BELIEVE --
NO, HE IS USING A REGULAR I-PAD AND
HE USES THE VIDEO PHONE PORTIONS OF
THAT.

SO INDIVIDUALS TOLD US THEY
APPLIED ONE BECAUSE THEY THOUGHT WE
COULD GIVE FEEDBACK, BUT ALSO IT
WAS TECHNOLOGY THAT WAS NEW FOR
THEM FOR THE MOST PART. THEY

♀

WANTED TO BE ABLE TO COMMUNICATE
JUST LIKE EVERYONE ELSE DOES. THEY
ALSO LIKED IT AS MAINSTREAM. IN A
FACE-TO-FACE INTERVIEW WITH
INDIVIDUALS AND AGAIN GOING BACK TO
OUR AGE GROUPS, MOST OF THEM SAID
THEY ARE NOW ABLE TO USE THE DEVICE
TO COMMUNICATE WITH THEIR
GRANDKIDS. NO. 1 REASON WAS
GRANDKIDS. THAT'S WHAT THEIR
GRANDKIDS ARE USING. THEY CAN FACE
TIME THEM NOW. SO WHAT ABOUT
SUPPORTS? CAPTEL PHONE. I'M THERE
PROVIDING SUPPORT TO AN INDIVIDUAL.
THIS GENTLEMAN WITH THE BILATERAL
IMPLANTS NEEDED ASSISTANCE WITH
SETTING UP RING TONES THAT HE COULD
HEAR BUT ALSO IN GETTING HIS E-MAIL
TO WORK AND HIS TEXTING. WE HAD
SOME DIFFICULTIES DURING THE PILOT
GETTING HIM SET UP. ONCE WE GOT
IT, HE'S BEEN GOOD AND ON HIS WAY.
THE CENTER FOR INDEPENDENT LIVING
-- EXCUSE ME. CENTERS FOR
INDEPENDENT LIVING, THIS HAPPENS TO

♀

BE SERVICES FOR INDEPENDENT LIVING
OUT OF COLUMBIA. IN THE UPPER

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CORNER JEFF, THE GENTLEMAN IS HELPING ONE OF OUR BLIND CONSUMERS WITH HER I-PHONE AND IN THE LOWER RIGHT IS SCOUT. HE WAS ASSISTING ONE OF OUR SPEECH IMPAIRED AND MOBILITY IMPAIRED INDIVIDUALS WITH HER I-PAD. GREAT THING BECAUSE THEY ARE IN THE COMMUNITY WHEN THERE'S A PROBLEM, THEY GO BACK TO THE CENTER FOR INDEPENDENT LIVING TO ASK QUESTIONS AND GET SOME ADDITIONAL ONE-ON-ONE HELP.

AND THEN THESE PICTURES WE HAVE MORE MISSOURI ASSISTIVE TECHNOLOGY STAFF AND OUR WORK REPAIR WARRANTY. IN THE UPPER RIGHT-HAND SIDE IS ANDREW FROM TELTEX WHO IS ASSISTING THE NINE YEAR-OLD WOMAN WHO IS TRYING TO NAVIGATE SOME OF THE BLIND VOICEOVER FEATURES ON HER I-PAD. IN THE LOWER LEFT-HAND SIDE IS BRENDA, WHO IS WORKING WITH ONE OF

♀

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OUR BLIND INDIVIDUALS ON HIS I-PHONE. IN THE BOTTOM RIGHT SIDE IS DAVID AND BRENDA, BOTH OF OUR MISSOURI ASSISTIVE TECHNOLOGY STAFF ASSISTING A LOW VISION INDIVIDUAL WITH HER I-PAD.

PEER SUPPORT. ONE OF THE

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THINGS WE WANT OUR INDIVIDUALS TO WALK AWAY WITH IS AN UNDERSTANDING OF PEER SUPPORT. WE HAVE LOW VISION IMPAIRED WOMAN ASSISTING A LOW VISION IMPAIRED MAN WHO HAS NEVER USED AN I-DEVICE. SHE HAS A LITTLE EXPERIENCE. SHE WAS HELPING HIM. THE GENTLEMAN IS FROM SPRINGFIELD. SHE'S FROM BLUE SPRINGS. SO THEY HAVE BEEN LEARNING OFF OF EACH OTHER IN ADDITION TO EVERYTHING WE'VE BEEN TRYING TO TEACH THEM.

SO SOME OF THE MOST IMPORTANT THINGS IN THESE MEETINGS THAT WE'VE HAD, WHAT HAS THE CONSUMERS FOUND WORKING FOR THEM? SOME OF THEM HAVE REPORTED AND I'M JUST GOING TO

♀

16

READ IT WORD FOR WORD AND I COPIED THIS DIRECTLY FROM THEIR POST. I HAVE NOT EDITED IT SO THERE ARE TYPOS AND MISSPELLINGS AND WHAT NOT. HAVING A PORTABLE VIDEO PHONE WITH LARGE SCREEN ENOUGH TO COMMUNICATE WITHOUT COUNTING. HELPS WITH PRODUCTIVITY AWAY FROM HOME. IT'S AS IF I'M CARRYING A CELL PHONE, MAKES IT POSSIBLE TO MAKE QUICK CALLS. THAT'S ONE OF

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OUR DEAF CONSUMERS. IT'S HELPED ME
TO NAVIGATE SAFARI, SEND E-MAILS
MESSAGES AND CALL MY FRIENDS
THROUGH FACE TIME. BLIND
CONSUMERS. LEARNED HOW TO USE FACE
TIME AND ALSO IT FOR E-MAIL ACCESS
OFTEN. AGAIN ONE OF OUR BLIND
CONSUMERS. FUNNY THING IS FACE
TIME IS JUST AS IMPORTANT TO PEOPLE
WHO CAN'T SEE AS IT IS TO ANYBODY
ELSE BECAUSE THE AUDIO QUALITY IS
INCREDIBLE. PORTABILITY CAN EASILY
ADJUST TO SUIT MY VISUAL NEEDS. AM
ABLE TO FACE TIME FAMILY, FRIENDS

♀

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AND USING SKYPE TOO. VERY NICE
USING PURPLE 3 AND Z 5, THESE MAKE
ME FEEL INCLUDED WITH LOVED ONES.
NICE TO CARRY MINI I-PAD AND EASY
TO USE VRS APP. LOVE READABILITY
OF LARGE TYPE AND EASE OF ZOOM
FEATURE. I CAN DO STUFF. I CAN DO
ANYTHING ON MY LAP. AND THEN WE
SAW FREQUENTLY PORTABILITY,
ACCESSING INTERNET, ACCESSING VIDEO
RELAY SO PEOPLE ARE COMMUNICATING
IN WAYS THEY HAVEN'T BEEN ABLE TO
DO. INTERESTINGLY ENOUGH WHEN WE
ASK, MOST OF THEM USE THEIR DEVICES
FROM THEM BUT IN THE PAST I HADN'T
SEEN THEM USING IT ELSEWHERE.

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WE'RE STARTING TO SEE THEM USE IT IN THE LIBRARY. ONE OF THEM IS USING IT IN STATE PARKS THAT HAS WIFI. A LOT OF THEM ARE USING IT IN THE RESTAURANTS AND COFFEE HOUSES IN THEIR AREA, SO THEY ARE STARTING TO GO ON THE MOVE.

WHAT WE HAVE LEARNED AS AN AGENCY. PARTICIPANTS RELATED THEY

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DON'T WANT TO BE HELD BACK OR LIMITED FROM THEIR PEERS. THEY ARE COMMUNICATING ON THE SPOT FROM WIFI AREAS. THEY DON'T HAVE TO WAIT UNTIL THEY GET TO A CENTRALIZED LOCATION LIKE A LIBRARY TO GET ON THE INTERNET OR AT HOME. THEY ARE EXPLORING THEIR DEVICES, THEY ARE GIVING US FEEDBACK ON APPS THAT ARE WORKING FOR TELECOMMUNICATIONS AND APPS THAT AREN'T. WE HAVE ACTUALLY ADDED SOME APPS BASED ON THEIR FEEDBACK. RECENTLY WE ADDED FLEX (C) (4) WITH VOICEOVER FOR THE VISION IMPAIRED, WHICH DOESN'T REQUIRE THEM TO PUT THEIR HANDS DIRECTLY ON THE KEY, BUT A CENTRALIZED AREA AND IT WILL HELP THEM WITH THEIR TYPING SO THEY CAN COMMUNICATE MORE QUICKLY THROUGH

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THEIR E-MAILS. WE ALSO PUSHED A
COUPLE OF WEATHER APPS TO HEARING
IMPAIRED GROUP, ONE IN TEXT, ONE IN
SIGN BECAUSE THEY ARE THE GROUP WHO
ARE LEAST LIKELY TO GET A

♀

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NOTIFICATION IF THEY ARE OUT AND
ABOUT IN THE COMMUNITY. BLIND
PARTICIPANTS WE FOUND NEEDED A LOT
OF TRAINING BECAUSE OF THE
VOICEOVER. AND HAND MOVEMENTS FOR
SWIPING AND GESTURES TO MAKE SOME
OF THE FEATURES OF THE VOICEOVER
WORK. PARTICIPANTS WHO ARE DEAF,
HARD OF HEARING HAVE ALL BEEN ABLE
TO USE IPCTS, IP RELAY AND VIDEO
RELAY, E-MAIL AND TEXTING JUST TO
COMMUNICATE BETTER. SPEECH
IMPAIRED HAS BEEN E-MAILING AND
TEXTING MORE QUICKLY. ALL THE
PARTICIPANTS, AS I MENTIONED ARE
FACE TIME USERS NOW. IN FOLLOW-UP
SURVEYS THEY ARE REPORTING THEY ARE
USING THEIR DEVICES ALMOST DAILY.

SO THAT'S KIND OF WHAT'S BEEN
GOING ON WITH THAT. I'M GOING TO
SWITCH GEARS A LITTLE BIT AND TALK
ABOUT THE DEAF-BLIND PROGRAM THAT
MISSOURI HAS BEEN ADMINISTERING.
WE HAVE ALMOST COMPLETED TWO YEARS.
IT HAS BEEN EXTENDED FOR A THIRD

♀

YEAR. SO WHAT THE PROGRAM HAS BEEN ABLE TO DO IS GIVE PERSONS WITH COMBINED HEARING AND VISION LOSS ACCESS TO MODERN TECHNOLOGIES, TELECOMMUNICATIONS THAT THEY HAVE BEEN UNABLE TO USE IN THE PAST. IT WAS ESTABLISHED THROUGH THE FCC. EACH STATE GETS AN ALLOCATION. IN MISSOURI WE HAVE HAD SOME OUTREACH, AND WE HAVE BEEN ABLE TO USE 100% OF OUR ALLOCATION IN THE LAST TWO YEARS. WE HAVE INDIVIDUALS WHO HAVE RECEIVED TECHNOLOGY THROUGH THE PROGRAM THROUGHOUT VARIOUS PARTS OF THE STATE, LOCAL AND BIG CITIES AND RURAL COMMUNITIES. WE HAVE A PICTURE OF A COUPLE OF CONSUMERS, CORINNE, WHO IS FROM THE WARRENSBURG AREA AND WITH HER IS DAVE WILKINSON, HE IS FROM HIMS, ISN'T IT? CORINNE, SHE IS USING A QWERTY KEYBOARD THROUGH BRAILLE AND SHE'S BEEN ABLE TO KEEP IN COMMUNICATION WITH THE DOCTORS OF HER DOCTOR WHO HAS A LOT OF MEDICAL

♀

ISSUES THAT HAVE BEEN ABLE -- UNABLE TO COMMUNICATE. SO CORINNE

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HAS BEEN ABLE TO COMMUNICATE TO THE DOCTORS ABOUT THE NEEDS OF HER DAUGHTER WHICH SHE WAS UNABLE TO DO, HERE HUSBAND OR SOMEONE ELSE. THE NATIONAL DEAF-BLIND EQUIPMENT DISTRIBUTION PROGRAM AND WITH US ASSISTING WITH THAT, PROVIDING THE TRAINING AND THE EQUIPMENT HAS BEEN ABLE TO COMMUNICATE DIRECTLY WITH THE INDIVIDUALS SHE NEEDS TO INSTEAD OF WAITING AND GETTING IT SECONDHAND. MARY IS FROM ST. LOUIS. SHE IS SITE AND SOUND, SASI, SITE AND SOUND IMPAIRED OF ST. LOUIS AND SHE HAD ASKED FOR I-PAD TO BE ABLE TO COMMUNICATE AND HAS BEEN MORE INVOLVED WITH HER COMMUNITY AS A RESULT. THAT DEAF-BLIND GROUP OUT THERE IN ST. LOUIS IS REALLY ACTIVE, AND IT'S BEEN EVEN MORE ACTIVE SINCE SHE'S BEEN ABLE TO GET INVOLVED WITH GETTING EQUIPMENT TO DO THAT. ARE

♀

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THERE ANY QUESTIONS? WE'LL START WITH RIC.

MR. TELTHORST: THE APPS THAT YOU PLACED ON THE DEVICES FOR THE PILOT GROUP, WERE THOSE DEVELOPED BY A RELAY ORGANIZATION? WHO DEVELOPED THOSE APPS? THAT SEEMS

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SO SPECIALIZED. I'M WONDERING
WHERE THEY CAME FROM.

MS. BRADY: APPS ARE DEVELOPED
BY A LOT OF DIFFERENT RESOURCES.
ONE OF THE APPS WE USE IS THE
SPRINT IP RELAY APP FOR MOBILE
DEVICES. SPRINT IS THE ONE WHO
ACTUALLY DEVELOPED THAT APP FOR
THEM. VRS, Z OR PURPLE WAS
DEVELOPED BY THEIR OWN CORPORATIONS
THEMSELVES. SOME OF THE APPS ARE
DEVELOPED BY INDIVIDUALS WHO JUST
FOUND A NEED FOR IT. THE GREAT
THING IS MOST OF THE APPS ARE FREE
THAT WE'VE BEEN ABLE TO USE. SO
THAT HAS BEEN REALLY GREAT. WHEN
WE GET TO THE SPEECH IMPAIRED
GROUP, WE DO HAVE SOME APPS THAT

♀

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ARE PRETTY COSTLY BUT AGAIN YOU ARE
TALKING ABOUT A UNIQUE SITUATION.
I'M TRYING TO REMEMBER THE NAME OF
THE COMPANY. LIKE PROLOQUO2GO. IT
JUST VARIES, A LOT OF THESE
COMPANIES THAT MAKE THEM ARE DOING
SOMETHING ON A BROADER SCALE.

MR. TELTHORST: SO THE APPS
WOULD BE AVAILABLE TO ANYBODY ON
THE SMART DEVICE IF THEY SEARCH FOR
THEM?

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MS. BRADY: IF THEY SEARCH AND
IF THEY ARE WILLING TO PAY THE
COST. WE ARE PUTTING PREINSTALLED
AND WE ARE LEARN FROM OUR PEOPLE
WHICH IS WORKING AND WHICH IS NOT
WORKING. APRIL, YOU HAD A
QUESTION.

MS. MASON-DONOVAN: THAT'S VERY
EXCITING, A VERY EXCITING PROGRAM.
I'M REALLY EXCITED ABOUT IT. I'M
CURIOUS. THESE PEOPLE WHO ARE DEAF
THAT ARE USING VIDEO RELAY ON THEIR
I-PADS, THAT HER DOWNLOADING Z,
PURPLE, SORRENSON BECAUSE IF Z ALL

♀

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THE WAY TO SORRENSON, THEY ARE IN
CONFLICT WITH EACH OTHER, THEY
DON'T WORK, RIGHT?

MS. BRADY: CORRECT. SO IF
THEY ARE END USER IS ALSO DEAF,
THEN THEY WILL PROBABLY USE ONE OR
THE OTHER ONES. SEVERAL OF THEM
HAVE HOOKED UP TO SEVERAL DIFFERENT
COMPANIES AND THEY MAY KNOW WHO
THEIR FRIEND IS USING. YOU ARE
RIGHT. IT IS A MAJOR CONFLICT.
BUT IT HAS A LOT TO DO WITH THE
PHONE NUMBERS ASSIGNED.

MS. MASON-DONOVAN: I GO
THROUGH THE SAME THING WITH THAT.

MS. BRADY: THE GREAT THING IF

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THEIR PERSON ON THE OTHER END, END
USER HAS FACE TIME, WHY GO THROUGH
RELAY?

MS. BAKER: AND THAT WAS MY
QUESTION ABOUT FACE TIME, AND I HAD
TO THINK ABOUT IT. WILL FACE TIME
BE IN USE MORE NOW VERSUS VIDEO
PHONE? I GUESS VIDEO PHONE WILL BE
USED LIKE IF I WANTED LIKE YOU

♀

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MENTIONED ON THE WOMAN CALLING THE
DOCTOR. IF I NEED TO TALK TO A
DOCTOR, MAYBE I WOULD USE A VIDEO
PHONE BECAUSE NO ONE AT THE
DOCTOR'S OFFICE WILL HAVE AN
INTERPRETER. THEY HAVE TO GO GET
AN INTERPRETER. BUT AS FRIENDS OR
FAMILY OR AN INTERPRETER, THEY CAN
JUST DO FACE TIME.

MS. BRADY: YES AND NO. SO
YES, IF YOU ARE CALLING YOUR
DOCTOR, THEY ARE NOT GOING TO HAVE
AN APPLE PRODUCT AND THAT'S A KEY
THERE. FACE TIME IS ONLY AN APPLE
PRODUCT. IT WILL NOT WORK ON AN
ANDROID DEVICE. SO THEY WOULD HAVE
TO HAVE LIKE A MAC, I-PAD, I-PHONE,
I THINK I-TOUCH HAS IT NOW. SO
THEY WOULD HAVE TO HAVE AN I
PRODUCT OR APPLE PRODUCT. SO YEAH,

IF YOUR FRIEND ON THE OTHER END IS
AN APPLE USER, HAS FACE TIME YOU
CAN BOTH CONNECT. BUT IF YOU ARE
MAKING AN APPOINTMENT, YOU ARE
GOING TO NEED TO GO THROUGH THE

♀

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RELAY.

MS. BAKER: I'M JUST THINKING
WHAT PROFESSIONAL INFORMATION,
WHETHER IT IS A DOCTOR, REALTOR,
LAWYER, MOST LIKELY THEY WON'T KNOW
SIGN LANGUAGE SO YOU WOULD HAVE TO
HAVE THE VIDEO PHONE TO UNDERSTAND
WHAT'S GOING ON.

MS. BRADY: UNLESS YOU ARE AN
EXCELLENT LIP READER AND A LOT OF
PEOPLE ARE USING SKYPE, OVO AND
FACE TIME WHO ARE HARD OF HEARING
BECAUSE THEY LIPREAD. THEY CAN
TYPE ON THE BOTTOM OF SOME OF THESE
TOO.

MS. BAKER: I PERSONALLY LIKE
FACE TIME BECAUSE I'M LIKE THE
OLDER FOLKS WHO DO FACE TIME WITH
MY GRANDCHILDREN.

MS. BRADY: SO ONE OF THE
THINGS I DID NOT MENTION EARLIER IS
WE'RE LOOKING AT DOING A PILOT
ROUND TWO WITH EXPANSION AND FOCUS
WITH ACCESSORIES FOR INDIVIDUALS,
ESPECIALLY THOSE WHO ARE HARD OF

♀

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HEARING WHERE WE CAN GET AMPLIFIERS. THERE IS A BRAND NEW AMPLIFIER OUT THAT IS REALLY.

MS. MASON-DONOVAN: IT IS AN FM SYSTEM?

MS. BRADY: NO, AN ACTUAL AMPLIFIER. IT WILL WORK ON ANY CELL PHONE ONCE IT IS PAIRED. IT HAS TO HAVE BLUETOOTH ON IT. WE'RE LOOKING AT ADDING A COUPLE OF CELL PHONES. ONE IS FOR VISION IMPAIRED BY ODEN MOBILE. ONE OF THEM IS THROUGH JITTERBUG BECAUSE IT HAS A MINIMUM AMOUNT OF AMPLIFICATION. MOST OF OUR PEOPLE ARE SENIORS SO THE LARGE BUTTONS ARE REALLY HELPFUL AND THEN THERE'S A ADDITIONAL PHONE WE'RE LOOKING AT THAT WORKS EITHER LAND LINE OR CELL PHONE OR BOTH. THAT'S JUST AN OPPORTUNITY TO SEE HOW THINGS ARE WORKING WITH AN OPPORTUNITY. BUT AGAIN WE'RE LOOKING AT A LIMITED AMOUNT OF INDIVIDUALS IN THE PROGRAM AND WE ARE HOPING TO REALLY

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GET THE WORD OUT THERE. WE'RE STILL WORKING ON A FEW THINGS TO

MAKE SURE THE DEVICES GET INTO THE
RIGHT HANDS OF THE FOLKS WHO NEED
IT AND THAT WE'RE ALSO NOT STEPPING
ON TOES WHERE SCHOOLS SHOULD BE THE
ONE PROVIDING THE DEVICE AND NOT
US.

MS. PARISH: HOW DO YOU GO
ABOUT, FOR INSTANCE, THE JITTERBUG?
INJURY TARGET AUDIENCE MIGHT BE, IS
THE OLDER?

MS. BRADY: IT WOULD PROBABLY
BE YOUR OLDER POPULATION WHO WANTS
A SIMPLE PHONE. NO PHONE IS
SIMPLE. THERE IS NO SUCH THING AS
A SIMPLE PHONE ANY MORE. SO THAT'S
PROBABLY THE MOST SIMPLIFIED, BUT
IT WOULD ALSO BE SOMEONE WHO
DOESN'T HAVE A SEVERE HEARING LOSS,
ALTHOUGH WITH THE AMPLIFIER THAT WE
COULD ATTACH TO THAT, WE'RE HOPING
MOST PEOPLE ALREADY HAVE ONE, THEY
JUST NEED SOMETHING THEY NEED TO
ADD AN ACCESSORY TOO.

♀

MS. PARISH: HOW WOULD YOU
TARGET THAT AUDIENCE, THOUGH?

MS. BRADY: THAT'S A GOOD
QUESTION. SO WE'VE BEEN TRYING TO
FIGURE OUT WAYS TO MARKET THAT.
PREVIOUSLY WE USED CENTERS FOR
INDEPENDENT LIVING. WE HAD POSTED

APRIL 2014

IT ON THE COMMISSION FOR THE BLIND
WEBSITE, THE MISSOURI COMMISSION
FOR THE DEAF AND HARD OF HEARING
POSTED IT IN THEIR WEEKLY
NEWSLETTERS FOR SEVERAL MONTHS
ACTUALLY. WHAT ELSE?

MS. BAKER: HAVE YOU DONE AREA
AGENCY FOR AGING?

MS. BRADY: WE HAVE NOT. THAT
WOULD BE AN EXCELLENT.

MR. EXLINE: WE ACTUALLY HAVE
WORKED A LOT WITH THE DEPARTMENT OF
HEALTH AND SENIOR SERVICES WORKING
WITH THE COUNCIL, MONEY FOLLOWS THE
PERSON PROGRAM THROUGH HEALTHNET
DIVISION AS FAR AS PEOPLE
TRANSITIONING OUT OF NURSING HOMES
AND THAT. THROUGH THEM WE'VE BEEN

♀

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TRYING TO REACH MORE SENIORS AND
PEOPLE THAT MAYBE HAVEN'T HEARD
ABOUT SOME OF THE RESOURCES THAT
ARE AVAILABLE.

MS. BAKER: MY QUESTION ABOUT
THE AMPLIFIER. I HAVE A CELL PHONE
AND I SPECIFICALLY HAVE THIS CELL
PHONE BECAUSE MY AUDIOLOGIST TOLD
ME, M 4 B 4. IT IS THE MAXIMUM
AMPLIFICATION. I CAN HEAR WITH MY
HEARING AID FINE. WHAT IS THIS

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AMPLIFICATION?

MS. BRADY: I'M GLAD YOU ASKED THAT. M FOUR T FOUR IS THE T-COIL RATING FOR THE FCC TO MAKE SURE A DEVICE IS COMPATIBLE TO A HEARING AID. AT MINIMUM A CELL PHONE TO BE CONSIDERED HEARING AID COMPATIBLE MUST BE N MOWER, T THREE OR T FOUR, IN THAT COMBINATION. ANYTHING THAT LESS THAN AN M OR T THREE OR FOUR IS NOT COMPATIBLE. SO YOU CAN HAVE AN M FOUR AND A T TWO, IT IS NOT HEARING AID COMPATIBLE. DOES THAT MAKE SENSE? IT IS NOT

♀

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AMPLIFICATION, IT IS COMPATIBILITY TO THE T-COIL.

MS. BAKER: I'M DOING FINE WITH MY PHONE SO I'M JUST TRYING TO FIGURE OUT HOW COME PEOPLE DON'T PURCHASE THAT KIND OF PHONE? WHAT'S THE NEED? WHY IS THERE THIS AMPLIFICATION DEVICE ADDED TO THE PHONE WHEN YOU CAN BUY A PHONE THAT HAS, THE TELECOIL? BECAUSE THEY DON'T HAVE A TELECOIL.

MS. BRADY: RIGHT. THE OTHER THING IS CELL PHONES ARE NOT AMPLIFIED. THE MOST YOU WILL FIND ON MOST CELL PHONES IS 25 DECIBELS WHICH IS NORMAL. SO THERE'S NO

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AMPLIFICATION. AS A MATTER OF FACT, CLARITY JUST CONTINUE THEIR POWELL WHICH WAS AN AMPLIFIED PHONE BECAUSE THEY WEREN'T GETTING ENOUGH REQUESTS FOR IT. WHAT WOULD HAPPEN IS THE AMPLIFIER COULD BE HOOKED ON TO THE DEVICE. I WISH I WOULD HAVE BROUGHT MY TWICE TODAY.

MS. BAKER: I WOULD LIKE TO SEE

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IT.

MS. BRADY: IT IS BY SERENE. IT CLIPS ON TO THE PHONE AND IT WOULD AMPLIFY THE SOUND COMING OUT THAT YOU DON'T GET AMPLIFIED IN THE DEVICE. APRIL.

MS. MASON-DONOVAN: JUST FOR YOUR INFORMATION, I KNOW THAT THE VOCATIONAL REHABILITATION HAS A WONDERFUL COOPERATIVE AGREEMENT WITH REHABILITATION SERVICES FOR THE BLIND SO NOW REHABILITATION SERVICES FOR THE BLIND AND VOCATIONAL REHABILITATION FOR THE DEAF ARE WORKING TOGETHER TO PROVIDE SERVICES TO THOSE CLIENTS WHO ARE DEAF AND BLIND.

MS. BRADY: AND THAT IS CORRECT. THAT'S BEEN SOMETHING THAT'S BEEN NEEDED FOR A LONG TIME.

AND THOSE PEOPLE WHO QUALIFY UNDER
THE DEAF AND BLIND PROGRAM WOULD BE
MOVED TO THE NATIONAL DEAF-BLIND.
YOU HAVE GOT A LOT MORE FUNDS TO
WORK WITH THERE. DIANE.

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MS. WIELAND: CAN YOU DESCRIBE
THE DIFFERENT APPS THAT YOU PUT ON
THE PHONES FOR PEOPLE WHO HAVE
SPEECH IMPAIRMENTS?

MS. BRADY: SO ONE OF THE
THINGS WE PUT ON THERE IS PROLOQUO
FOR TEXT. I HAD TO TWO, THERE ARE
TWO. AND SO IT IS VERY SIMILAR TO
PROLOQUO2GO BUT IT IS A LOT EASIER
TO WORK WITH THAT WE'VE FOUND WITH
MOST INDIVIDUALS. THAT APP IS
PRICEY BUT IT'S WORKED REALLY WELL
NOT ONLY FOR TELECOMMUNICATIONS
PURPOSES BUT COMMUNICATION PURPOSES
BECAUSE OUR PRIMARY IS
COMMUNICATION SO WE'VE ADDED THAT.
WE'VE PUT ON IP RELAY BECAUSE OF
THE SPEECH APP FOR THAT. AND I
FORGOT MY LIST TODAY. THERE'S LIKE
12 DIFFERENT APPS WE PUT ON THE
DEVICES. I'M SORRY, I CAN'T
REMEMBER THEM ALL. DIANE, I CAN
GET YOU A LIST OF THOSE.

MS. WIELAND: IF YOU COULD
E-MAIL ME THAT.

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MS. BRADY: ABSOLUTELY. IF YOU WRITE YOUR E-MAIL ADDRESS DOWN OR I WILL GET IT FROM YOU IN A LITTLE BIT I WILL BE HAPPY TO E-MAIL IT TO YOU.

MS. BAKER: I'M PIGGYBACK ON DIANE'S QUESTIONS FOR THE APPS FOR SPEECH IMPAIRED. SO IF I CALL DIANE AND I DON'T UNDERSTAND HER SPEECH, SHE WILL HAVE AN APP THAT WILL MAKE ME UNDERSTAND WHAT SHE'S SAYING?

MS. BRADY: SHE COULD USE IP RELAY CHRIS, I MAY LET YOU HANDLE THIS ONE. SHE CAN ALSO CALL RELAY MISSOURI AND USE SPEECH TO SPEECH. SO IF YOU DON'T UNDERSTAND, YOU WOULD CALL HER THROUGH, LET'S SAY IP RELAY. DO YOU USE CAPTEL? WHAT DO YOU USE RIGHT NOW? YOU JUST USE YOUR VOICE.

MS. BAKER: I JUST USE MY CELL PHONE.

MS. BRADY: DIANE AND YOU NEED TO CHAT, YOU MAY HAVE TO GO THROUGH

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SPEECH TO SPEECH THROUGH MISSOURI RELAY VIA SPRINT. DIANE, WHICH

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SHE' S HAVING DIFFICULTY, THE RELAY OPERATOR WOULD ASSIST AT DIANE' S REQUEST TO CLARIFY WHAT IS SAID.

MS. BAKER: OKAY.

MS. BRADY: DIANE, HAVE YOU USED THAT?

MS. WIELAND: YES.

MS. BAKER: TYPICALLY DIANE AND I TEXT EACH OTHER. I WAS JUST CURIOUS TO KNOW HOW IT WORKED.

MS. BRADY: ANY OTHER QUESTIONS?

MR. VAN ESCHEN: CAN YOU EXPLAIN FACE TIME A LITTLE BIT MORE? I THINK SOME OF YOUR COMMENTS IT IS A REPLACEMENT FOR RELAY SERVICE AND I NOTICE, IF I UNDERSTOOD THAT WHAT YOU SAID.

MS. BRADY: IT IS NOT A REPLACEMENT TO RELAY.

MR. VAN ESCHEN: HOW DOES IT WORK? IS IT VERY SIMILAR TO RELAY?

MS. BAKER: ARE YOU FAMILIAR

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WITH SKYPE?

MR. VAN ESCHEN: YEAH.

MS. BAKER: IT IS ON AN I-PAD AND I CALL MY DAUGHTER. EITHER THROUGH HER PHONE NUMBER OR THROUGH HER E-MAIL ADDRESS AND SHE ANSWERS IT AND YOU SEE A LITTLE ICON WITH

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THE PHONE IT SAYS RING, RING AND THEN YOU EITHER ACCEPT OR DECLINE AND MOST LIKELY MY DAUGHTER IS GOING TO ACCEPT THE CALL FROM ME, SHE HITS ACCEPT AND HER FACE APPEARS AND MY FACE IS IN A LITTLE BOX USUALLY TO THE RIGHT. HER FACE BECAUSE I'M THE ONE, I SEE HER IN A LARGER -- THE WHOLE I-PAD, YOU KNOW, EXCEPT FOR THAT LITTLE BOX THAT'S GOT A PICTURE OF ME. YOU JUST COMMUNICATE. WHAT I LIKE ABOUT THE FACE TIME VERSUS THE SKYPE, FOR EXAMPLE, THEY PURCHASE A NEW CAR. THEY CAN TAKE IT OUTSIDE AND SHOW ME THE NEW CAR. THEY CAN SHOW ME THE NEW FLOWERS. LIKE ON EASTER MORNING, FOR EXAMPLE, SHE

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TOOK IT OUTSIDE AND SHOWED ME ALL THE EASTER EGGS. THAT'S WHY I LIKE IT BECAUSE IT IS MOBILE.

MR. VAN ESCHEN: OKAY. SO FACE TIME, IT CAN'T BE USED SAY, FOR EXAMPLE, FOR A DEAF PERSON AND A HEARING PERSON TO COMMUNICATE?

MS. BRADY: IT CAN.

MS. BAKER: IN APRIL AND I, I MEAN I KNOW APRIL IS MORE FLUENT THAN I AM. APRIL COMMUNICATES TO A

SIGN LANGUAGE USER. THEY JUST COMMUNICATE IN SIGN LANGUAGE. IT DOESN'T TAKE PLACE OF RELAY. IT IS JUST BECAUSE THEY ARE FRIENDS AND NECESSITY BOTH KNOW HOW TO USE SIGN LANGUAGE. IT IS JUST LIKE TWO PEOPLE WHO ARE SPANISH SPEAKING. THEY FACE EACH OTHER.

MS. BRADY: RIGHT. SO IT IS NOT REPLACING RELAY. EITHER, AND I'M GOING TO PICK ON LINDA. EITHER LINDA IS HEARING HER OR LIPREADING HER OR SIGNING, AND APRIL WOULD BE SIGNING OR LIPREADING OR HEARING.

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BUT IT HAS TO BE I-DEVICE TO I-DEVICE. IT CANNOT BE I-DEVICE TO A COMPUTER THAT'S NOT A MAC DEVICE OR IT CAN'T BE TO AN ANDROID DEVICE OR A MICROSOFT DEVICE. IT IS ACTUALLY A REGISTERED PRODUCT OF APPLE.

MS. BAKER: RIGHT. I FORGOT TO ADD THAT. YES. IT WAS MY DAUGHTER THAT TOLD ME TO BUY AN I-PAD BECAUSE SHE SAID SKYPE, I DON'T LIKE SKYPE. GO BUY YOURSELF AN I-PAD. YES, YOU HAVE TO HAVE APPLE DEVICES.

MR. VAN ESCHEN: SO YOU PLAN A SECOND PILOT PROGRAM BRINGING IN

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HOW MANY MORE PEOPLE?

MS. BRADY: MARTY AND I HAVE BEEN TOSSING AROUND A NUMBER.

MR. EXLINE: WE'RE PROBABLY GOING TO TRY TO EXPAND IT TO NO MORE THAN 300. AND ADD A COUPLE OF OTHER DEVICES TO SEE WHAT ISSUES THAT SOMEBODY MIGHT HAVE WITH THOSE KINDS OF DEVICES. AND ALSO WE'LL

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PROBABLY LOOK AT TRYING TO SEGMENT IT, GET A CERTAIN NUMBER OF PEOPLE WITH COMMUNICATION SPEECH DISABILITIES, A CERTAIN NUMBER OF PEOPLE WHO ARE DEAF AND HARD OF HEARING SO WE CAN KIND OF LOOK AT WHAT ISSUES PEOPLE WHO ARE BLIND BECAUSE THEY OBVIOUSLY HAVE SOME DIFFERENT ISSUES FROM OTHER FOLKS AS FAR AS LIKE TEXTING, THOSE KINDS OF ISSUES. SO BUT THAT'S KIND OF WHAT WE'RE LOOKING AT.

MS. MASON-DONOVAN: SO WHAT DO YOU HOPE TO GAIN FROM THIS PILOT PROGRAM?

MS. BRADY: MARTY.

MR. EXLINE: JUST FINDING OUT WHAT KINDS OF ISSUES PEOPLE HAVE. IF THERE ARE CERTAIN TRAINING ISSUES THAT SOME GROUPS HAVE THAT

OTHER GROUPS DON'T HAVE IN TERMS OF CERTAIN KINDS OF DEVICES AND WHAT THOSE ARE. YOU KNOW, WHICH KINDS OF THINGS THAT PEOPLE CAN JUST RUN AND GO WITH THEM.

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MS. BRADY: OUR PARTICIPANTS THAT ARE CURRENTLY IN THE PILOT HAVE BEEN REALLY AWESOME TO WORK WITH. MOST OF THEM STARTED OUT AS KNOWING VERY LITTLE TO NOTHING. THEY HAVE MOVED UP TO I'M GETTING BETTER. I STILL NEED SOME HELP BUT WE ALSO HAVE MOVED EVERYONE OF THOSE CATEGORIES UP TO I'M GOOD AT THIS. I THINK I CAN HELP TRAIN SOMEBODY ELSE. SO THEY HAVE AS MUCH AS THEY HAVE LEARNED FROM US WE HAVE LEARNED FROM THEM. AGAIN, WHAT WORKED, WHAT DIDN'T WORK AND WE'VE MADE CHANGES VERY QUICKLY IN THE PROGRAM TO BETTER TAKE FORWARD THE PROJECT WE'RE HOPING TO DO IN THE FUTURE.

MR. VAN ESCHEN: I WAS STRUCK BY THE GUY WITH NO ARMS. ACCORDING TO THE PICTURE IT LOOKED LIKE HE HAD AN I-PHONE IN HIS FEET?

MS. BRADY: HE DOES.

MR. VAN ESCHEN: IS HE ALSO DEAF?

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MS. BRADY: NO. HE IS SPEECH IMPAIRED. AND ACTUALLY I HAVE A RELEASE. THIS IS CLAYTON. HE ACTUALLY WORKS AT THE WHOLE PERSON, AND AGAIN HE HAS NO ARMS. HE IS BORN WITHOUT THEM. AND YEAH, SO ANY TIME HE NEEDS SOME HELP HE WILL ASK ME TO COME OVER. AGAIN I NEVER TAKE THE DEVICE OUT OF HIS FEET WITHOUT PERMISSION. AND I ALWAYS TELL HIM I'M GOING TO THOUGHT THIS BACK AND HE WILL OPEN HIS TOES FOR ME TO PUT THE DEVICE IN THERE. IT IS REALLY AMAZING WHAT HE CAN DO. HE DOES USE A STYLUS QUITE A BIT BECAUSE OF BEING ABLE TO TYPE IN KEYS AND SUCH. AND HE USES THE SPEAKER PHONE MOST OF THE TIME WHEN HE DOES MAKE A CALL JUST BECAUSE OF THE DEXTERITY. HE HAS GOT AMAZING DEXTERITY IN HIS FEET, BY THE WAY.

MS. MASON-DONOVAN: I THOUGHT HE WOULD USE A BIGGER I-PAD INSTEAD OF SOMETHING SO SMALL.

MS. BRADY: I ACTUALLY WAS

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UNSURE OF THAT MYSELF AND I SAID, YOU KNOW, MAYBE YOU WANT TO TRY A

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BIGGER DEVICE AND HE WAS VERY ADAMANT AND SAID NO, I WANT AN I-PHONE. AND HE BORROWED ONE FROM HIS CO-WORKER AND PLAYED AROUND WITH IT A LITTLE BIT BEFORE HE ACCEPTED THE INVITATION TO JOIN US AND SAYS NOPE, I CAN WORK THIS. I JUST NEED A FEW THINGS TO MAKE IT WORK. IT WAS A CONCERN WE HAD AS WELL.

MS. BAKER: HE IS AMAZING. HE'S DONE IT ALL HIS LIFE. AND I KNOW SOMEONE WHO DOESN'T HAVE NO ARMS AND THEY DRIVE. A LOT OF THESE PEOPLE WITH NO ARMS WERE BORN WITH THAT DISABILITY AND THEY HAVE LEARNED AS A CHILD HOW TO USE.

MR. EXLINE: CLAYTON DRIVES TOO.

MS. BRADY: HE PUTS THE PHONE A LOT OF TIMES ON THE FLOOR DURING OUR MEETINGS AND HE WILL SIT UP AND I WAS TRYING TO LOOK AT SOMETHING

♀

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OVER HIS SHOULDER ONE DAY AND I ASKED HIM, I SAID CLAYTON, HOW CAN YOU SEE THAT? I CAN'T EVEN SEE THAT AND I HAD GLASSES ON THAT DAY. AND HE GOES WELL, I GOT PRETTY GOOD EYES BUT THEY ARE GETTING BAD. THAT IS CLAYTON FOR YOU. HE IS

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PRETTY AMAZING. WE DID HAVE TO MAKE A LITTLE MODIFICATION TO HIS OTTERBOX BECAUSE HE CAN'T GET INTO A COUPLE OF PIECES SO WE DID REMOVE A COUPLE OF THINGS SO HE COULD ACCESS WHAT HE NEEDED TO ACCESS.

MS. BAKER: I WONDER IF YOU SHOULD DO A VIDEO OF HIM WITH HIS PERMISSION, OF COURSE, BUT A VIDEO DEMONSTRATING THAT.

MS. BRADY: WE'RE HOPING TO GET A LITTLE BIT. AGAIN WE HAVE A MEETING THIS WEEK. SO WE MAY TRY TO GET SOME VIDEO. WE DEFINITELY HAVE PICTURES. WE HAVE LOTS OF PICTURES. WHICH WAS ONE OF THE BEST PICTURES WE HAD. WE WANTED TO MAKE SURE WE FEATURED THAT.

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MS. MASON-DONOVAN: I WAS ASKING, ARE THEY MAKING ANNOUNCEMENTS ABOUT THIS ON YOUR WEBSITE AS FAR AS RESULTS?

MS. BRADY: WE WILL BE CREATING RESULTS. THE PILOT DOESN'T OFFICIALLY END UNTIL JUNE. THEN WE'LL NEED A LITTLE BIT OF TIME TO COMPILE ALL THE DATA.

MR. EXLINE: WE'LL PUT TOGETHER A REPORT ON THE WHOLE THING, THE

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WHOLE PILOT.

MS. BAKER: VERY EXCITING.

MS. BRADY: IT IS. IT IS.

MS. BAKER: SO ARE WE GOING TO
MOVE ON? I NOTICE IT IS 10 TO 12.
DO WE WANT TO HAVE.

MS. PARISH: WE MIGHT WANT TO
BREAK SO THEY CAN HAVE THEIR LUNCH
WHILE IT IS STILL WARM. BAKE ALL
RIGHT. BREAK TIME.

(THE NOON RECESS WAS TAKEN.)

MS. BAKER: OKAY. IF I MAY
HAVE YOUR ATTENTION, AND WE CAN
START THE MEETING AGAIN. AND WE' LL

♀

45

PROCEED WITH THE SPRINT REPORT.

MR. SMITH: OKAY. DO YOU MIND
IF I STAND HERE? IS THAT OKAY?
THANK YOU. I APPRECIATE THE
OPPORTUNITY TO COME DOWN AND PINCH
HIT FOR A COUPLE OF MY COLLEAGUES.
MICHELLE HAD A BABY BOY, BODON,
SEVEN POUNDS, 21 OUNCES AND I DON'T
BELIEVE SHE'S GOING TO RETURN. I
THINK SHE' LL RETURN JULY 21ST, AT
LEAST ON RECORD THAT'S WHEN SHE'S
SUPPOSED TO RETURN, BUT THERE'S A
BET THAT SHE PROBABLY WILL NEVER
RETURN. WE' LL HAVE TO WAIT AND SEE
ABOUT THAT.

I THOUGHT I WOULD TAKE JUST 30

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SECONDS, 60 SECONDS OR SO JUST TO BRING YOU UP TO SPEED ON WHAT'S HAPPENING ON THE SPRINT CAMPUS, IF THAT'S OKAY BEFORE I JUMP INTO THE REPORT. I CLEARED IT WITH DANA SO I'M GOING TO ASSUME IT IS OKAY.

A LOT OF EXCITING THINGS GOING ON. AS YOU ALL KNOW.

MS. MASON-DONOVAN: I'M SURE.

♀

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WHO ARE YOU?

MR. SMITH: CHRIS SMITH, SALES ACCOUNT EXECUTIVE FOR SPRINT RELAY.

MS. MASON-DONOVAN: OKAY.

MR. SMITH: SORRY. A LOT OF EXCITING THINGS GOING ON IN THE WORLD OF SPRINT THESE DAYS. AS YOU ALL KNOW, LAST YEAR SOFTBANK, WE ENTERED INTO A RELATIONSHIP WITH THEM AND THERE HAS BEEN, OBVIOUSLY, A LOT OF CASH INFUSED INTO THE ORGANIZATION. AS A RESULT, YOU KNOW, THERE'S A TREMENDOUS AMOUNT OF EXCITEMENT. BUT WHERE MUCH IS GIVEN, MUCH IS REQUIRED. I THINK THAT THE GOAL FOR US IS TO FIND OPPORTUNITIES, BUSINESS OPPORTUNITIES THAT ARE OBVIOUSLY PROFITABLE AND THAT CAN HELP US GROW OUR BUSINESS. THERE'S AGAIN A

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LOT BEING DONE IN THAT REGARD.
SPECIFICALLY FOR SPRINT RELAY,
AGAIN I CAN'T SAY ENOUGH ABOUT THE
EXCITEMENT THERE AS WELL. A LOT OF
COOL THINGS HAPPENING. YOU MAY OR

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MAY NOT KNOW THAT WE CURRENTLY HAVE
33 STATE CONTRACTS TO INCLUDE
PUERTO RICO, NEW ZEALAND AND OF
COURSE THE FEDERAL GOVERNMENT.
WITH THIS INFUSION OF CAPITAL, ONE
OF THE THINGS -- THERE'S A COUPLE
OF THINGS THAT WE'RE REALLY FOCUSED
ON RIGHT NOW THAT I FIND VERY
INTERESTING AND BASED ON THE
CONVERSATION EARLIER, THE EARLIER
PRESENTATION THAT STACY GAVE, I
THINK YOU WILL FIND THIS RELEVANT.
OBTAINING THERE ARE OTHER
DISABILITIES THAT WE WOULD LIKE TO
OFFER SERVICES AND SOLUTIONS TO.
AND RIGHT NOW WE'RE LOOKING AT THE
BLIND, LOW VISION SPACE. I WAS AT
A MEETING BACK IN FEBRUARY IN
BROOKLYN, NEW YORK AT THE AFB
LEADERSHIP CONFERENCE. REALLY THAT
WAS SPRINT'S FIRST INDOCTRINATION
INTO THE BLIND, LOW VISION CULTURE.
I GOT A CHANCE TO VISIT AND MEET
WITH SOME VERY INFLUENTIAL PEOPLE
IN THAT SPACE AS WELL AS TRYING TO

♀

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LEARN AND EDUCATE OURSELVES ON WHAT TYPE OF SOLUTIONS WILL WE WANT TO BRING TO BEAR TO HELP OUR CUSTOMERS AND WITHIN THEIR OWN SPECIFIC COMMUNITIES. SO YOU WILL SEE A LOT MORE COMING AROUND THE HORN WHERE THAT'S CONCERNED. NEEDLESS TO SAY, WE'RE HAPPY ABOUT THAT. THERE WILL PROBABLY BE A LAUNCH SOME TIME THIS SUMMER WITH ANNOUNCEMENT, A STATEMENT ABOUT OUR ENTRY INTO THAT MARKET. AS WELL AS WE MOVE FORWARD WE'LL BE LOOKING AT OTHER DISABILITIES SUCH AS MOBILITY AND COGNITIVE ALSO. BUT WE'RE GOING TO TAKE WHAT WE'VE LEARNED FROM THE DEAF AND HARD-OF-HEARING COMMUNITY, TAKE WHAT WE'VE LEARNED ABOUT ON BOARDING THE WHOLE ARRAY OF PRODUCTS AND SOLUTIONS, TAKE THAT LEARNING AND APPLY IT TO THE BLIND AND LOW VISION SPACE. SO WE THINK WE'LL GET OFF TO A GOOD START THERE.

ANOTHER AREA THAT WE'RE

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SOMEWHAT FOCUSING ON AGAIN IS INTERNATIONAL. AS I MENTIONED NEW

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ZEALAND, IN FACT THEY ARE ONE OF MY CUSTOMERS AND HAVE BEEN MY CUSTOMER NOW FOR A YEAR. THERE ARE OTHER INTERNATIONAL COUNTRIES THAT WE WILL BE FOCUSING ON. SO WE'RE LOOKING FORWARD TO THAT OPPORTUNITY AS WELL. I THINK IT PRESENTS SOME UNIQUE CHALLENGES THAT ARE PROBABLY UNIQUE TO THEM BEING THAT THEY ARE AN INTERNATIONAL PROSPECT. BUT I THINK THAT WILL GIVE US, OBVIOUSLY, A GREAT COMPETITIVE ADVANTAGE WHEN WE ARE TALKING ABOUT OTHER COMPETITION IN THIS SPACE. SO AGAIN, LOOKING FORWARD TO THE INTERNATIONAL OPPORTUNITIES AS WELL. JUST OFF THE TOP CANADA, JAPAN ARE A COUPLE OF THE COUNTRIES THAT WE'RE LOOKING AT.

MS. BAKER: WHEN YOU SAY YOU ARE GOING INTO THE INTERNATIONAL ARENA, DOES THAT INCLUDE PRODUCTS FOR PEOPLE WITH DISABILITIES OR

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JUST THE GENERAL POPULATION?

MR. SMITH: YES. THIS IS SPECIFIC TO THE DEAF AND HARD-OF-HEARING COMMUNITY AND THE BLIND, LOW VISION. THERE WILL BE MORE TO COME ON THAT AND I'M SURE THAT IT WILL PROBABLY BE IN THE

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PAPERS LATER THIS SUMMER AS FAR AS OUR ENDEAVORS THERE. ANY QUESTIONS ABOUT THAT SO FAR? IT IS KIND OF WHAT WE'RE CHARGED WITH RIGHT NOW AT SPRINT. SPRINT RELAY, AS I SAID, IT'S BEEN A WILD, WILD SPRING ALREADY AND WE'RE LOOKING FORWARD TO AN EVEN WILDER SUMMER. I'M HOPING THAT IT WILL WARM UP TOO, BY THE WAY.

SO AS I MENTIONED MICHELLE COULDN'T BE HERE TODAY. HER MANAGER, MARK WAS GOING TO COME ALSO BUT HE WAS UNABLE TO MAKE IT. HE HAD A DEATH IN THE FAMILY. SO HE ASKED IF I WOULD PINCH HIT FOR HIM. SO I WILL APOLOGIZE UPFRONT THAT I MAY NOT HAVE ALL THE ANSWERS

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AND I WILL DO MY BEST TO ANSWER YOUR QUESTIONS, IF YOU HAVE ANY. WHERE I CAN'T ANSWER YOUR QUESTIONS, I WILL BE SURE TO GET THOSE ANSWERS BACK TO YOU POST HASTE.

SO WE'LL COVER TODAY THE OVERVIEW. WE'LL LOOK AT THE TRENDS FOR MISSOURI. WE'LL LOOK AT OUTREACH AND MARKETING ACTIVITIES SINCE OCTOBER 2013. WE'LL LOOK AT

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SOME RELAY MISSOURI UPDATES, A QUICK BLURB ON THE FCC AS FAR AS THE IP, CAPTEL IS CONCERNED.

IN FACT, I THINK THAT MIGHT BE FIRST UP ON THE AGENDA THAT YOU HAVE IN FRONT OF YOU IS THE FCC UPDATES. AND I THINK THE SHORT ANSWER THERE IS THERE ARE REALLY NO UPDATES AT THIS POINT SINCE THE ORDER WAS RELEASED LAST AUGUST. REALLY WHERE WE ARE RIGHT NOW IS THE FCC HAS SAID THAT WE'LL STILL CONTINUE TO FOLLOW IN THE ORDER THAT WAS PUT OUT THERE LAST AUGUST.

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SO THE SHORT ANSWER IS WE SHOULD KNOW SOMETHING BY THE FALL, BUT RIGHT NOW I DON'T HAVE ANY REALLY EARTH SHATTERING NEWS OR UPDATES WHERE THAT'S CONCERNED. THE ONE THING THAT IS HOLDING THIS UP IS THE FACT THAT SORRENSON LEGAL PROCEEDINGS HAS KEPT THINGS AT A STANDSTILL. SO UNTIL THAT KIND OF RESOLVES ITSELF AND WORK ITSELF OUT, WE'RE KIND OF AT THE MERCY OF THE COURT. NO PUN INTENDED.

MR. VAN ESCHEN: JUST SO I'M CLEAR. THE IP CAPTEL SERVICE, ONE OF THE PROPOSALS THAT THE FCC WAS LOOKING AT WAS TO TRANSFER SOME

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COSTS OF THAT PROGRAM TO STATES
COMMISSIONS.

MR. SMITH: YES. RIGHT.

MR. VAN ESCHEN: YOU DON'T
EXPECT A DECISION UNTIL FALL?

MR. SMITH: THAT'S WHAT WE'RE
HEARING. HAVE YOU HEARD ANYTHING
TO THE CONTRARY?

MR. VAN ESCHEN: NO, I HAVEN'T.

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MR. SMITH: AND I, DRIVING OVER
THIS MORNING I MADE A COUPLE OF
PHONE CALLS TO SEE IF MAYBE THERE
WAS SOMETHING THAT CAME ACROSS THE
WIRE AND I WAS DRIVING, BUT THAT'S
THE LATEST, GREATEST, AT LEAST FROM
OUR PURVIEW. BUT WE'LL KEEP YOU
UPDATED AS WE GO AND CERTAINLY IF
YOU HAVE QUESTIONS, BY ALL MEANS
LET US KNOW.

LET'S LOOK AT MINUTES. THAT'S
KIND OF A SLIP RE SLOPE THERE, IT
LOOKS LIKE. RIGHT? THAT'S THE
TREND AS YOU CAN SEE BOTH TRS AND
CAPTEL BILLABLE MINUTES. THESE ARE
PSTN, NOT IP BUT PSTN MINUTES.
THOSE MINUTES PAID BY THE STATE,
RIGHT? THERE'S BEEN A LOT OF
DISCUSSION THIS MORNING ABOUT IP
AND THE INTERNET. AS YOU WOULD

EXPECT, THAT'S EATING INTO SOME OF
THOSE MINUTES THERE. SO QUITE
INTERESTING. I WOULD EXPECT THAT
IT WOULD LEVEL OFF AT SOME POINT,
BUT WE DON'T KNOW WHERE THAT'S

♀

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GOING TO BE. I WISH WE HAD A
CRYSTAL BALL. OVER THE LAST
SEVERAL YEARS, YOU CAN SEE HOW THE
TREND HAS GONE.

MR. VAN ESCHEN: IT ALMOST
LOOKS LIKE IT IS LEVELING OFF.

MR. SMITH: YEAH. IN FACT, YOU
KNOW, WE WOULD LIKE THAT BOTH TRS
AND CAPTEL WOULD CONTINUE AT THIS
RATE. THERE ARE SOME STATES THAT
ARE STILL KIND OF IN, I WON'T CALL
IT FREE FALL BUT STILL DIPPING
BELOW THE LINE. IT IS OUR HOPE
THAT CAPTEL WILL LEVEL OFF AND IN
FACT, EVEN INCREASE 5% OR SO YEAR
OVER YEAR. BUT LAST YEAR,
OBVIOUSLY, WITH THE FCC MANDATE
WITH CAPTIONS, EVERYBODY TOOK A HIT
ON THAT. QUESTIONS?

SO JUST LOOKING AT THE OVERALL
AS FAR AS THE SNAPSHOT FOR MISSOURI
FROM 2013 TO MARCH 2014 AND IS THAT
TOO BLURRY? I DON'T THINK IT IS.
TOTAL CALLS, TRS CALLS THAT IS,
83,818. 66,212 FOR CAPTEL AND 53

♀

OUTREACH EVENTS. SOMEONE HAD MENTIONED EARLIER THAT IT LOOKS LIKE WHO IS EVER IS OVER THE OUTREACH PROGRAM HAS BEEN REALLY BUSY, AND I WOULD SUGGEST THAT YES, THEY HAVE BEEN. AVERAGE AUDIENCE REACHED WAS YOU HAVE JUST A LITTLE BIT OVER 5600. AND I TOOK THE OPPORTUNITY TO PASS OUT THE OUTREACH. DID EVERYBODY GET A COPY?

MS. PARISH: THESE ARE ALL THE STOMACHS THAT BOB LISTER ATTENDS FOR SPRINT OUTREACH?

MR. SMITH: YES. WE COULD TALK ABOUT THIS SPECIFICALLY TOWARDS THE END OF THE PRESENTATION HERE IF YOU WANT, BUT I WANT TO MAKE SURE EVERYONE GOT COPIES.

THIS IS JUST THE GRAPH OF THE TRS CALL VOLUME. I THINK IT IS JUST MORE OF A GRAPHICAL DISPLAY OF YEAR OVER YEAR LINE DECREASE. THIS PICTURE IS WORTH 1,000 WORDS. IT IS ONE THING TO KNOW WHAT THE

♀

NUMBERS ARE BUT IT IS ANOTHER THING TO ACTUALLY SEE IT YEAR OVER YEAR.

THIS IS BY FISCAL YEAR, BY THE WAY.

NOT QUITE AS DRASTIC OF A
DECLINE WHEN YOU LOOK AT CAPTEL,
OBVIOUSLY. IT LOOKS FROM YOUR
PERSPECTIVE THAN MINE TO YOUR POINT
SOME LEVELING OFF, IF YOU WILL.
AGAIN, WE ANTICIPATE THAT THESE
NUMBERS WILL STAY PRETTY CONSISTENT
OVER THE NEXT SIX TO 12 MONTHS. SO
I DEALLY WE WOULD LIKE TO SEE THIS
NUMBER GROW. WE'LL DO EVERYTHING
THAT'S POSSIBLE TO GROW THAT
THROUGH OUR OUTREACH EFFORTS.

MS. PARISH: CAN I ASK A
REQUEST THAT YOU E-MAIL ME. DID
YOU E-MAIL ME A COPY OF THIS? I
WASN'T SURE BECAUSE THIS WOULD BE
HELPFUL.

MR. SMITH: I'M NOT SURE IF
THEY DID BUT I CAN DO THAT.

MS. PARISH: THANK YOU. ANY
QUESTIONS ABOUT THAT?

CALL VOLUMES 2013-2014 AND

♀

57

THIS IS TRS AND CAPTEL. I THINK
WHAT'S GOING HERE IS AS OPPOSED TO
SOME OF THE OTHER STATES THAT I
HAVE, THERE IS A BIGGER DISPARITY
IN NUMBERS I MEAN AS FAR AS TRS AND
CAPTEL. IT WOULD APPEAR HERE THAT
THE NUMBERS ARE FAIRLY SIMILAR,

APRIL 2014

CLOSE AS FAR AS USAGE. AND WHEN I WAS LOOKING AT THIS THE OTHER DAY, I THOUGHT WOW, THIS IS VERY INTERESTING. SO YOUR DECLINE HASN'T BEEN AS DRASTIC AS SOME OTHER STATES HAVE EXPERIENCED. SO IT WILL BE INTERESTING TO SEE HOW THAT TREND CONTINUES TO GO OVER THE NEXT SIX TO 12 MONTHS.

A SECOND AGO WE HAD THE OUTREACH SLIDE. AND I GUESS I CAN STOP HERE AND ASK ANY QUESTIONS? DANA, I KNOW THAT YOU WORK WITH OUR TEAM AND SUCH HAS BEEN VERY, VERY, VERY GOOD. I DIDN'T KNOW IF ANYBODY HAD ANY QUESTIONS SPECIFIC TO OUTREACH. AS I MENTIONED IN THE OTHER SLIDE, WE AVERAGE ABOUT 5,000

♀

58

OR SO PER EVENT. WHEN YOU SEE, FOR EXAMPLE, ONE UNDER THE ATTENDEES COLUMN, THAT WOULD DICTATE THAT THERE WAS A ONE-ON-ONE TYPE OF ENGAGEMENT THERE. SO IT WASN'T AN EVENT AND ONLY ONE PERSON SHOWED UP. I DON'T KNOW IF YOU WANT TO ADD ANYTHING HERE.

MS. PARISH: I'M GOOD. THANK YOU.

MR. SMITH: THE WEBSITE. I

APRIL 2014

WENT AND CHECKED IT AGAIN
YESTERDAY. I DON'T BELIEVE IT IS
UP-TO-DATE YET. THERE'S STILL SOME
WORK TO BE DONE ON THAT. AND SO I
WILL HAVE TO GET BACK WITH YOU AND
LET YOU KNOW WHAT IT IS FULLY
OPERATIONAL. BUT
WWW.RELAYMISSOURI.COM. IT IS UP
AND RUNNING BUT THERE ARE SOME EDIT
AND THINGS THAT WE NEED TO DO TO
MAKE IT TO BE WHAT WE WANT IT TO BE
AS FAR AS THE CONTENT.

MR. TELTHORST: DO YOU MEASURE
THE TRAFFIC ON YOUR WEBSITE EITHER

♀

59

MONTH-TO-MONTH OR YEAR TO YEAR?

MR. SMITH: A GOOD QUESTION. I
DON'T KNOW. IF WE DO, I DON'T GET
THAT INFORMATION. DANA, I DON'T
KNOW IF YOU WOULD KNOW.

MS. PARISH: NO, I DON'T.
SORRY.

MR. SMITH: I CAN FIND FOR YOU.
I WOULD HOPE THAT WE WOULD. IT IS
JUST I DON'T GET THAT INFORMATION.

MR. TELTHORST: THAT MIGHT BE
SOMETHING THAT WOULD BE USEFUL IN
TERMS OF WHAT PAGES ARE BEING
ACCESSED, WHAT INFORMATION.

MR. SMITH: I THINK YOU ARE
RIGHT. I ALSO WANTED IF THERE ARE

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ANY USABILITY STUDIES AS WELL.

MR. TELTHORST: IF THERE'S SOMETHING ABOUT THE WEBSITE, IF IT'S DIFFICULT TO HAVE SOMEBODY ACCESS IT.

MS. PARISH: CHRIS, I MIGHT ALSO ADD. I KNOW WHEN I TALKED TO MICHELLE BEFORE SHE LEFT. WE WERE GOING BACK AND FORTH ON SOME OF THE

♀

60

UPDATES. AND I CAN ADD. I MEAN THEY WERE TRYING TO MAKE IT MORE USER FRIENDLY, EASIER TO SEE THINGS AND IT JUST NEEDED LIKE AN OVERALL REVAMPING BECAUSE IT HAD BEEN THE SAME THING FOR QUITE SOME TIME AND THEN IN ADDITION, WHICH I'M SURE CHRIS MENTIONED, THEY ADDED THE EIGHT NEW CUSTOMIZED VIDEOS AS WELL. I'M ANXIOUS TO SEE IT.

MR. SMITH: A FEW OF THE VIDEOS ARE UP THERE AND OPERATIONAL. THE ONE THAT I WAS THE MOST INTERESTED IN SEEING WAS THE TELEBRAILLE AND THAT ONE IS NOT UP THERE. SO I THINK AND I CAN'T SPEAK FOR OUR I.T. GROUP BUT I'M HOPING THAT THIS WILL BE FIXED HERE ASAP AND IN FULL USE.

APRIL 2014

AS FAR AS.

MS. BRADY: CHRIS, I HAVE A QUESTION. DO YOU THINK THE REASON THE TELEBRAILLE VIDEO IS NOT UP BECAUSE THEY STOPPED MAKING

♀

61

TELEBRAILLE EQUIPMENT?

MR. SMITH: I DON'T KNOW.

MS. BRADY: OR DO YOU THINK THEY ARE MAYBE TRYING TO CONNECT THE IP USER THROUGH LIKE THE I-PHONE TO A BRAILLE DEVICE AND CONNECT IT THAT WAY?

MR. SMITH: AGAIN, I DON'T KNOW. BECAUSE OF YOUR FIRST STATEMENT, I THINK YOU ARE RIGHT WITH THAT. IT IS A PRIORITY, HOW DO YOU LINK THAT UP? PRIORITY. BUT GIVEN WHERE WE'RE GOING AS A COMPANY AND AS AN INDUSTRY, IP IS EVERYTHING. SO YOU WOULD THINK THAT WE WOULD.

MS. BRADY: THE NICE THING IS KANSAS SCHOOL FOR THE BLIND IS NOT TOO FAR FROM THE SPRINT CAMPUS SO THEY WOULD BE A GREAT RESOURCE.

MR. SMITH: RIGHT. RIGHT. ACTUALLY THERE ARE SEVERAL BLIND AND LOW VISION RESOURCES IN KANSAS CITY THAT I HAVE PERSONALLY VISITED. THANK YOU.

♀

62

MS. BAKER: I WANT TO ADD. IS YOUR WEBSITE, I'M ASSUMING YOUR WEBSITE IS 508 APPROVED THAT IT IS ACCESSIBLE?

MR. SMITH: BEING THAT WE ARE, YOU KNOW, AS I MENTIONED EARLIER MOVING INTO THE FINAL REVISION SPACE, WE HAVE IDENTIFIED THAT WE DO HAVE SOME OPPORTUNITIES SPECIFIC TO THAT DISABILITY. WE ARE NOT AS ACCESSIBLE AS WE NEED TO BE. AND WE HAVE BEEN TOLD THAT BY MEMBERS FROM THE BLIND AND LOW VISION COMMUNITY, THIS IS GREAT. WE WANT TO KNOW WHERE OUR SHORTFALL IS, WHERE OUR DELTAS ARE SO THAT WE CAN IMPROVE THAT. ONE OF THE THINGS I LEARNED IN NEW YORK WAS IF YOU ARE IN A POSITION TO MAKE A DIFFERENCE AND MAKE A CHANGE, ASK ALL THE QUESTIONS THAT YOU NEED TO AND GET ALL THE INFORMATION THAT YOU NEED TO AND MAKE THOSE CHANGES. AND DON'T TRY TO FAKE YOUR WAY THROUGH IT BECAUSE YOU WILL GET FOUND OUT

♀

63

VERY QUICKLY. SO THAT WAS ONE OF THE FIRST THINGS, AT LEAST WITH THE

APRIL 2014

SPRINT RELAY SIDE, ONE OF THE FIRST THINGS WE ACKNOWLEDGED IS IT IS NOT WHERE IT NEEDS TO BE. THAT'S OBVIOUSLY ONE OF THE AREAS THAT WE WANT TO FOCUS ON HERE IN THE NEXT SIX MONTHS.

MS. PARISH: CAN YOU EXPLAIN THE 508 FOR THOSE OF US THAT DON'T KNOW EXACTLY WHAT THAT IS?

MR. SMITH: AS OPPOSED TO 503.

MS. BAKER: I WILL LET THE EXPERTS HERE, MARTY.

MR. EXLINE: WELL, THE 508 IS ACTUALLY THE WEB ACCESSIBILITY GUIDELINES FOR CONTRACTORS OF FEDERAL GOVERNMENT, BUT THE JUSTICE DEPARTMENT IS ALSO TALKING ABOUT ISSUING SOME PROPOSED REGULATIONS ON WEB ACCESSIBILITY FOR BOTH FOR STATE AND LOCAL GOVERNMENT AND ALSO FOR PUBLIC ACCOMMODATIONS, PRIVATE BUSINESSES AND THEY HAVE BEEN SAYING THEY ARE GOING TO GET THOSE

♀

64

PROPOSED REGULARS OUT FOR MONTHS AND MONTHS AND MONTHS AND OF COURSE THEY ARE DELAYED AND DELAYED. SUPPOSEDLY THEY ARE SUPPOSED TO COME OUT THIS YEAR SOME TIME.

MR. SMITH: AND 503, I DON'T KNOW THAT IT'S BEEN MENTIONED HERE

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BUT IT'S BEEN TALKED ABOUT A LOT LATELY IS A MANDATE BY THE FEDERAL GOVERNMENT THAT SAYS YOUR COMPANY MUST EMPLOY 7% AT EVERY LEVEL OF YOUR COMPANY, THAT DISABILITIES MUST BE REPRESENTED. AND HASN'T BEEN THE CASE TO THIS POINT. SO I THINK THERE'S GOING TO BE AN EXPLOSION OF OPPORTUNITY, AND I THINK WE, SPRINT AND OTHERS HAVE TO BE READY TO MAKE THOSE ACCOMMODATIONS. SO AGAIN I THINK IT IS A VERY EXCITING TIME FOR NOT JUST THE DEAF AND HARD-OF-HEARING COMMUNITY BUT FOR ALL DISABILITIES BECAUSE THERE WILL BE OPPORTUNITY FOR A LOT OF PEOPLE.

I THINK THE LAST POINT ON HERE

♀

65

WAS THE MARKETING COLLATERAL. THE ONLY NOTE ON THAT IS THAT ALL OF THE MARKETING COLLATERAL WILL MATCH THE WEBSITE AS WELL. SO BE LOOKING FOR THAT TO COME OUT AS WELL AS FAR AS THE LOOK AND FEEL.

LATER THIS SUMMER AND I'M GOING TO BE INVOLVED IN THIS AS WELL. THE FIRST EVER SPRINT RELAY EXPO. IT WILL BE IN JULY. SPRINT RELAY AND MISSOURI RELAY WILL

APRIL 2014

PARTNER TOGETHER TO HOST THE EXPO
AT SPORTING KC. I DON'T KNOW IF
YOU ALL HAVE BEEN TO SPORTING KC
STADIUM. HAS ANYONE NOT BEEN
THERE?

MS. MASON-DONOVAN: I DIDN'T
KNOW ABOUT THAT.

MR. SMITH: WE CAN GET YOU,
DEFINITELY GET YOU MORE INFORMATION
BUT IT IS A FABULOUS ARENA. AND
I'VE BEEN THERE A COUPLE OF TIMES.
IT IS EVERYTHING THAT YOU WOULD
WANT TO SEE, IT IS THE EXCITEMENT.
OF COURSE WE HAVE A GREAT TEAM

♀

66

SPRINT KC.

MS. MASON-DONOVAN: HAVE ANY
OTHER STATES DONE THAT?

MR. SMITH: I DON'T BELIEVE SO.
YOU MEAN THIS MARKETING EVENT THAT
WE'RE DOING?

MS. MASON-DONOVAN: YES.

MR. SMITH: NO.

MS. MASON-DONOVAN: THAT'S
EXCITING.

MR. SMITH: THIS WILL BE THE
FIRST ONE THAT WE'VE DONE. WOULD
HE HOPE IT WILL BE SUCCESSFUL.

MS. BRADY: APRIL, THE IRONY IS
SPORTING KC IS IN KANSAS.

MR. SMITH: NOT FAR FROM THE

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STATE LINE.

MR. EXLINE: WE' LL CLAIM THEM
ANYWAY.

MR. SMITH: THERE WILL BE MORE
INFORMATION COMING OUT ON THIS.
AGAIN, WE THINK IT IS GOING TO BE A
GREAT COUPLE OF DAYS AND WE' RE
REALLY LOOKING FORWARD TO IT.

MS. BAKER: SO SPORTING KC IS

♀

67

IN KANSAS?

MR. SMITH: IT IS OUT, IF YOU
ARE FAMILIAR WITH THE AREA, BY THE
RACE TRACK, BY LEGENDS.

MS. BRADY: NEBRASKA FURNITURE
MART.

MS. MASON-DONOVAN: I KNOW
WHERE IT IS NOW.

MS. PARISH: WITH IT BEING IN
KANSAS ALSO, THE LAST BULLET POINT
ON CHRIS' LAST SLIDE IT ALSO
MENTIONS IT WILL BE HANDED OUT TO
MISSOURI RESIDENTS ONLY. WE WILL
MAKE SURE TO GIVE TO MISSOURI
RESIDENTS ONLY WITH THE TICKETS.

MS. BAKER: SO THEY HAVE TO
SHOW YOU AN ID THAT THEY ARE
MISSOURI RESIDENTS?

MS. PARISH: I' M NOT SURE HOW
WE' LL DO THAT YET.

MR. SMITH: TRUE. YES. SO THIS WILL BE A JOINT EFFORT BETWEEN US AND MISSOURI RELAY. IT WILL BE SUCCESSFUL. ONE OF THE SPORTING KC PLAYERS, I'M NOT GOOD FRIENDS WITH

♀

68

BUT I'M TRYING TO SEE IF HE CAN COME OUT AND PARTICIPATE IN THE EVENT AS WELL. HE IS ONE OF THE YOUNGER PLAYERS OF THE TEAM.

MS. BAKER: SPORTING KC, WHAT SPORT?

MR. EXLINE: SOCCER.

MS. PARISH: GOOD QUESTION.

MR. SMITH: I GUESS I ASSUMED EVERYONE KNEW WHO SPORTING KC IS.

MS. PARISH: WHEN I THINK OF KC I THINK OF FOOTBALL OR THE ROYALS.

MR. SMITH: IF I SAID THE CHIEFS, EVERYONE KNOWS THE CHIEFS AND EVERYONE KNOWS THE ROYALS BUT SPORTING KC, MAYBE NOT SO MUCH.

SO THE ONLY OTHER UPDATES ARE, AS YOU CAN SEE, SINCE THE BEGINNING OF THE CURRENT CONTRACTS THERE HAVE BEEN NO COMPLAINTS. WE'VE CHECKED AS RECENT AS I THINK LAST WEEK. SO VERY, VERY HAPPY ABOUT THAT. I THINK OUR OPERATIONS TEAM, THEY DO A FABULOUS JOB AND I'M PROUD OF THAT. HAVING WORN THE OPERATIONS

♀

HAT MANY, MANY YEARS AGO FOR MARYLAND RELAY, I KNOW THAT IT CAN BE SOMETIMES A CHALLENGE. BUT WE'RE EXCITED TO REPORT THERE WERE NO COMPLAINTS.

MS. BRADY: CHRIS, GOING BACK TO SOMETHING ON THE WEBSITE. IS THERE A WAY WHEN THEY ARE ASKING LIKE DISABILITY, DEAF, HARD OF HEARING, SPEECH, IS THERE A WAY TO ADD DEAF-BLIND ON THERE? BECAUSE IT DOES TAKE LONGER FOR THOSE INDIVIDUALS TO COMMUNICATE. SO THEY NEED AN EXTRA LONG TIME FRAME IN ORDER TO BE ABLE TO RESPOND BACK. DOES THAT MAKE SENSE?

MR. SMITH: YEAH. I WILL LOOK INTO THAT.

MS. BRADY: I KNOW WE PUT IT IN THE COMMENTS BEFORE, THIS INDIVIDUAL IS DEAF-BLIND. PLEASE DON'T HANG UP, GIVE THEM EXTRA TIME. SOMETIMES IT HAS WORKED, SOMETIMES IT HAS NOT.

MR. SMITH: I KNOW THAT'S AN

♀

AREA THAT I THINK WE NEED TO PUT A LITTLE MORE FOCUS AND ENERGY, THE

APRIL 2014

DEAF-BLIND COMMUNITY AS WELL. SO I
APPRECIATE YOU BRINGING IT UP.

AND THE MANUAL MARS REPORT HAS
BEEN SUBMITTED TO THE FCC AS OF
FEBRUARY 18TH. I THINK IF I'M
CORRECT, I CAN SEND YOU THE
PRESENTATION, BUT ANY QUESTIONS
ABOUT ANYTHING? NOT THAT I CAN
ANSWER.

MS. PARISH: I JUST WANT TO SAY
THANK YOU FOR STANDING IN FOR
MICHELLE AND MARK. YOU DID A GREAT
JOB. I KNOW LAST-MINUTE TYPE OF
THING TOO SO WE GREATLY APPRECIATE
IT. THANK YOU.

MR. SMITH: YOU ARE WELCOME. I
APPRECIATE BEING HERE. IT IS
ALWAYS GOING SEEING FRIENDLY FACES,
ESPECIALLY BEING GREETED BY BILL
KENNEY'S PICTURE OUT IN THE
HALLWAY. I FELT RIGHT AT HOME.
FOR THOSE OF YOU DON'T KNOW, BILL
KENNEY AND I WERE TEAMMATES FOR THE

♀

71

CHIEFS BACK IN THE '80S. SO I
THINK HE'S GONE FOR THE DAY SO I
WAS HOPING THAT I WOULD GET A
CHANCE TO SEE HIM. I APPRECIATE
YOU INVITING ME DOWN AND I LOOK
FORWARD TO GETTING THESE QUESTIONS
ANSWERED FOR YOU AND GETTING BACK

APRIL 2014

DOWN HERE FOR THE NEXT MEETING.

MS. PARISH: NEXT TIME I WILL BRING A FOOTBALL SO YOU CAN SIGN IT.

MR. VAN ESCHEN: I JUST HAVE A GENERAL QUESTION. EARLIER YOU SHOWED HOW THE RELAY MISSOURI MINUTES HAD SIGNIFICANTLY DECLINED OVER THE YEARS. IS IT CORRECT TO ASSUME THAT IP-BASED RELAY MINUTES HAVE INCREASED?

MR. SMITH: YES. YES.

MR. VAN ESCHEN: ARE THEY CONTINUING TO GROW?

MR. SMITH: YES. I WOULDN'T SAY AT THE TRAJECTORY OF THE DECLINE BUT WE'RE SEEING A SIGNIFICANT INCREASE. IN FACT,

♀

72

WE'RE, YOU KNOW, HOPEFUL THAT THAT WILL CONTINUE BECAUSE IT WILL AUGMENT FROM THE OTHER TRADITIONAL INCREASE.

MS. PARISH: SIGNIFICANT INCREASE OF THE IP MINUTES?

MR. SMITH: YES. YES.

MR. VAN ESCHEN: IS IT CORRECT TO ASSUME THAT PEOPLE THAT USE RELAY MISSOURI, ARE THESE -- IS THE USAGE REFLECTING CALLS FROM HEARING

PEOPLE TO DEAF PEOPLE OR IS IT MORE
OF A MIX? I DON'T KNOW IF THAT
MAKES SENSE. I VIEW RELAY MISSOURI
AS ALLOWING A DEAF PERSON AND A
HEARING PERSON TO COMMUNICATE. I
DIDN'T KNOW IF THE DIRECTION OF THE
TRAFFIC. IF MOST OF THE USAGE IS
FROM HEARING CALLERS TO DEAF
CALLERS.

MR. SMITH: INTUITIVELY I'M
SURE THERE IS A PERCENTAGE OUT
THERE. I DON'T KNOW WHAT THAT IS.
I WOULDN'T SAY THAT THERE'S A
DRASTIC DIFFERENCE, AND I WOULD SAY

♀

73

THE REASON I SAY THAT IS BECAUSE OF
THE INTERNET AND MOBILE TEXTING
BECAUSE NOW I CAN COMMUNICATE WITH
HEARING OR DEAF WITH A DEVICE. SO
I DON'T KNOW THAT THERE'S A BIG
DIFFERENCE.

MR. VAN ESCHEN: I WOULD THINK
THAT A DEAF USER WOULD USE IP-BASED
RELAY AND WOULD NOT GO THROUGH
RELAY MISSOURI.

MS. BRADY: MAY I MAKE A
STATEMENT BASED ON QUICK USAGE OF
THE TTYS WHICH ARE TYPICALLY COMING
ACROSS ON THE MINUTE THAT CHRIS IS
SHOWING, THEY ARE NOT DEAF AND HARD
OF HEARING, THEY ARE SPEECH

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IMPAIRED USERS MOSTLY IN RURAL
EQUIPMENT THAT HAVE BEEN TRACHED.
THAT'S WHAT I'M SEEING ON THE
EQUIPMENT SIDE AND THAT'S WHERE A
LOT OF OUR USERS ARE. IT MAY NOT
BE SO MUCH THE HEARING SIDE IN
MINUTES. I CAN TELL YOU THAT FROM
AN EQUIPMENT STANDPOINT.

MS. MASON-DONOVAN: I DON'T SEE

♀

74

ANY PERCENTAGE OF SPEECH TO SPEECH,
THAT MUCH, DO YOU KNOW? SO I MEAN
I GUESS A VERY SMALL PERCENT?

MR. SMITH: YES, A SMALL
PERCENT. I DON'T KNOW IN THE PAST
IF WE'VE ACTUALLY HAD THAT ON THE
POWERPOINT. IS THAT SOMETHING THAT
YOU WOULD LIKE TO SEE SPEECH TO
SPEECH NUMBERS?

MR. VAN ESCHEN: I MEAN I
WOULDN'T CHANGE ANYTHING THAT YOU
ARE CURRENTLY PROVIDING. I WAS
JUST CURIOUS OFFHAND.

MR. SMITH: IT IS A SMALL
PERCENT. IF YOU PUT IT ON THE
GRAPH YOU WOULDN'T SEE IT. IT IS
I'M SURE LESS THAN 3%, 2%.

MS. WIELAND: I WONDER IF WE
NEED SOME MORE OUTREACH FOR SPEECH
TO SPEECH OVER RELAY BECAUSE I

DON' T THINK THERE ARE VERY MANY
PEOPLE THAT KNOW ABOUT IT.

MR. SMITH: RIGHT. THE
QUESTION IS DO WE NEED -- WE SHOULD
DO MORE OUTREACH, SPEECH TO SPEECH.

♀

75

MS. WIELAND: I WOULD LIKE TO
SEE MORE OUTREACH, IF POSSIBLE.

MS. BAKER: A PLACE TO START.
I DON' T KNOW ABOUT RURAL
COMMUNITIES BUT KANSAS CITY AND ST.
LOUIS, POSSIBLY SPRINGFIELD HAS
UCP, UNIT CEREBRAL PALSY OR ARC.
DOESN' T KANSAS CITY HAVE AN ARC?

MS. BRADY: WE HAVE ARC BUT IT
IS USUALLY A DIFFERENT TYPE.

MS. MASON-DONOVAN: AND ALSO
THE AGENCY OF SPEECH PATHOLOGY.

MR. SMITH: WE CAN CERTAINLY
LOOK AT THAT.

MS. BAKER: AND I THINK YOU
NEED TO TOUCH THE OLDER POPULATION.
AREA AGENCY FOR AGING MIGHT HAVE
SOMEONE WHO HAD A STROKE AND THEY
ARE NOT ABLE TO SPEAK WELL ON THE
TELEPHONE, BUT THEY ARE FRUSTRATED
BECAUSE THEY DON' T HAVE ANY MODE OF
COMMUNICATION. SO I THINK YOU ARE
REALLY MISSING THE BLOCK OF PEOPLE,
AN AREA AGENCY OF AGING THERE' S
DIFFERENT REGIONS THROUGHOUT THE

♀

WHOLE STATE. SO THAT WOULD BE A GOOD PLACE TO START TO REACH THE OLDER POPULATION THAT MIGHT HAVE BEEN IMPACTED WITH A DISABILITY THAT AFFECTED THEIR SPEECH.

MR. SMITH: YEAH. THANK YOU. I THINK YOU ARE RIGHT. I THINK WE'RE SPEAKING SPECIFICALLY TO THE AGING POPULATION. WE'RE REALLY MISSING THE BOAT. BECAUSE OF WHERE WE ARE IN THE EVOLUTION OF THE BABY BOOMERS, IT WOULD BE A SHAME TO NOT DEVELOP SOLUTIONS SPECIFIC FOR THE AGING, YEAH.

MS. BAKER: AND I'M ONE OF THOSE BABY BOOMERS AND I DON'T THINK THEY ARE GOING TO BE QUIET.

MR. SMITH: ANY OTHER QUESTIONS?

MS. BAKER: WELL, THANK YOU.

MR. SMITH: THANK YOU VERY MUCH.

MR. VAN ESCHEN: THANKS, CHRIS.

MS. BAKER: MOVING ON TO MISSOURI PSC STAFF REPORT.

♀

MR. VAN ESCHEN: THAT WOULD BE DANA.

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MS. PARISH: ME. SO WE HAVE THE FUND BALANCE AS THE NEXT TOPIC. I'M GOING TO PASS AROUND A GRAPH. JUST TO RECOUP A LITTLE BIT THE LAST MEETING YOU HAD, WE DISCUSSED THE SURCHARGE AND LOWERING IT. SINCE THEN WE HAVE REDUCED THE SURCHARGE TO 11 CENTS EFFECTIVE JULY 1ST, 2013, AND THE FUND CONTINUES TO GROW. AT THIS POINT WE'RE AT ROUGHLY SIX MILLION IN THE FUND BALANCE. SO WE'RE LOOKING TO REDUCE THE SURCHARGE AMOUNT YET AGAIN. I ALSO HAVE ANOTHER CHART. THIS CHART WILL GIVE YOU SOME IDEA OF IDEAS, I GUESS OF SURCHARGE AMOUNTS THAT WE'RE LOOKING AT THIS TIME AROUND. WE'RE CURRENTLY AT EIGHT CENTS. IT IS A POSSIBILITY THAT POSSIBLY CUTTING THE SURCHARGE AMOUNT IN HALF TO SAY FOUR CENTS MIGHT GET US TO WHERE WE NEED TO BE SOONER. I WOULD SAY MAYBE AS A

♀

78

PROJECTION END OF THIS YEAR, FIRST PART OF 2015 WOULD GET US WHERE WE NEED TO BE, EXPENSES THAT WE HAVE, REVENUE COMING IN AND EXPENSES GOING OUT. THE STATUTES.

MS. MASON-DONOVAN: DO I UNDERSTAND THAT THE BALANCE, DO YOU

APRIL 2014

HAVE LIKE MORE INFORMATION ON WHAT THE EXPENSES ARE?

MS. PARISH: NOT AT THIS TIME. I CAN BREAK THAT DOWN MORE WITH YOU. SINCE YOU ARE ALSO NEW TO THE COMMITTEE, I CAN SHOW YOU IN THE PAST KIND OF WHERE OUR EXPENSES HAVE BEEN AND MAYBE LIKE A STAFF RECORD THAT WE HAVE TO GO ALONG WITH THAT. THE MISSOURI STATUTES AND RULES ALLOW US TO REDUCE THE SURCHARGE NO LESS THAN EVERY TWO YEARS, NO MORE THAN EVERY YEAR. SO WE ARE IN THE PROCESS AT THIS TIME OF REVIEWING THE EXPENSES COMING IN. REVENUES COMING IN, EXPENSES GOING OUT TO KIND OF SEE WHERE WE NEED TO BE.

♀

79

MR. MILLS: IF WE WERE TO GO BACK A COUPLE OF YEARS AND LOOK AT THE SIMILAR CHART THAT YOU ALL PREPARED BEFORE IT WENT DOWN TO EIGHT CENTS, WOULD IT LOOK LIKE ONE OF THESE LINES? WHAT HAPPENED? I MEAN WHY? HOW DID WE MISS THAT THE PICTURE IT IS GOING TO CONTINUE TO GO UP?

MS. PARISH: JOHN CAN STEP IN HERE IF YOU LIKE. CAPTEL CONTINUED

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TO GO DOWN AS WELL AS I THINK SOME
OF THE EQUIPMENT. WE ALLOWED EXTRA
IN THE EQUIPMENT FUND FOR THE
POSSIBILITY OF WIRELESS DEVICES.

MR. VAN ESCHEN: THE RELAY
MISSOURI USAGE HAS DECLINED MORE
THAN WHAT WE THOUGHT. ANOTHER
FACTOR TOO IS PART OF THE RELAY
MISSOURI SURCHARGE GOES TO THE
EQUIPMENT PROGRAM. THERE IS
THINKING BY SOME OF THE
COMMISSIONERS AS TO WELL, THERE'S A
VIEW OF HOW MUCH THE EQUIPMENT
PROGRAM IS ACTUAL HAS SPENT VERSUS

♀

80

HOW MUCH THE STATE LEGISLATURE
ALLOWS IN THE BUDGET PROCESS. AND
I THINK FROM A COMMISSION -- SOME
OF THE COMMISSIONERS' POINT OF
VIEW, THEY ARE MORE INTERESTED IN
MAKING SURE THAT THE FULL BUDGETED
AMOUNT IS COVERED AND THEY REALLY
WEREN'T THAT CONCERNED ABOUT WHAT
THEY ACTUALLY SPENT. USUALLY WHAT
WE FUND A PROGRAM, WE SPEND LESS
THAN THE BUDGET.

MR. EXLINE: THE INITIAL
APPROPRIATIONS WERE ABOUT 1.7
MILLION. IT KIND OF VARIES. IT
HAS GONE DOWN TO PROBABLY 1.1, 1.2
MILLION, SOMETHING LIKE THAT.

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MR. VAN ESCHEN: SO THOSE TWO THINGS, I THINK, HAVE PLAYED INTO THAT.

MR. MILLS:

MR. TELTHORST: DANA, WHAT'S THE FUND BALANCE THAT YOU ARE TRYING TO HIT? IS IT \$2 MILLION OR LESS?

MS. PARISH: MISSOURI USF HAS

‡

81

ALWAYS HAD A PROJECTED AMOUNT THEY WOULD LIKE TO HAVE IN THE FUND WHICH IS FIVE TO NINE MONTHS, LIKE A ROLLING TARGET. RELAY HAS NOT. THERE IS NOTHING THAT SPECIFIES WE HAVE TO HAVE A CERTAIN AMOUNT. SO I THINK WHAT WE'RE TRYING TO HIT IS THE SAME THING, A FIVE TO NINE-MONTH PROJECTED EXPENSE AMOUNT TO MAKE SURE THAT WE'RE COVERED. I WOULD SAY THE FOUR CENTS SURCHARGE.

MR. VAN ESCHEN: IT IS SOLELY BASED ON THE EXPENSES. IT REALLY DOESN'T MATTER WHAT THE ASSESSMENT IS. DO YOU KNOW OFFHAND WHAT THAT TARGET RANGE WOULD BE?

MS. PARISH: NO.

MS. BAKER: SO CURRENTLY IT IS EIGHT PERCENT THE SURCHARGE?

MR. VAN ESCHEN: EIGHT CENTS.

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MS. PARISH: I WILL HAVE TO
SEND YOU A BREAKDOWN ON THAT
BECAUSE I DON'T HAVE THAT WITH ME.

MS. BRADY: WHAT ABOUT WITH SO
MANY CONSUMERS GOING TO HOME

♀

82

CONNECT TYPE SERVICES, WOULD IS
THAT BEING ACCOUNTED FOR, HOME
CONNECT SERVICES?

MR. VAN ESCHEN: YEAH. WE TAKE
A LOOK AT MONEY COMING INTO THE
FUND AND THAT HAS BEEN AND THE
ASSOCIATED NUMBER OF LINES THAT
THAT'S ASSOCIATED WITH. AND THAT
HAS BEEN DECLINING. SO YOU HAVE
THAT EFFECT AS WELL. AND SO IN
THAT RESPECT WE TRY AND TAKE INTO
ACCOUNT THE FACT THAT WITH FEWER
LAND LINES IN USE OUT THERE.

MS. MASON-DONOVAN: SO I'M
TRYING TO SEE THE BIG PICTURE HERE.
SO YOU ARE SAYING THAT THERE'S THE
\$6 MILLION IS TOO MUCH?

MS. PARISH: CORRECT.

MS. MASON-DONOVAN: OKAY.
OKAY. SO THIS IS NOT A BAD THING,
RIGHT?

MS. PARISH: WELL, IT COULD
SOMEWHAT BE. IN THE PAST THE
CAPITOL PEOPLE OVER THERE HAVE
SOMETIMES TOUCHED THE FUNDS IF THEY

♀

ARE EXCESSIVE. SO WE WOULD LIKE TO PREVENT THAT. GET IT TO WHERE IT NEEDS TO BE, YOU KNOW, IN THE CORRECT PROJECTION.

MR. VAN ESCHEN: IT IS BETTER THAN THE ALTERNATIVE, GOING BROKE.

MS. MASON-DONOVAN: RIGHT.

MR. EXLINE: I GUESS ONE OF THE QUESTIONS WOULD BE WHAT THE FCC DOES WITH THE IP CVS PROGRAM, WHEN ARE THEY GOING TO DO IT, MAKE A DECISION? ARE WE TALKING ABOUT POSSIBLY PASSING ALONG THOSE COSTS BACK TO THE STATES. I DON'T THINK ANYBODY KNOWS WHAT'S GOING TO HAPPEN WITH THAT.

MR. VAN ESCHEN: THAT IS AN UNKNOWN. WHEN CHRIS WAS TALKING ABOUT THE FCC LOOKING AT PASSING ON TO STATES AT LEAST A SHARE IN IP-BASED CAPTEL SERVICE COSTS, THE MISSOURI PSC DID SUBMIT COMMENTS TO THE FCC. ONE OF THE THINGS THAT WE WANTED TO KNOW IS HOW MUCH MONEY ARE WE TALKING ABOUT? AND THAT

♀

REMAINS SOMEWHAT OF AN UNKNOWN. WE'VE TALKED WITH OR CORRESPONDED

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WITH SOME OF OUR COLLEAGUES IN OTHER STATES THAT WERE LOOKING AT THE SAME ISSUE. A GUY BY THE NAME OF BOB CASEY, WHO WORKS FOR THE FLORIDA COMMISSION, HE HAD COME UP WITH SOME BACK OF THE ENVELOPE TYPE OF ESTIMATE. I THINK HE WAS PROJECTING FOR MISSOURI IT MIGHT BE AN INCREASE IN \$2 MILLION OR SO A YEAR, WHICH WOULD BE FAIRLY SUBSTANTIAL. I DON'T KNOW IF THE FCC IS REALLY SERIOUS ABOUT DOING THIS OR NOT. THEY HAVE BEEN TALKING ABOUT IT FOR SOME TIME. OUR COMMENTS TO THE FCC IS THAT LOOK, WE WOULD LIKE TO KNOW HOW MUCH MONEY THIS WOULD REALLY INVOLVE, FOR ONE THING BECAUSE YOU REALLY HAVEN'T PROVIDED ANY SOLID EVIDENCE OR INFORMATION AS TO HOW MUCH THAT MIGHT EVEN BE. WE ARE UNDER SOME STATUTORY RESTRICTIONS ON HOW OFTEN WE CAN REVIEW THE

♀

85

ASSESSMENT. SO WHATEVER WE DO, WE NEED TO GIVE STATES AT LEAST SEVERAL YEARS TO ACCOMMODATE THIS DECISION, PLUS WHY ARE YOU SINGLING OUT JUST IP CAPTEL SERVICE? WHAT ABOUT IP-BASED RELAY SERVICE? I MEAN THE CONCEPT TO ME IS THE SAME.

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RIGHT NOW THE FEDERAL FUNDS SO IT PAYS FOR IP-BASED RELAY SERVICES JUST IN THE SAME MANNER AS THEY FULLY PAY FOR IP-BASED CAPTEL SERVICE. AND SO IT IS NOT MUCH OF A LEAP TO EXPECT STATES TO PAY FOR PART OF IP CAPTEL SERVICE, WHY NOT IP RELAY SERVICE? I MEAN LET'S LOOK AT THIS WHOLE THING IN THE BIG PICTURE.

MR. EXLINE: I HAVE GOT TO SAY THERE WEREN'T THAT MANY PUBLIC SERVICE COMMISSIONS THAT SUBMITTED COMMENTS. I WAS REALLY GLAD THAT MISSOURI DID. THERE WERE PROBABLY ONLY THREE OR FOUR.

MR. VAN ESCHEN: I WAS A LITTLE SURPRISED TOO. A LOT OF THE STATE

♀

86

COMMISSIONS WERE KIND OF BUZZING ABOUT GEE, THIS COULD HAVE A BIG IMPACT ON OUR FUNDS, WHAT DO WE DO? AND I THINK THERE WAS EVEN SOME DISCUSSION ABOUT FILING COLLABORATIVE COMMENTS ON SEVERAL STATE COMMISSIONS. THE LOGISTICS OF PUTTING THAT TOGETHER ARE REALLY A LITTLE MORE COMPLICATED. EVERYBODY HAS THEIR OWN PROCEDURES. I KNOW INTERNALLY WE HAVE OUR OWN

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PROCEDURES. IF THE MISSOURI PSC WANTS TO FILE COMMENTS WITH THE FCC IT HAS TO GET THE APPROVAL OF UPPER MANAGEMENT AT THE COMMISSION AND THEN ULTIMATELY IT HAS TO GO THROUGH THE COMMISSIONERS WHO EITHER SAY YEAH, GO AHEAD AND FILE IT OR NOT IN AN AGENDA MEETING. A LOT OF SOMETIMES THEY MIGHT EVEN WANT THE WORDING REVISED AND WE HAVE TO DO STUFF. THESE ARE COMMENTS THAT ARE COMING OUT OF WITH THE STAMP OF THE MISSOURI PSC THEY WON'T SAY WHATEVER THEY WANT

♀

87

TO SAY. COMMENTS FOR US, WE NEED A CERTAIN TURN AROUND TIME. IT WAS EASIEST FOR US TO JUST PUT ON OUR OWN COMMENTS AND GO THAT ROUTE RATHER THAN TRY AND WORK SOMETHING OUT WITH OTHER STATES.

MR. MILLS: I HAVE QUESTIONS ABOUT THE TWO GRAPHS. IF YOU LOOK AT THIS ONE THAT BASICALLY SHOWS THAT WE'VE BEEN FLAT ABOUT SIX MILLION FOR THE LAST YEAR. IF YOU LOOK AT THE ONE WITH THE GRAY BACKGROUND IT SHOWS ROUGHLY FROM JUNE 13 TO JUNE 14 A FAIRLY SIGNIFICANT DECLINE AND A DECLINE PROJECTED EVEN AT THE EIGHT CENT

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LEVEL. IS THAT RIGHT? AM I
READING THAT RIGHT?

MS. PARISH: YEAH. ACTUALLY I
WOULD GO BY THIS ONE. THIS ONE IS
PROBABLY THE CLOSEST. I HAVE GOT
ALL THE MOST RECENT NUMBERS IN IT.

MR. MILLS: SO WHAT ACCOUNTS
FOR THE DECLINE IN BALANCE IF WE'RE
KEEPING IT AT EIGHT CENTS? IT

♀

88

LOOKS TO ME THAT HISTORICAL DATA
WOULD INDICATE THAT THE BALANCE
WOULD CONTINUE TO GROW IF WE KEPT
THE SURCHARGE AT EIGHT CENTS. THIS
GRAPH IS SHOWING IT DECLINES NOT
STEEPLY LIKE IT WOULD FOUR CENTS
BUT STILL FAIRLY STEADILY.

MS. PARISH: I WOULD SAY THE
LAND LINES DECREASING AS WELL AS
THE CAPTEL USE, THINGS LIKE THAT.
I HAVE GOT LIKE I CAN ALSO SEND THE
NUMBERS, THE NUMBER PROJECTIONS
WHERE IT IS BROKEN DOWN BY EACH
SURCHARGE AMOUNT AND KIND OF SHOW
YOU WHAT THE EXPENSES ARE, WHAT'S
COMING IN, WHAT'S GOING OUT AND
WHERE WE START GETTING INTO THAT
PROJECTED AREA THAT WE WANT TO BE
IN. IT MIGHT SHOW IT, I THINK,
MORE CLEARLY THAN ON HERE.

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MR. MILLS: I WOULD HAVE
THOUGHT IF WE STAYED AT EIGHT CENTS
IT WOULD STAY RELATIVELY FLAT OR
MAYBE EVEN AN INCREASE SOMEWHAT.
WE HAVE TO HAVE -- AND I P ALSO

♀

89

SURPRISED THAT THERE'S NOT A MORE
SIGNIFICANT DIFFERENCE BETWEEN THE
LEVEL OF DECLINE, THE SLOPE BETWEEN
EIGHT CENTS AND FOUR CENTS.

MR. VAN ESCHEN: I THINK WE
NEED TO TAKE A CLOSER LOOK AT THIS.
I CAN JUST TELL YOU LOOKING AT THE
STATEMENTS THAT WE GET FROM THE
STATE TREASURER BECAUSE THAT'S
WHERE THIS MONEY IS KEPT, THE FUND
BALANCE IS HOVERING RIGHT AT AROUND
\$6 MILLION. FROM THAT STANDPOINT,
THIS ONE LOOKS A LITTLE MORE
ACCURATE ON THE FUND BALANCE.

MR. MILLS: AND I CAN'T FIGURE
ANYTHING WOULD MAKE ME THINK IF WE
DIDN'T CHANGE THIS LINE WOULD START
GOING DOWN, WHICH IS WHAT THE OTHER
GRAPH IS SHOWING.

MR. TELTHORST: DANA, WHAT'S
THE NEXT STEP IN TAKING ANY ACTION
TO CHANGE THE SURCHARGE AMOUNT? IS
THERE A TIME TABLE FOR THE
COMMISSION TO REVIEW IT?

MS. PARISH: WELL, WE'RE

♀

PUTTING INFORMATION TOGETHER NOW AND WE HAVE TO THEN, OF COURSE, SEND IT TO THE COMMISSION TO APPROVE. THEN IT WOULD TAKE FROM THERE COMPANIES WOULD HAVE 60 DAYS WOULD ENACT ANY CHANGE THAT'S BROUGHT FORTH, JOHN.

MR. VAN ESCHEN: WELL, WE'RE GOING TO SUBMIT SOME SORT OF RECOMMENDATION, I WOULD SAY, SOME TIME IN THE NEXT COUPLE OF MONTHS. WE'RE GIVING THE GROUPS A HEADS-UP ABOUT IT. ONE OF THE THINGS THAT THE COMMISSIONERS WILL ASK AND THEY ASKED LAST TIME IS WELL, WHAT'S THE RELAY MISSOURI ADVISORY COMMITTEE THINK ABOUT THIS? SO WE'LL NEED TO GET SOME FEEDBACK FROM YOU GUYS AS TO WHAT YOUR THOUGHTS ARE. LAST TIME THERE WERE SOME CONCERNS GENERATED, AND I THINK THE COMMISSIONERS HELD OFF ON MAKING ANY SIGNIFICANT CHANGES FOR MONTHS UNTIL THERE COULD BE SOME SORT OF RESOLUTION. BUT ULTIMATELY THE

♀

COMMISSION IS GOING TO CREATE A CASE. THEY ARE GOING TO SEEK INPUT

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FROM OUTSIDE PARTIES SO THAT ANYBODY CAN PROVIDE INPUT AND COMMENTS TO THEM. YOU CAN DO THAT IN WRITING. YOU CAN -- I ANTICIPATE THEY WILL PROBABLY HAVE A HEARING WHERE PEOPLE WANT TO JUST SHOW UP AND SAY SOMETHING TO THEM. YOU CAN DO THAT. BUT ULTIMATELY THERE'S NO DEADLINE FOR THE COMMISSION ACTION, BUT THERE WILL BE A PROCESS TO PROVIDE PUBLIC INPUT.

MS. BRADY: SO WOULD THE VOTING HAPPEN IN NOVEMBER SO IT WOULD BE READY BY JULY 2015?

MR. VAN ESCHEN: WELL, IT IS GOING TO BE SEVERAL MONTHS FOR THIS PROCESS TO OCCUR. AND THE COMMISSION IS GOING TO HAVE TO, WHEN THEY DO MAKE A DECISION, LET'S SAY THEY CHANGE IT, THEY WILL MAKE A DECISION TO CHANGE IT BUT THAT DECISION TO CHANGE IT WON'T

♀

92

ACTUALLY, THE ASSESSMENT WON'T CHANGE UNTIL AT LEAST 60 OR MORE DAYS LATER. THERE'S A CERTAIN LENGTH OF TIME THAT TELEPHONE COMPANIES NEED IN TERMS OF ADVANCED NOTICE SO THAT THEY CAN CHANGE THEIR BILLING SYSTEMS INSTEAD OF

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CHARGING EIGHT CENTS PER LINE IT WILL BE SOMETHING DIFFERENT. WELL, THE RULE OF THUMB HAS BEEN AT LEAST 60 DAYS, IF NOT MORE. SO IF THE COMMISSION SEEKS INPUT, HAS A HEARING AND ULTIMATELY MAKES A DECISION BY NOVEMBER, IT WILL PROBABLY BE FEBRUARY AT THE EARLIEST, THAT SCENARIO THAT THE ASSESSMENT WILL ACTUALLY CHANGE.

MS. MASON-DONOVAN: I'M WONDERING -- SO THEY ARE CONSIDERING THE FACTORS THAT, FOR INSTANCE, HOW MUCH WE MIGHT HAVE TO PAY FOR IP RELAY SERVICES AND THE FACT THAT THEY MIGHT BE INVESTING MORE IN WIRELESS TECHNOLOGY, IS THAT WHAT THEY ARE CONSIDERING?

♀

93

MR. VAN ESCHEN: THOSE ARE THINGS THAT SOME PEOPLE MAY WANT TO BRING UP. IT IS DIFFICULT FOR ME TO ARGUE AGAINST SOME OF THOSE ISSUES. THE TRANSFERRING OF IP, CAPTEL COSTS TO STATES, THAT MAY OR MAY NOT HAPPEN. I DON'T KNOW. THE FCC HAS BEEN TALKING ABOUT THAT FOR YEARS. JUST FROM MY OWN PERSPECTIVE AND JUST SPEAKING FOR MYSELF, I DON'T KNOW HOW MUCH I CAN

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REALLY HOLD THINGS UP JUST WAITING FOR THE FCC DECISION. I'M GOING TO ASSUME IT IS NOT GOING TO HAPPEN. I THINK THERE'S TOO MANY ISSUES THAT NEED TO BE ADDRESSED BEFORE THE FCC DOES SOMETHING LIKE THAT. AND SO I DON'T THINK IT IS GOING TO HAPPEN. OTHER PEOPLE WOULD ARGUE DIFFERENTLY. I GUESS THAT'S WHY WE HAVE COMMISSIONERS TO WEIGH THAT OUT. IF WE DO LOWER THE ASSESSMENT AND THIS DOES HAPPEN, ARE WE GOING TO HAVE ENOUGH MONEY IN THE FUND TO ACCOMMODATE THAT? MAYBE NOT. BUT

♀

94

I THINK, DEPENDING ON HOW THE FCC HANDLES THAT, HAD I THINK THERE'S IF THEY GIVE STATES ENOUGH ADVANCE NOTICE, THERE CAN BE ACCOMMODATION FOR THAT AND THERE WILL BE ANOTHER LOOK AT THE ASSESSMENT DOWN THE ROAD WHERE THE ASSESSMENT MIGHT HAVE TO BE INCREASED. BUT I THINK TO BE A RESPONSIBLE STEWARD OF THE FUND WHERE CONSUMERS ARE PAYING, REALLY SUBMITTING MONEY INTO THE FUND, WE HAVE TO LOOK AT THEIR INTERESTS AS WELL. WE REALLY DON'T NEED THAT MUCH MONEY GOING INTO THE FUND, WE OUGHT TO TRY AND SAVE THE CONSUMERS SOME MONEY.

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MR. TELTHORST: WHEN WOULD YOU WANT THIS GROUPS' OPINION ON THAT?

MR. VAN ESCHEN: I THINK WHAT WE'RE GOING TO DO IS LOOK AT THE NUMBERS FIRST. WE'LL SHARE EVERYTHING WITH YOU AND TRY TO EXPLAIN THAT. IT WILL PROBABLY BE DONE BY E-MAIL. SO YOU WILL HAVE ALL THE INFORMATION IN FRONT OF

♀

95

YOU. I GUESS WHAT I WOULD LIKE TO DO TOO IS WHATEVER OUR RECOMMENDATION MIGHT BE, EXPLAIN HOW WE'RE PROJECTING THINGS LIKE LAND LINE LOSS, WHICH WILL HAVE AN IMPACT ON REVENUES COMING INTO THE FUND. HOW MUCH ARE WE THINKING THAT OUGHT TO DECLINE? HOW DID WE COME UP WITH THAT NUMBER? SO YOU EASILY CAN -- YOU CAN TELL HOW WE DID IT. THE SAME WITH EXPENSES. IF WE NEED A CONFERENCE CALL TO GO THROUGH ALL OF THAT, WE WOULD HAVE TO DO THAT. HOPEFULLY IT WILL BE FAIRLY SELF-EXPLANATORY. IF WHATEVER OUR RECOMMENDATION IS, IF IT RAISES CONCERNS LIKE THAT'S TOO MUCH, WE WOULD DEFINITELY WANT TO. AS I SAID, THE LAST TIME THERE WERE CONCERNS, AND I THINK THAT DID HAVE

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AN IMPACT ON THE COMMISSION.

MR. MILLS: IF THESE NUMBERS ARE CORRECT, IF WE GO TO FOUR CENTS THE FUND RUNS DRY IN TWO YEARS.

MS. PARISH: I FOUND THIS

♀

96

PROJECTION. SEND IT TO LEWIS. IT KIND OF SHOWS THE PROJECTED AMOUNTS AND WHEN IT GOES NEGATIVE.

MS. BAKER: I HAVE A QUESTION. ARE YOU SUGGESTING FOUR CENTS AS THE SURCHARGE. HISTORICALLY YOU'VE BEEN KIND OF REDUCE IT TO TWO CENTS. SO MY QUESTION IS, I REALIZE SERVICES HAS DECLINED AND LIKE MR. MILLS IS SAYING, ARE WE GOING TO RUN OUT OF MONEY? WHY NOT DO WHAT WE'VE ALWAYS BEEN DOING, JUST KEEP IT, REDUCE IT TO EIGHT CENTS TO SIX CENTS VERSUS FOUR.

MS. PARISH: THAT'S DEFINITELY SOMETHING WE CAN LOOK AT WHEN WE GET THE INFORMATION ALL TOGETHER. WE SEND IT OUT FOR EVERYBODY'S FEEDBACK, WE CAN LOOK AT ALL THE APPROACHES, YOU CAN SUGGEST WHICH WAY YOU THINK WOULD BE THE BEST WAY TO GO.

MR. MILLS: THESE ARE RIGHT EVEN GOING SIX CENTS YOU HIT ZERO BY THE END OF 2017. I DON'T THINK

♀

THAT'S A TRAJECTORY YOU WANT TO BE ON.

MR. EXLINE: I GUESS I'M NOT AS CONFIDENT FOR THE FCC TO DO WHAT'S RATIONAL. I'VE SEEN THEM DO SOME REALLY WEIRD THINGS THAT DIDN'T MAKE THAT MUCH SENSE. I'M HOPING YOU ARE RIGHT THAT THEY GIVE STATES SOME LEEWAY WHATEVER THEY COMPLEMENT. IT MAKES SENSE THAT THEY WOULDN'T DUMP THIS ON THE STATES IF THOSE ESTIMATES THAT FLORIDA HAD WERE RIGHT, AND YOU ARE TALKING ABOUT \$2 MILLION A YEAR. HOPEFULLY THEY WOULD GIVE THE STATES SOME TIME TO MAKE ADJUSTMENTS. I'M NOT CONFIDENT THAT THEY WILL ALWAYS DO WHAT MAKES SENSE.

MS. BAKER: NOW WITH THIS PILOT PROJECT THAT WAS EARLIER TALKED ABOUT, WILL THAT HAVE ANY IMPACT WITH HOW MUCH MONEY WILL BE SENT IN THE FUTURE IF WE REDUCE THE SURCHARGE?

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MR. EXLINE: I DON'T THINK IT WOULD HAVE AS MUCH IMPACT. LIKE I

SAID, RIGHT NOW THE APPROPRIATION IS LIKE 1.7 MILLION A YEAR. WE HAVEN'T HIT THAT THE LAST FEW YEARS. SO EVEN ADDING SOME WIRELESS DEVICES, I DON'T THINK IT WOULD MAKE ANY DRAMATIC INCREASE. MAYBE SOME INCREASE BUT I THINK PROBABLY THE IPCTS, WHATEVER HAPPENS WITH THAT WOULD BE MORE OF A FACTOR.

MS. BAKER: AS YOU ARE DISCUSSING THE SURCHARGE, I'M LOOKING AT YOU, JENNIFER, USUAL THE ATTORNEY, RIGHT?

MS. HERNANDEZ; YES.

MS. BAKER: CHANGING THE STATUTE, IS THIS THE TIME TO CHANGE THE STATUTE TO REFLECT THAT SOME OF THE FUNDS WILL BE USED OTHER THAN MISSOURI RELAY SERVICE? I JUST WONDER IF THIS IS THE TIME TO CHANGE THE STATUTE WHERE WE CAN INCLUDE WIRELESS COSTS OR BEING

♀

THAT THE BABY BOOMERS MAY ACQUIRE A DISABILITY THAT IMPACTS THEIR SPEECH AND THEY WANT SOME KIND OF COMMUNICATION DEVICE, IS THIS A GOOD TIME TO CHANGE THE STATUTE?

MS. HERNANDEZ; I THINK IT IS SECTION 291 THAT DEALS WITH THE

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RELAY ISSUES. I WOULD HAVE TO LOOK AT THE INTERSECTION BETWEEN THE FCC AND THE STATE'S JURISDICTION AND WHERE TO APPROACH THAT QUESTION FROM, BUT I'M CERTAINLY HAPPY TO LOOK AT THAT AND SEE WHAT COULD BE DONE AT THE STATE LEVEL.

MS. BAKER: HAVE OTHER STATES CHANGED THEIR STATUTES TO REFLECT THE TRENDS?

MS. HERNANDEZ; THAT'S SOMETHING THAT I DON'T KNOW EITHER, BUT I CAN.

MR. EXLINE: THERE ARE A FEW MORE THAT HAVE -- IT IS NOT ALL THROUGH THE SAME MECHANISM. IT IS NOT ALL THROUGH SURCHARGES THEY FUND THE RELAY PROGRAMS. THERE ARE

♀

100

SOME THAT APPLIED IT TO BOTH HARD LINES AND WIRELESS. I DON'T KNOW WHAT THE NUMBER OR HOW MANY DO THAT.

MS. HERNANDEZ; HOW HAVE THEY CHANGED THAT? HOW DID THEY GO ABOUT MAKING THE CHANGE?

MR. EXLINE: IT JUST DEPENDS ON THE STATE. SOME REQUIRE SOME LEGISLATION. OTHERS DON'T NEED LEGISLATION. SO I THINK KIND OF

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ALL OVER THE BOARD.

MR. VAN ESCHEN: IF YOU ARE
LOOKING AT CHARGING WIRELESS
SUBSCRIBERS SO THAT THEY PAY INTO
THE FUND, THAT WOULD CLEARLY
REQUIRE A STATUTORY CHANGE. AND I
DON'T KNOW HOW TO INITIATE THAT
SORT OF LEGISLATION. I DON'T KNOW
HOW MUCH OF A ROLE THE MISSOURI PSC
WOULD HAVE IN THAT EFFORT. IT
MIGHT BE BEST LEFT TO OTHER
PARTIES, OTHER ENTITIES TO PUSH
THAT SORT OF POLICY CHANGE. IN
GENERAL MISSOURI PSC HAS BEEN A

♀

101

LITTLE RELUCTANT TO INITIATE SOME
LEGISLATION.

MS. HERNANDEZ; I WOULD ADD AT
THIS POINT, THOUGH, IF THE GROUP
WANTS TO MAKE A PARTICULAR
RECOMMENDATION TO THE COMMISSION
ABOUT THE AMOUNT THAT THE SURCHARGE
SHOULD BE, I THINK THAT WOULD
REQUIRE CALLING A SPECIAL MEETING
VERSUS HAVING A CONFERENCE CALL
BECAUSE THERE HAS TO BE FOR
SUNSHINE PURPOSES A SPECIFIC AGENDA
SET FORTH WHERE OTHERS COULD ATTEND
UNLESS IT IS A CLOSED MEETING.

MR. VAN ESCHEN: WHEN I WAS
TALKING ABOUT THE CONFERENCE CALL

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EARLIER, I WAS JUST TALKING ABOUT THIS GROUP HERE AND NOT WITH THE COMMISSIONERS. AND THE PURPOSE OF THE CALL WAS JUST TO ANSWER QUESTIONS ABOUT STAFF'S RECOMMENDATION, GET A BETTER UNDERSTANDING OF THE NUMBERS AND THINGS LIKE THAT. SO THAT WHEN YOU DO -- IF YOU DO WANT TO SUBMIT

♀

102

FEEDBACK TO THE COMMISSION, YOU ARE AS FULLY INFORMED AS POSSIBLE. YOU WILL HAVE ALL THE INFORMATION WE HAVE AND PUT IT TOGETHER.

MS. HERNANDEZ; IF YOU WANT TO CALL IT A RECOMMENDATION -- WHEN WE'RE GIVING A RECOMMENDATION TO THE COMMISSION, IF YOU WANT TO CALL IT A RELAY MISSOURI ADVISORY COMMITTEE RECOMMENDATION, THERE WOULD HAVE TO BE A VOTE BY QUORUM OF THE MEMBERS TO TAKE IT. THAT WOULD REQUIRE CALLING A SPECIAL MEETING BECAUSE I'M ASSUMING YOU WOULD WANT TO MAKE THAT DECISION BEFORE THE OCTOBER MEETING.

MS. BAKER: SO YOU HAVE TO MAKE THE DECISION BEFORE THE OCTOBER MEETING?

MS. HERNANDEZ; I DON'T KNOW.

I DON'T THINK THERE'S A TIME LIMIT
BUT I'M JUST ASSUMING.

MR. VAN ESCHEN: I SEE WHAT YOU
ARE SAYING. IF THE RELAY MISSOURI
ADVISORY COMMITTEE AS A GROUP

♀

103

WANTED TO SUBMIT SOMETHING, THEN
YEAH, YOU MAY WANT TO CONSIDER
ADDING A SPECIAL MEETING,
CONFERENCE CALL TO DISCUSS THAT AND
VOTE ON IT AND THAT SORT OF THING.

MR. MILLS: YOU COULD NOTICE IT
UP AS A PUBLIC MEETING AND HAVE
MOST OF THE MEMBERS ATTEND BY
PHONE?

MS. HERNANDEZ; THAT'S FINE SO
THAT IF SOMEONE FROM THE PUBLIC
COMES IN, THERE IS STILL A FORUM
FOR THEM TO LISTEN AND PARTICIPATE.
A SPECIAL MEETING IN THE BY-LAWS
JUST REQUIRES THE CHAIR TO CALL A
SPECIAL MEETING WITH APPROPRIATE
NOTICE GIVEN TO THE MEMBERS.

MS. BAKER: WELL, IS THERE A
MOTION FOR A SPECIAL MEETING?

MR. VAN ESCHEN: WHY DON'T YOU
WAIT UNTIL WE SEND OUT AN E-MAIL.
AS A STAFF MEMBER OF THE MISSOURI
PSC WE HAVE TO FORMULATE WHATEVER
OUR RECOMMENDATION IS GOING TO BE.
WE HAVE NOT DONE THAT. WE'RE JUST

♀

GIVING YOU INITIAL HEADS-UP THAT HEY, THIS IS SOMETHING THAT IS GOING TO BE COMING UP IN THE NEXT COUPLE OF MONTHS AND WHEN WE DECIDE WHAT WE MIGHT WANT TO PROPOSE TO THE COMMISSION, WE'LL RUN IT BY THE RELAY MISSOURI ADVISORY COMMITTEE TO SEE WHAT YOU THINK. WHEN WE DO THAT, YOU WILL HAVE ALL THE INFORMATION THAT WE HAVE, WHICH WOULD INCLUDE HERE IS HOW MUCH MONEY HAS BEEN COMING INTO THE FUND. HERE IS HOW MUCH MONEY HAS BEEN GOING OUT OF THE FUND.

MS. BAKER: OKAY.

MR. VAN ESCHEN: AND AFTER DOING ALL OF THAT, I THINK THEN IT WOULD BE A GOOD TIME TO DECIDE WHETHER YOU WANTED TO FORMALLY HAVE A RELAY MISSOURI ADVISORY COMMITTEE MEETING TO TALK ABOUT IT WHETHER YOU LIKE THIS RECOMMENDATION OR YOU DON'T LIKE IT.

MS. BAKER: BUT EVERYBODY IS GOING TO SUBMIT VIA E-MAIL -- THAT

♀

HE CAN MAKE COMMENTS. WHEN YOU SEND OUT YOUR RECOMMENDATIONS, WHEN

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YOU SEND OUT YOUR RECOMMENDATION TO US, WE HAVE AN OPPORTUNITY BY E-MAIL TO SAY WHETHER WE LIKE IT OR NOT?

MS. PARISH: RIGHT. LIKE IN THE PAST LIKE THE LAST SURCHARGE WE DID THE SAME THING H.

MR. TELTHORST: AS A GROUP WE MAKE A FORMAL RECOMMENDATION WE HAVE TO VOTE ON IT, MEET AND VOTE ON IT? I DON'T THINK WE CAN DO THAT JUST BY E-MAIL COMMENTS.

MS. PARISH: NO.

MR. MILLS: YOU CAN TELL FROM THE E-MAIL COMMENTS WHETHER THERE IS AN EFFORT TO HAVE A SPECIAL MEETING. IF EVERYBODY IS NOT ON BOARD, THEN YOU DON'T NEED A MEETING.

MS. BAKER: THAT'S WHAT I WAS GETTING AT. YEAH. MR. MILLS ANSWERED IT. ANYTHING ELSE?

MR. VAN ESCHEN: JUST TO CARRY

♀

106

THIS FURTHER. IF THERE'S NOT UNANIMOUS AGREEMENT AMONG OUR COMMITTEE MEMBERS, COMMITTEE MEMBERS ARE FREE TO SUBMIT THEIR INDIVIDUAL COMMENTS TO THE COMMISSION AND LET THEM KNOW WHAT YOU MIGHT THINK.

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THE REPORTER: LINDA, CAN WE HAVE ABOUT A SHORT, FIVE-MINUTE BREAK WHEN WE'RE DONE TALKING ABOUT THIS?

MS. BAKER: SURE. A FIVE-MINUTE BREAK.

(A RECESS WAS TAKEN.)

MS. BAKER: OKAY. WE CAN RESUME THE MEETING. I GUESS THE NEXT TOPIC IS STATUS OF COMMITTEE VACANCIES. AS I SAID EARLIER, APRIL AND STEPHANIE, WHO WAS NOT ABLE TO MAKE THE MEETING TODAY, ARE A NEW ADDITION. ANYTHING ELSE THAT WE NEED TO TALK ABOUT, THE VACANCIES?

MS. PARISH: YES. WE HAVE GOT QUITE A BIT ACTUALLY. WE HAVE GOT,

♀

107

AS YOU WILL SEE AS THE PAPERS ARE BEING PASSED OUT, CURRENT LIST OF MEMBERS THAT WE HAVE FOR THE COMMITTEE. THE HIGHLIGHTED SECTIONS ARE EITHER VACANCIES THAT WE ALREADY HAVE THAT NEED TO BE FILLED OR UPCOMING TERMS EXPIRATION OR VACANCIES. SO FIRST ITEM WE HAVE ERNEST GARRETT, AS MANY OF YOU ALREADY KNOW, HE WILL BE TAKING BARBARA GARRISON'S POSITION AT MSD

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JULY 1ST. SO WE'LL NEED TO DECIDE.
ALSO LEWIS MILLS WHO IS LEAVING.
THIS IS HIS LAST MEETING. ACTUALLY
HE HAD TO STEP OUT TO GO TO HIS
LITTLE PARTY THEY ARE HAVING FOR
HIM AND ALLISON BURCO WILL BE LEAVE
HAD GONE US AND MOVING TO IOWA,
GETTING MARRIED.

MS. BURCO: SORRY.

MS. PARISH: WE'LL MISSING. WE
ALSO HAVE JANET GRUER'S AT LARGE
AND LINDA BAKER AND MICHAEL BOYD'S
CURRENT POSITIONS I THINK THEY ARE
OVER IN MAY 2014 BUT THERE'S ALSO A

♀

108

POSSIBILITY, THEY CAN SERVE UP TO
THREE YEARS UP TO THREE TERMS. TO
MY KNOWLEDGE YOU HAVE DONE TWO
TERMS; IS THAT CORRECT? LINDA.

MS. BAKER: I DON'T KNOW.

MS. PARISH: THAT'S WHAT I
FOUND. SO WE NEED TO DISCUSS THOSE
VACANCIES.

MS. MASON-DONOVAN: I THINK
THAT THERE WAS T. THAT WAS A GREAT
IDEA IF WE INCLUDE A DEAF-BLIND
PERSON IN HERE. I THINK THAT WOULD
BE A GREAT IDEA.

MS. PARISH: DO YOU HAVE ANY
IDEAS FOR DEAF-BLIND? DO YOU HAVE
ANY?

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MS. MASON-DONOVAN: IT WAS JUST AN IDEA.

MS. BAKER: I KNOW MARY HAIL THAT WAS ON THAT VIDEO, BUT IN THE PAST MARY SAID NO TO ME BECAUSE OF TRANSPORTATION. MAYBE STEPHANIE KNOWS SOMEONE.

MS. BRADY: STACY.

MS. BAKER: STACY. I'M SORRY.

‡

109

I'M THINKING OF STEPHANIE BRADY.

MS. BRADY: BRANDY, BRANDY YOUNG.

MS. PARISH: FOR THE DEAF-BLIND. AND AS ALWAYS WILL YOU BE REACHING OUT OR WOULD YOU LIKE ME TO REACH OUT. IF YOU WOULD GIVE ME THE INFORMATION, JUST LET ME KNOW.

MS. BRADY: I CAN.

MS. PARISH: THEN MARY HALE WAS THE OTHER ONE THAT YOU HAVE MENTIONED. WE'VE CONTACTED HER IN THE PAST AND SHE WAS NOT INTERESTED, CORRECT?

MS. BAKER: SHE SAID TRANSPORTATION WOULD BE DIFFICULT FOR HER, EVEN THOUGH WE MET ONLY TWICE A YEAR. AT ONE POINT MICHAEL BOYD, AND WE'LL HAVE TO SEE IF HE

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IS GOING TO RENEW HIS TERM BUT
MICHAEL BOYD OFFERED TO TRANSPORT
HER FROM ST. LOUIS. STACY CAN
APPROACH BRANDY AND SEE WHERE THAT
GOES. ISN'T SHE FROM THE KANSAS

♀

110

CITY AREA? I THINK IT WOULD BE
NICE TO GET SOMEONE FROM THE KANSAS
CITY AREA. BUT MY QUESTION IS
ABOUT ERNEST GARRETT, HE IS NOT
HEARING EVEN THOUGH HE IS TAKING
BARBARA GARRISON'S ROLE. WILL
THERE BE A HEARING VACANCY?

MS. PARISH: COULD HE SLIDE
DOWN INTO BARBARA'S OLD POSITION
HERE ON THE COMMITTEE -- I'M SORRY.
NEVER MIND. THAT IS HEARING.
NEVER MIND.

MS. BAKER: HE COULD BE AT
LARGE MAYBE.

MS. PARISH: HE COULD BE AT
LARGE IF HE'S INTERESTED.

MS. BAKER: SO STILL YOU ARE
LOOKING FOR SOMEONE WHO IS HEARING
AND DID YOU SAY ALLISON WAS MOVING
TO IOWA?

MS. PARISH: RIGHT. ALLISON,
THE LAST TIME YOU AND I SPOKE YOU
THOUGHT MAYBE YOU MIGHT HAVE AN
IDEA OF SOMEBODY TO FILL YOUR
POSITION.

♀

111

MS. BURCO: THE PERSON THAT I
THOUGHT WAS GOING TO TAKE MY JOB, I
WAS GOING TO RECOMMEND TO BE HERE
BECAUSE IT IS GOOD FOR MSD, BUT THE
GIRL DROPPED OUT BUT THERE'S ALSO
CLAIRE MENGWASSER. SHE IS OUR
SPEECH PATHOLOGIST. SHE MIGHT BE
GOOD FOR THIS.

MS. BAKER: ONE VOICE AT A
TIME.

MS. MASON-DONOVAN: I'M SORRY.

MS. BAKER: ONE VOICE AT A
TIME. I READ SOMETHING ABOUT A
SPEECH PATHOLOGIST. WHERE IS SHE
FROM?

MS. BURCO: SHE IS FROM MSD AND
SHE LIVES HERE IN JEFF CITY.

MR. VAN ESCHEN: WHO IS THAT?

MS. BURCO: CLAIRE MENGWASSER.

MS. PARISH: WOULD YOU BE ABLE
TO REACH OUT TO HER?

MS. BURCO: YES. I WILL SEE
HER TOMORROW.

MS. MASON-DONOVAN: MARY ULEP.
SHE IS AN AUDIOLOGIST.

♀

112

MS. BAKER: SPELL THE LAST
NAME.

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MS. MASON-DONOVAN: ULEP.

MS. BAKER: WHERE IS SHE FROM?

MS. MASON-DONOVAN: SHE'S FROM
JEFFERSON CITY.

MS. BAKER: SHE'S HEARING?

MS. MASON-DONOVAN: YES.

MS. BAKER: COULD SHE BE
RECOMMENDED FOR THE HEARING AND
EVEN THOUGH BY A PROFESSIONAL SHE
HAD AN AUDIOLOGIST WHICH IS
DIFFERENT FROM A SPEECH
PATHOLOGIST. AN AUDIOLOGIST WOULD
HAVE A DIFFERENT SLANT.

MS. PARISH: SO MARY ULEP IS
HEARING?

MR. EXLINE: YES. SHE IS AN
AUDIOLOGIST.

MS. BURCO: HAVING CLAIRE ON
WOULD BE A BENEFIT BECAUSE SHE IS
INTERESTED IN THE SPEECH.

MS. MASON-DONOVAN: I MET HER.
SHE'S AWESOME.

MS. BAKER: SO YOU CAN HAVE

♀

113

WHAT WAS THAT NAME AGAIN, CLAIRE.
CLAIRE FOR THE SPEECH PATHOLOGIST
POSITION AND FOR THE HEARING
POSITION YOU COULD HAVE MARY AS A
RECOMMENDATION.

MS. PARISH: OKAY.

MS. BURCO: I WILL SEE HER

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TOMORROW.

MS. PARISH: YOU WILL TALK TO CLAI RE TOMORROW AND YOU WILL TALK TO MARY?

MS. MASON-DONOVAN: DEFINITELY.

MS. PARISH: THOSE ARE POSSIBILITIES FOR THE HEARING AND THE SPEECH AUDIOLOGIST OR PATHOLOGIST. IT DOESN'T MATTER I GUESS?

MS. BURCO: SHE IS A SPEECH PATHOLOGIST. SO WE NEED AN AT LARGE.

MS. BAKER: I THOUGHT THAT'S WHERE YOU WERE GOING TO PUT ERNEST.

MS. PARISH: IF WE CAN RENEW MICHAEL'S, IF HE WANTS ANOTHER TERM WE'LL BE OKAY.

♀

114

MR. TELTHORST: ON THE AT LARGE POSITION I HAVE MADE THIS SUGGESTION BEFORE IN THE PAST AND I WANT TO RENEW IT. IT MIGHT BE A GOOD IDEA SINCE THIS IS A STATE PROGRAM THAT WORKS WITH THE COMMISSION AS WELL AS WORKS WITHIN KIND OF A LEGISLATIVE FRAMEWORK WITH OUR BUDGET AND WHAT NOT. IF THERE IS A MEMBER OF THE MISSOURI LEGISLATURE WHO IS AN ADVOCATE IN

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SOMEWAY FOR THE DEAF COMMUNITY OR ANY OTHER DISABLED COMMUNITY WHO HAS AN INTEREST IN, IT MIGHT BE A GOOD PERSON TO SERVE ON THE ADVISORY COMMITTEE. IT WOULD BE A GOOD RESOURCE, I THINK FOR THE COMMITTEE. NOW, HAVING SAID THAT, I PERSONALLY DON'T KNOW OF A PARTICULAR LEGISLATOR WHO WOULD BE AN ADVOCATE BUT PERHAPS OTHERS WOULD KNOW. SOMEBODY WHO HAS AN EMPATHY WITH, AN UNDERSTANDING THAT WANTS TO DO THAT.

MS. BURCO: HE TOLD ME IF I

♀

115

NEEDED ANYTHING. I CAN'T REMEMBER THE NAME. I CAN SEE THE KID. HE IS REALLY CUTE. HE HAS HEARING AIDS.

MS. BAKER: WAIT A MINUTE. THAT'S NOT ROY WHO PASSED AWAY? ARE YOU TALKING ABOUT A LEGISLATOR THAT IS FROM THE FULTON AREA?

MS. BURCO: NO. HE IS FROM NORTH OF FULTON.

MS. BAKER: FIRST OF ALL, THIS IS AN ELECTION YEAR. SO CAN WE HOLD OFF A RECOMMENDATION BECAUSE WE DON'T KNOW WHO IS GOING TO BE ELECTED? GRISAMORE WHO HAS TERMED OUT MIGHT BE SOMEONE WHO MAY BE

APRIL 2014

INTERESTED. I DON'T KNOW IF HE WANTS TO DO IT OR NOT BUT HE'S TERMED OUT.

MS. HERNANDEZ; YOU CAN WAIT ON FILLING ANY POSITION. THE PERSON THAT IS IN THAT POSITION SERVES UNTIL SOMEONE ELSE IS ELECTED OR APPOINTED.

MS. BAKER: I'M JUST SAYING I

♀

116

THINK IT IS A GOOD IDEA TO HAVE A LEGISLATOR, BUT I DON'T KNOW WHO THAT WOULD BE SINCE A LOT OF THEM ARE TERMED OUT THAT I'M FRIENDLY WITH. MAYBE MARTY HAS A SUGGESTION. DO YOU KNOW?

MR. EXLINE: NO. I THINK IF THERE'S A REPRESENTATIVE THAT'S RECOGNIZED AS FAR AS A DISABILITY, REPRESENTATIVE GRISAMORE, OF COURSE HE IS LEAVING. SO EVERYBODY WE TALK TO ABOUT IT WOULD SAY GO TALK TO REPRESENTATIVE GRISAMORE. SO I THINK THEY ARE LOOKING FOR A NEW DISABILITY CHAMPION IN THE LEGISLATURE.

MR. TELTHORST: THERE SHOULD BE SOMEBODY.

MS. BURCO: I WILL GET THE NAME FOR YOU.

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MS. BAKER: OKAY. IS THERE A
DEADLINE IN FILLING THESE
VACANCIES?

MS. PARISH: THERE IS NOT A
DEADLINE. THE PERSON THERE, THEY

♀

117

STAY IN THE POSITION UNTIL WE FILL
IT OR UNTIL THEY LEAVE.

MS. HERNANDEZ; THERE IS A
FORMAL REQUIREMENT FOR THE VOTING
OF SOMEONE TO THEN TAKE TO THE
COMMISSION TO HAVE THEM APPOINTED.

MS. BAKER: OKAY. AND IN
REGARDS TO MY POSITION, IF YOU SO
SHALL -- I GUESS SOMEBODY HAS TO
MAKE A MOTION, DON'T THEY?
SOMEBODY HAS TO MAKE A MOTION; IS
THAT CORRECT, MAKE A MOTION? I
CAN'T MAKE THE MOTION P.

MS. HERNANDEZ; IF WE CAN
FIGURE OUT THE WHOLE CHART,
SOMEBODY CAN MAKE A MOTION TO
NOMINATE ALL OF THEM. I JUST WANT
TO MAKE SURE THAT WE HAVE
EVERYTHING FILLED IN THE WAY WE
SHOULD. I WAS CONCERNED ABOUT.

MR. VAN ESCHEN: THERE ARE SOME
POSITIONS WE WON'T KNOW UNTIL WE
CONTACT THEM AND ASK THEM. LINDA,
YOU EXPRESSED INTEREST TO SERVING A
THIRD TERM; IS THAT CORRECT?

♀

MS. BAKER: SURE.

MS. MASON-DONOVAN: I MAKE A MOTION FOR THAT.

MS. WIELAND: I WOULD SECOND IT.

MS. HERNANDEZ; HELP ME. ARE THE PINK CARDS.

MS. PARISH: THEY DON'T MEAN ANYTHING.

MS. HERNANDEZ; COLORS DON'T MEAN ANYTHING.

MS. PARISH: NO.

MS. HERNANDEZ; SO I GUESS I NEED TO KNOW WHO IS A MEMBER, IF THEY ARE APPOINTED.

MS. PARISH: THESE ARE APPOINTED AND THEN THESE ARE THE MEMBERS. SO LEWIS' POSITION WILL BE FILLED WITH WHOMEVER FILLS HIS POSITION. SO THAT ONE IS OKAY. AND THEN I WOULD THINK THIS ONE WOULD BE FILLED AS WELL.

MS. HERNANDEZ; CAN YOU RAISE YOUR HAND IF YOU ARE A PERMANENT MEMBER OR APPOINTED MEMBER. BOTH.

♀

SEVEN. THAT'S SEVEN OUT OF 13.

MS. HERNANDEZ; IS HE A PROXY?

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MS. BAKER: I'M SORRY. WHO IS
THE PROXY?

MS. HERNANDEZ; NO MEMBER SHALL
VOTE BY PROXY. THE QUORUM SHALL
CONSIST OF A MAJORITY OF THE
COMMITTEE MEMBERS. THERE ARE
SUPPOSED TO BE -- VACANCIES SHALL
NOT BE COUNTED TO ASCERTAINMENT
FORMS. HOW MANY OF THE 14 ARE
VACANT?

MS. PARISH: HEARING IS VACANT,
AT LARGE IS VACANT. AFTER TODAY
THIS WILL CHANGE.

MS. HERNANDEZ; TODAY WHAT IS
IT?

MS. PARISH: TWO VACANT TODAY.

MS. HERNANDEZ; SO YOU HAVE 12
ON THE COMMITTEE RIGHT NOW AND
THERE'S SEVEN THAT COULD VOTE HERE
SO THAT'S A MAJORITY.

MS. BAKER: MR. MILLS, BEFORE
WE DO VOTE AND MAKE A MOTION YOU
WERE TALKING ABOUT A LEGISLATOR.

♀

120

FORMER SENATOR RUPP WAS APPOINTED
TO THE PUBLIC SERVICE COMMISSION
AND HE WILL BE REALLY GOOD TO HAVE
ON BOARD IF HE COULD BE THE LIAISON
FROM THE PUBLIC SERVICE COMMISSION
BECAUSE HE IS A FORMER SENATOR.

MR. TELTHORST: WE'RE AN

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ADVISORY COMMITTEE TO THE
COMMISSION SO IT PROBABLY WOULDN'T
BE GOOD TO HAVE HIM AS A MEMBER.

MR. EXLINE: YOU WOULDN'T WANT
A PCS COMMISSIONER ON THE ADVISORY
COMMITTEE TO THE PSC.

MS. BAKER: OKAY. SO WHERE ARE
WE WITH THE VACANCY? ARE YOU DONE
WITH DISCUSSION?

MR. VAN ESCHEN: WE'RE WANTING
TO APPROVE YOUR SERVING A THIRD
TERM.

MS. MASON-DONOVAN: I MADE A
MOTION AND SHE SECONDED FOR YOU TO
CONTINUE.

MS. BAKER: APRIL MADE THE
MOTION AND DIANE SECONDED IT. SO
THANK YOU.

♀

121

MR. VAN ESCHEN: WE HAVE TO
VOTE.

MS. BAKER: A VOTE, PLEASE.

MR. TELTHORST: THIS IS AN AYE
VOTE, I GUESS.

MR. VAN ESCHEN: ANY NAYS?

MS. BAKER: OKAY. THAT MOTION
IS ALL AYES HAVE IT.

MS. BRADY: SHE CAN'T VOTE FOR
HERSELF.

MS. HERNANDEZ; THAT IS AN

APRIL 2014

INTERESTING QUESTION.

MS. BAKER: I DIDN'T VOTE FOR MYSELF.

MS. HERNANDEZ; SIX OUT OF 12 THEN. THAT'S NOT A MAJORITY.

MR. TELTHORST: OF THE VOTING MEMBERS THE MOTION CARRIED.

MS. HERNANDEZ; IF YOU INCLUDE LINDA AS SEVEN THERE'S A MAJORITY OF MEMBERS TO VOTE, IF YOU REMOVE HER THERE'S ONLY SIX ELIGIBLE TO VOTE. THAT'S NOT A MAJORITY.

MS. PARISH: SO ALLISON, YOU CAN JUST E-MAIL ME WHAT YOU FIND

♀

122

OUT. IF I DON'T HEAR FROM YOU IN A FEW DAYS I WILL BUG YOU.

MS. BURCO: I WOULD EXPECT NOTHING LESS.

MS. HERNANDEZ; THE BY-LAWS SAYS YOU GET ONE VOTE. IT SAYS MEMBERS MUST ABSTAIN IF IT IS A CONFLICT OF INTEREST. THAT MAY NOT BE A CONFLICT OF INTEREST.

MR. TELTHORST: IS IT OFFICIAL? APPLAUSE.

MS. BAKER: SHOULD WE MOVE ON TO THE NEXT OPEN DISCUSSION. ANYONE NEED TO BRING ANYTHING UP A TOPIC OF INTEREST? I HAVE A TOPIC OF INTEREST. IF I DID NOT MENTION,

APRIL 2014

WALK 4 HEARING, OCTOBER 4TH IN ST.
LOUIS. WE'RE LOOKING FOR
SPONSORSHIPS, ESPECIALLY FROM
GROUPS LIKE SPRINT, MISSOURI RELAY.
IT IS GOING TO BE AT THE CREVE
COEUR PARK IN ST. LOUIS OCTOBER
4TH. IF YOU JUST GOING TO WALK 4
HEARING.ORG. I'M IN THE PROCESS OF
FORMING A TEAM. I WON'T DO THAT

♀

123

UNTIL THIS SUMMER. THE FUNDS THAT
ARE RAISED FOR THIS WALK 4 HEARING
IS GOING TO A PROJECT CALLED
LOOPING THE LOOP. LOOPING SYSTEM
IS VERY POPULAR IN EUROPE -- AT THE
KENNEDY CENTER IN WASHINGTON, D.C.
IS ONE EXAMPLE THAT I KNOW OF IN
THE USA. WHAT IT IS IS THE
PERIMETER OF A ROOM IS LOOPED. IT
IS WIRELESS -- IT IS WIRELESS FOR
ME BUT IT IS A WIRE IN THE
PERIMETER OF THE ROOM. IF I HAVE A
TELECOIL ON MY HEARING AID OR
COCHLEAR IMPLANT, I CAN STEP IN
THAT AREA AND THE SOUND WILL BE
DELIVERED DIRECT MY INTO MY HEARING
AID OR CI. IT IS A WONDERFUL
SYSTEM. SO WE HAVE THE OPPORTUNITY
TO SEE THE WICKED AT THE KENNEDY
CENTER IN WASHINGTON, D.C. WITH A

APRIL 2014

LOOP AND IT WAS JUST INCREDIBLE.
SO THAT'S WHERE THE FUNDS GO TO AS
WELL AS WE TRY TO SPONSOR A COUPLE
OF YOUNG PEOPLE TO GO TO THE
HEARING LOSS CONVENTION EVERY YEAR.

♀

124

THIS YEAR IT IS IN AUSTIN, TEXAS.
ANYWAY, A LOT OF FUN TO COME. SO
IF YOU WANT MORE INFORMATION, JUST
CONTACT ME. AND I BELIEVE THERE IS
A KANSAS CITY GROUP COMING.

MS. BRADY: LUCY CRABTREE
USUALLY GOES.

MS. BAKER: I THINK A YOUNG
PERSON FROM KANSAS CITY WHO WAS
WITH THE PEACE CORPS ONE YEAR WHO
IS DEAF. THAT'S WHAT I NEED TO
ANNOUNCE. ANYBODY ELSE?

MS. PARISH: WE NEED TO SET THE
DATE FOR THE NEXT MEETING. I HAVE
GOT CALENDARS, IF ANYBODY DOESN'T
HAVE THEIR PHONE HANDY. WE'RE
LOOKING AT A DATE IN OCTOBER.

MS. MASON-DONOVAN: THE 29TH.

MS. PARISH: HOW DOES THAT WORK
FOR EVERYBODY ELSE? IS EVERYBODY
OKAY? DO YOU WANT TO PENCIL THAT
IN?

MS. BAKER: SO FAR THE 29TH
WORKS OUT.

MS. BRADY: I'M NOT ALLOWED TO

DRIVE MORE THAN 100 MILES AFTER
SEPTEMBER.

MR. VAN ESCHEN: WHY IS THAT?

MS. BRADY: BECAUSE THERE'S A
LITTLE PERSON HANGING OUT. IT IS
THAT JAIL TERM. I NEED A BRACELET.
IT IS DUE THE MIDDLE OF OCTOBER.
THE DOCTOR GOT UPSET WITH ME.

MR. EXLINE: I TOLD HER SHE
SHOULD BE BACK AT WORK THE NEXT
DAY, BUT THAT DOESN'T WORK. MR.

MR. TELTHORST: WEDNESDAY THE
29TH IS WHAT WE'RE LOOKING AT?

MS. PARISH: YES.

MS. MASON-DONOVAN: HERE?

MS. PARISH: WE USUALLY START
AT 11 AND OVER BY THREE.

MS. BAKER: OKAY. ANY MORE
BUSINESS BEFORE WE ADJOURN? OKAY.
MAYBE ADJOURNED.

* * * * *