

MAY 2013

1

ROUGH DRAFT

MISSOURI RELAY

ADVISORY COUNCIL MEETING

Wednesday, May 24, 2013

At Governor's Office Bldg.

Jefferson City, Missouri

♀

2

MS. PARISH: I'M GOING TO PASS OUT A LITTLE SHEET FOR EVERYBODY TO SIGN IN. IF YOU COULD DO THAT FOR ME, THAT WOULD BE GREAT. I WILL ALSO PASS AROUND THE AGENDA, AND TRACY WILL NOT BE WITH US TODAY. SHE WAS UNABLE TO MAKE IT. MEGHAN, WHO NORMALLY SITS IN WITH STAFF, HER FATHER PASSED AWAY SO SHE WILL NOT BE HERE SO JENNIFER IS FILLING IN FOR HER. RIC WILL BE SHOWING UP

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ABOUT 11: 30.

MR. VAN ESCHEN: HE WAS RUNNING LATE. HE WILL BE HERE AROUND 11: 30.

MS. GARRISON: WE' LL GO AHEAD AND GET STARTED. FIRST ON OUR LIST THIS MORNING, EVERYBODY, HOW ARE YOU, GOOD TO SEE YOU AGAIN. I' M SORRY TRACY IS NOT WITH US TODAY, BUT I WILL GET US THROUGH THE BEST I CAN. FIRST ON OUR AGENDA FOR TODAY IS THE EQUIPMENT PROGRAM UPDATE. MARTY, ARE YOU READY?

MR. EXLINE: YEAH. I WANTED TO

♀

3

START OFF, I THINK I KNOW MOST EVERYBODY. I' M MARTY EXLINE, DIRECTOR AT MISSOURI ASSISTIVE TECHNOLOGY, AND WE JUST WANTED TO KIND OF GIVE AN OVERVIEW OF EQUIPMENT PROVIDED THROUGH THE TAP PROGRAM. I KNOW THAT IT SOUNDED LIKE FROM THE LAST MEETING THERE WERE SEVERAL FOLKS THAT REALLY DIDN' T KNOW WHAT WAS COVERED OR HAD SOME MISINFORMATION ABOUT THE KINDS OF THINGS THAT WERE COVERED FOR MISSOURI SPECIFIC, SO AT ABOUT 11: 30, I HAVE TO LEAVE. THERE IS AN INCLUSIVE HOUSING MEETING THAT ACTUALLY THE DIVISION OF

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DEVELOPMENTAL DISABILITIES WILL  
HAVE IN COLUMBIA.

I WANTED TO GO OVER THE  
DIFFERENT KINDS OF EQUIPMENT AND  
GIVE YOU SOME BACKGROUND. JUST TO  
KIND OF GIVE YOU AN OVERVIEW OF THE  
TAP PROGRAM. IT IS BASICALLY  
THERE'S TWO DIFFERENT PARTS OF IT,  
OF COURSE. THERE'S THE

♀

4

TELECOMMUNICATIONS ACCESS PROGRAM  
FOR TELEPHONE FOR PEOPLE WHO HAVE  
TROUBLE BECAUSE OF ANY DISABILITY  
USING A TRADITIONAL TELEPHONE, AND  
THEN THERE'S THE TAP PROGRAM FOR  
INTERNET FOR PEOPLE WHO NEED SOME  
TYPE OF ADAPTIVE COMPUTER EQUIPMENT  
OR SOFTWARE BECAUSE THEY ARE NOT  
ABLE TO USE A TRADITIONAL COMPUTER  
AND ACCESS THE INTERNET BECAUSE OF  
THEIR DISABILITY. GO AHEAD AND  
ADVANCE IT.

JUST A QUICK SNAPSHOT OF THE  
TAP PROGRAM SINCE WE'VE STARTED.  
THE PROGRAM HAS DISTRIBUTED REAL  
CLOSE TO 70,000 ADAPTIVE TELEPHONE  
DEVICES. MISSOURI RANKS ABOUT  
FIFTH IN THE NUMBER OF DEVICES  
DISTRIBUTED EACH YEAR BEHIND  
STATES, SOME OF THE BIGGER STATES

LIKE CALIFORNIA, TEXAS, ILLINOIS AND FLORIDA. TAP FOR INTERNET PROGRAM, THEY DISTRIBUTED ABOUT 11,000 DIFFERENT TYPE OF COMPUTER ADAPTATIONS. WE'RE LOOKING AT A

♀

WI RELESS PROGRAM. RIGHT NOW THERE'S ONLY 18 OF 50 STATES THAT PROVIDE ANY KIND OF WI RELESS PROGRAMS AS FAR AS EQUIPMENT DI STRI BUTI ON PROGRAMS. THREE OF THOSE 18 PROVIDE JUST JITTERBUGS OR SOME TYPE OF PAGER, SO JUST TO GIVE YOU SOME BACKGROUND. GO TO THE NEXT.

OF COURSE MISSOURI ASSI STIVE TECHNOLOGY COUNCI L ADMINI STERS THE TAP PROGRAM. JUST KIND OF AN OVERVIEW OF THE COUNCI L, THERE ARE 21 MEMBERS ON THE COUNCI L. THE MAJORITY OF THOSE PEOPLE HAVE TO BE PEOPLE WITH DI SABI LI TI ES, SO IT IS CROSS-DI SABI LI TY. YOU TRY TO DI STRI BUTE IT GEOGRAPHI CALLY AS FAR AS MEMBERS FROM ACROSS THE STATE. SO THERE ARE PEOPLE WHO ARE DEAF, PEOPLE WHO HAVE HEARI NG I MPAI RMENTS, VI SI ON I MPAI RMENTS, COMMUNI CATI ON DI SABI LI TI ES, JUST A CROSS-SECTI ON OF I NDI VI DUALS WITH DI SABI LI TI ES. SO THERE'S 12

♀

CONSUMER REPRESENTATIVES AND THEN THERE' S NINE AGENCY REPRESENTATIVES THAT ARE REQUIRED TO BE ON THE COUNCIL. AND THOSE ARE THE ONES, DIVISION OF SPECIAL EDUCATION, VOCATIONAL REHABILITATION, REHABILITATION SERVICES FOR THE BLIND, DEPARTMENT OF INSURANCE BECAUSE THEY OBVIOUSLY DEAL WITH THE DIFFERENT KINDS OF HEALTH INSURANCE ISSUES THAT COULD IMPACT ASSISTIVE TECHNOLOGY. DEPARTMENT OF MENTAL HEALTH, HEALTH AND SENIOR SERVICES, HEALTHNET DIVISION, OF COURSE MEDICAID AND THEN DEVELOPMENTAL DISABILITIES COUNCIL AND THE CENTERS FOR INDEPENDENT LIVING ARE TWO AGENCIES THAT ARE KIND OF FLOATER AGENCIES.

IN ADDITION, JUST TO TOUCH ON OTHER PROGRAMS THAT KIND OF IMPACT PERSONS WHO ARE HARD OF HEARING OR DEAF IN ADDITION TO THE TAP PROGRAM, WE HAVE A KIDS ASSISTIVE TECHNOLOGY PROGRAM THAT CAN PROVIDE

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GRANTS FOR KIDS WHO MAYBE ARE FAIRLY LOW INCOME BUT NOT LOW

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ENOUGH INCOME TO BE MEDICAID ELIGIBLE. THEY HAVE INSURANCE BUT THEY DON'T COVER HEARING AIDS. THAT PROGRAM PROVIDES HEARING AIDS FOR A FAIR NUMBER OF KIDS. THERE'S A LOW INTEREST LOW PROGRAM CALLED SHOW-ME LOANS THAT PROVIDES QUITE A FEW LOANS, LOW INTEREST LOANS FOR HEARING AIDS. THERE'S ASSISTIVE TECHNOLOGY REIMBURSEMENT PROGRAM THAT REVIEWS REQUESTS FROM SCHOOLS TO PROVIDE DIFFERENT KINDS OF ASSISTIVE DEVICES THAT ARE IN A CHILD'S IEP, SO WE DO A LOT OF ASSISTIVE-LISTENING SYSTEMS AND THOSE KINDS OF HEARING DEVICES. THAT'S KIND OF AN OVERVIEW. I WILL LET STACY TAKE OVER AND ACTUALLY TALK ABOUT THE EQUIPMENT THAT IS PROVIDED THROUGH THE TAP PROGRAM.

MS. BRADY: SO JUST KIND OF AN OVERVIEW. MISSOURI ASSISTIVE TECHNOLOGY SERVES ON THE TAP FOR

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TELEPHONE PROGRAM ANY INDIVIDUAL WITH A DISABILITY WHERE MAKING AND RECEIVING A PHONE CALL IS DIFFICULT, BY FAR DEAF AND HARD OF HEARING IS OUR LARGEST CATEGORY OF INDIVIDUALS SEEKING SERVICES, FOLLOWED BY LOW VISION/BLINDNESS,

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MOBILITY, SPEECH, COGNITIVE AND MORE OFTEN THAN NOT INDIVIDUALS WITH A DEFINITION OF DISABILITIES, AND THE NO. 1 ON THAT WOULD BE HEARING AND VISION LOSS. THE GREAT THING IS WITH THE TECHNOLOGY THAT'S COMING OUT TODAY, THEY ARE HANDLING MORE VARIED DISABILITIES WITH ONE PHONE. NOW, OBVIOUSLY WE TRY TO MATCH THE NEEDS OF THOSE INDIVIDUALS AND WE'RE GOING TO SEE SOME SLIDES UP HERE IN A LITTLE BIT ABOUT JUST A FEW DIFFERENT DEVICES. SO WHAT'S AVAILABLE ON THE PROGRAM. I DON'T KNOW. HAVE ANYBODY HERE VISITED OUR WEBSITE? A FEW PEOPLE HAVE. IF YOU GO TO OUR WEBSITE AND THE ONE THAT'S LISTED WILL TAKE YOU

♀

9

SPECIFICALLY TO A PAGE THAT WILL NOT ONLY SHOW YOU WHERE MAPS ARE AND WE'RE GOING TO SEE THOSE IN A LITTLE BIT BUT ALSO THE TYPE OF TECHNOLOGY AND WHERE THE DEMONSTRATION SITES ARE THROUGHOUT THE STATE. WE DO REALLY REQUEST THAT INDIVIDUALS HAVE A DEMONSTRATION OF THE PHONE. IT IS EXTREMELY IMPORTANT THAT WE HAVE FOUND ONE, WE GET PHONES BACK

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SAYING IT DIDN' T WORK FOR ME WHEN WE HAD A DEMONSTRATION. THAT' S WHY WE DO ENCOURAGE THEM TO GO WITH A SITE. MY AUDIOLOGIST SAID THIS ONE WILL WORK. IT MAY NOT. AND THE OTHER THING IS WE' RE FINDING WE NEED TO TRAIN THEM A LITTLE MORE ON HOW TO USE THEIR PHONE WITH THEIR HEARING AID, TURNING ON THE T-COILS, THINGS OF THAT NATURE, PLACEMENT. I MEAN HOW MANY PEOPLE HAVE TRIED, HAVE YOU SEEN PUT THE PHONE RIGHT UP TO THEIR EAR BUT THEIR MICROPHONE IS ACTUALLY BEHIND

♀

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THE EAR? WE WORK ON THAT. WE FIND WE' RE GETTING A LOT MORE SATISFIED CONSUMERS BY HAVING THE DEMONSTRATIONS AND A LOT LESS RETURNS. AGAIN, WE DO KEEP THE LIST ON OUR WEBSITE AND WE UPDATE THOSE AS WE FIND OUT OFFICES MOVE. WE' LL SEE A LINK. WE HAVE 31 DEMONSTRATION SITES AT CENTERS FOR INDEPENDENT LIVING, 25 OF THOSE ARE AT CENTERS FOR INDEPENDENT LIVING. TWO SPECIALIZED AGENCIES ON VISION LOSS, ONE SPECIALIZING IN HEARING, THE TAP OFFICE IS ALWAYS AVAILABLE AS WELL AS A LOCATION UP IN KANSAS CITY NORTHLAND AREA. IT IS NEAR

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OUR VENDOR, AND THEN WE'VE ADDED EIGHT ADDITIONAL WHICH INCLUDES REHAB SERVICES FOR THE BLIND AND TWO PILOT PROGRAMS WITH VOCATIONAL REHABILITATION. AND IT HAS IMPROVED OUR NUMBERS SOME SO THAT'S NICE. AND AGAIN, YOU CAN GET TO OUR WEBSITE VIA THE LINK.

SO HERE IS A COUPLE OF SCREEN

♀

11

SHOTS OF OUR PAGE. AS YOU WILL NOTICE ON HERE, IT TELLS YOU HOW TO APPLY FOR SERVICES. AT THE VERY TOP OF THAT PAGE, BY THE WAY, IT IS CUTOFF BUT IT TALKS ABOUT ELIGIBILITY. SO WE DO KEEP THAT IN PLACE. THE MAP, WHICH IS HIGHLIGHTED IN RED WILL TAKE YOU TO THE NEXT PAGE AND GIVE YOU THE REGIONS. SO AN INDIVIDUAL CAN CLICK ON THE REGION AND PULL UP WHO THE DEMONSTRATION SITES ARE BY THEIR COUNTY, WHICH HAS MADE IT A LOT EASIER FOR THEM TO FIND WHO TO CALL, WHERE TO CALL, THE CONTACT PERSON THEY CAN E-MAIL IF THEY HAVE TROUBLE HEARING, WHAT THE ADDRESS AND PHONE NUMBERS ARE. SO AGAIN, IT JUST HELPS TO IMPROVE THEIR ABILITY TO FIND A DEMONSTRATION

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LOCATION IN THEIR AREA. WE DO HAVE INDIVIDUALS WHO WE UNDERSTAND ARE UNABLE TO GO TO A SITE. MANY OF OUR OFFICES WILL TRAVEL TO AN INDIVIDUAL'S HOME TO ASSIST WITH

♀

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THE DEMONSTRATION.

SO WHAT'S AVAILABLE ON THE PROGRAM? AS I MENTIONED BEFORE, WE HAVE A VARIETY OF TECHNOLOGY OUT THERE FOR INDIVIDUALS. WHEN YOU GET TO THE PAGE AT THE BOTTOM THAT TALKS ABOUT MISSOURI ASSISTIVE TECHNOLOGY, TAP FOR TELEPHONE, YOU WILL SEE THIS LIST OF DEAF AND HARD OF HEARING, BLIND, MOBILITY, COGNITIVE AND SPEECH. BY CLICKING ON THE LINK, IT WILL TAKE YOU TO A PAGE. SO WE'LL PULL UP SOME DEVICES THAT COME UP UNDER THE DEAF AND HARD OF HEARING. YOU WILL SEE A LIST OF THE DIFFERENT DEVICES THAT ARE CURRENTLY AVAILABLE ON THE PROGRAM, AND WE DO UPDATE THESE AS WE INTRODUCE NEW EQUIPMENT. TYPICALLY WE INTRODUCE NEW EQUIPMENT TWICE A YEAR. IF YOU CLICK ON A LINK, YOU WILL SEE SOMETHING LIKE THE BDP 400. IT GIVES YOU A DESCRIPTION OF WHAT THE DEVICE IS, A PICTURE OF THE DEVICE

♀

AND WE ALSO PUT NOT JUST UNDER HARD OF HEARING, BUT IN THIS CASE THIS IS ALSO A VISUAL PHONE. YOU WILL FIND -- UNDER THE LINK YOU WILL FIND IT UNDER THE LINK FOR VISION. IT HELPS PEOPLE FIGURE IT OUT. I MIGHT BE ABLE TO TRY WHEN I DO MY DEMONSTRATION.

NOW THE BIG THING IS CAPTIONED PHONES, AND I'M GOING TO LEAVE A LOT OF THIS TO MICHELLE AND SPRINT BECAUSE THERE'S GOING TO BE SOME FCC STUFF, AND I DON'T WANT TO CROSS OVER HER PATH. BUT AS YOU WILL NOTICE, THERE ARE MULTIPLE TYPES OF CAPTIONED PHONES. WHAT WE'VE BEEN USED TO IN THE PAST IS THE VOICE CARRYOVER. THE CAPTEL SERIES AND THE TRADITIONAL TTYS. ALSO COMING TO MARKET IS THE ENSEMBLE, WHICH WAS JUST INTRODUCED BY CLARITY WITH CAPTIONS THROUGH PURPLE AND CAPTION CALL BY SORRENSON. THE LAST TWO I MENTIONED ARE IP RELAY AND CAPTION

♀

CALL DOES THEIR PROGRAM FOR FREE, SO THEY DON'T TYPICALLY GO THROUGH

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US AND ENSEMBLE IS STILL BEING  
FIELD TESTED.

SO SOME OF THE TRENDS. WE ALL  
KNOW VOICE CARRYOVERS ARE GETTING  
LESS RECOGNITION. THAT IS  
TRADITIONAL VOICE CARRYOVER. SO  
THAT'S GOING THROUGH YOUR ANALOG  
TELEPHONE SERVICE. CAPTEL LAST  
YEAR CHANGED FROM THE 800 SERIES TO  
THE 840 SERIES. MISSOURI HAD THE  
800 SERIES FOR THREE YEARS AND  
WE'VE BEEN OFFERING CAPTELS SINCE  
2004 AND CONTINUALLY KEEPING UP  
WITH THE TREND AS THEY CHANGE. SO  
IN THE PAST WHEN THE 200 SERIES  
CAME OUT IT WAS THE ANALOG, AND NOW  
WE'RE UP TO THE 840 SERIES, WHICH  
HAS ANALOG VERSION AND ALSO AN IP  
VERSION. AS OF 2011 SORRENSON AND  
PURPLE ENTERED THE PICTURE AND  
PROVIDED SOME COMPETITION FOR  
CAPTEL. AGAIN, THEY ARE IP BASED.  
ANYBODY HERE NOT FAMILIAR WITH IP?

♀

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SO THE FCC UPDATES AND AGAIN  
I'M GOING TO LET MICHELLE KIND OF  
TOUCH ON THIS BUT AS OF JANUARY  
25TH, THEY UPDATED THE REGULATIONS  
ON CAPTIONED PHONES THAT WENT  
THROUGH THE INTERNET. THIS IS  
EXTREMELY IMPORTANT BECAUSE IT

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AFFECTED CAPTEL, CAPTION CALL,  
CLEAR CAPTIONS AND ALSO THE SPRINT  
IP RELAY THROUGH THE COMPUTER.  
MISSOURI HAS HAD STANDARDS IN PLACE  
THAT DO ACTUALLY MEET THE FCC  
GUIDELINES, SO WE DIDN'T HAVE TO DO  
ANYTHING DIFFERENT.

WHAT WE'RE NOTICING ARE THE  
BIGGEST TRENDS IS CONSUMERS ARE  
GETTING VOICE OVER INTERNET,  
FIBEROPTIC AND CABLE BUNDLED  
SERVICES WHICH HAS REALLY CHANGED  
THE AVENUE OF CAPTIONED PHONES.  
THERE WILL BE SOME NUMBERS THAT  
COME UP HERE IN A LITTLE BIT ABOUT  
THOSE CHANGES. WE BRING THIS UP  
BECAUSE WE KNOW THAT AS THE CHANGES  
OCCUR, THE TECHNOLOGY WILL BE

♀

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CHANGING AS WELL.

THROUGHOUT THE STATE OF  
MISSOURI BECAUSE OF THE CHANGES IN  
HOW THE PHONE SERVICES ARE BEING  
PROVIDED, SOME OF OUR CONSUMERS  
AREN'T ABLE TO GET ANALOG SERVICE.  
THIS IS MAKING IT MORE DIFFICULT  
FOR US TO CONNECT SOME OF OUR  
SERVICES TO INDIVIDUALS UNLESS THEY  
HAVE INTERNET.

MS. PARISH: CAN I CUT IN? I

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JUST WANTED -- CHAIRMAN KING IS  
HERE FOR A LITTLE BIT VISITING WITH  
US. HE WILL BE SITTING IN ON OUR  
MEETING.

MR. KING: MY APOLOGIES FOR  
INTERRUPTING. I JUST WANTED TO SIT  
IN FOR A LITTLE WHILE. THANK YOU.

MS. BRADY: WE'RE HAVING A  
LITTLE MORE DIFFICULTY CONNECTING  
TO INDIVIDUALS BECAUSE THEY DON'T  
HAVE ACCESS TO THE INTERNET IN  
THEIR AREAS. VPA, OF COURSE,  
CONTINUES TO BE A STRONGHOLD FOR  
INDIVIDUALS WHO USED SIGNED

♀

17

COMMUNICATION.

MS. GARRISON: HOW BIG OF A  
PROBLEM IS IT?

MS. BRADY: IT DEPENDS ON WHAT  
RURAL AREA YOU ARE IN. SO IF YOU  
GET DOWN, LIKE, LAKE OF THE OZARKS  
AREA OR IN SOME PARTS OF THE BOOT  
HEEL, IT IS AN ISSUE BECAUSE THEY  
DON'T HAVE --

MS. GARRISON: SOUTHWEST,  
NORTHWEST, NORTHEAST NOT AN ISSUE?

MS. BRADY: NOT SO MUCH. THEY  
MAY BE RURAL AND THEY MAY HAVE  
OLDER PHONE LINES BUT FIBEROPTIC  
HAS CROSSED A LOT OF MISSOURI, SO  
WE'RE STILL WORKING ON THAT AVENUE.

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BUT WHEN YOU GET INTO SOME OF OUR DEEP VALLEY AREAS OR JUST REAL RURAL AREAS WHERE WE'RE SEEING SOME STRUGGLES DOWN THERE. THAT'S BECAUSE THEY CAN'T AFFORD THE INTERNET OR EVEN IF THEY CAN ACCESS THE INTERNET.

MS. GARRISON: DO YOU HAVE ROUGH PERCENTAGES ON PEOPLE WHO ARE

♀

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IN THIS SITUATION?

MS. BRADY: UNFORTUNATELY WE DON'T. IT IS SOMETHING WE'RE MONITORING. ONE OF THE THINGS WE DID THIS YEAR WE'VE CHANGED OUR APPLICATION FOR MISSOURI ASSISTIVE TECHNOLOGY, THE TAP FOR TELEPHONE PROGRAM. ONE OF THE THINGS WE'VE ASKED THIS YEAR WHO IS YOUR TELEPHONE SERVICE PROVIDER AND ARE YOU ON VOICE OVER INTERNET. WE DID THAT FOR A COUPLE OF REASONS. ONE TO NOTICE IF THERE ARE ANY PROBLEMS AND TWO TO SEE IF THERE ARE SPECIFIC PROBLEMS WITH SPECIFIC PHONES ON THE PROGRAM. WE JUST INTRODUCED THAT APPLICATION LAST WEEK.

MS. GARRISON: DO YOU ACTUALLY STILL -- DO PEOPLE STILL USE TDD'S

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AND TTY' S?

MS. BRADY: MOSTLY HEARING  
CARRYOVER INDIVIDUALS. I HAD  
ANOTHER ONE ON HOSPICE CARE WHO HAD  
A TRACHEOTOMY. WE DO SEE A LOT

♀

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MORE CARRYOVER VERSUS VOICE  
CARRYOVER.

MS. GARRISON: I WAS JUST  
CURIOUS.

MS. BRADY: YOU ARE RIGHT.  
FACE TIME IS ANOTHER WAY TO ACCESS  
COMMUNICATION AGAIN USING A SMART  
PHONE WITH THE APPLICATION AND  
SIGNING AND THEN CELL PHONES, OF  
COURSE, HAVE ENTERED WITH  
APPLICATIONS FOR VP AND THIS BRINGS  
UP. THERE'S SOMETHING THAT WILL  
COME UP HERE IN A LITTLE BIT THAT I  
WANT TO TALK ABOUT REGARDING  
DEAF/BLIND.

SO CAPTIONED DEVICES, THIS IS  
KIND OF AN OVERVIEW, I'M NOT GOING  
TO GO THROUGH ALL THE NUMBERS, BUT  
AN OVERVIEW OF THE NUMBERS WE HAVE  
SEEN SINCE JULY 1, 2010, TO THE END  
OF MARCH. YOU CAN SEE TRADITIONAL  
TTYS, 137 TO CAPTELS WHICH HAVE  
BEEN 286 AND THE CAPTELS, OF COURSE  
IT DOESN'T MATTER IF IT'S ANALOG OR  
INTERNET VERSION.

♀

SINCE JULY 2010 WE'VE ACTUALLY PROVIDED OVER 423 CAPTIONED PHONES TOTAL. SO WHETHER IT BE THE TRADITIONAL TTY VERSIONS OR THE INTERNET VERSIONS AND THE ANALOG VERSION OF CAPTEL, OVERALL WE'VE DONE 423. MOST OF THOSE ARE STILL ACTIVE IN THE STATE OF MISSOURI.

SO JUST SOME THINGS GOING ON WITH MISSOURI ASSISTIVE TECHNOLOGY. LAST WEEK WE HAD OUR POWER-UP CONFERENCE. I KNOW SEVERAL OF YOU ATTENDED. WE HOPE THAT MOST OF YOU CAN JOIN US NEXT YEAR. WE CONTINUE TO EVALUATE TELEPHONES THAT ARE ON THE MARKET. LAST YEAR NEW TIA STANDARDS WENT IN FOR THE PHONES. I'M NOT GOING TO GET INTO DETAILS ABOUT THAT, BUT IT IS EITHER A PASS/FAIL IF A PHONE DOES NOT MEET THE ACTUAL DECIBEL LEVEL THAT IT STATES THAT IT IS, IT DOES NOT PASS. SO THAT'S ONE OF THE MAJOR CHANGES THAT THE TELEPHONE PROVIDERS ARE SEEING. WE CONTINUE

♀

TO TRAIN STAFF. WE'VE DONE WEBINARS. WE DID A WEBINAR FOR TWO

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NEW PHONES WE INTRODUCED BEFORE  
POWER-UP AND WE HAVE ANOTHER  
WEBINAR COMING UP AS A FOLLOW-UP TO  
A PRESENTATION WE DID AT POWER-UP  
JUST TO MAKE SURE THAT OUR  
INDIVIDUALS UNDERSTAND HOW TO  
PROVIDE PHONES. THE PARTICULAR  
PHONE WE'RE DOING A FOLLOW-UP ON IS  
CALLED THE FORTISSIMO AND IT'S FOR  
PEOPLE WITH MOBILITY ISSUES. IT IS  
PRETTY COMPLICATED. WE WANT TO  
MAKE SURE OUR INDIVIDUALS ARE  
TRAINED AND KNOWLEDGEABLE.

MARKETING, CONFERENCES,  
COMMUNITY EVENTS AND PRESENTATIONS.  
WE ARE OUT THERE. WE'VE ACTUALLY  
GOT SEVERAL THINGS SCHEDULED ALL  
THE WAY TO YOU THE END OF THE YEAR.  
OBTAINING FOR ME SUMMER IS OUT, IN  
CASE YOU HADN'T NOTICED. MEETING  
FOR CONSUMERS FOR DEMONSTRATION AND  
SELECTION OF SERVICES. AGAIN WE DO  
THAT.

♀

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NOW I BROUGHT UP EARLIER ABOUT  
THE DEAF/BLIND. MISSOURI WAS  
GRANTED BY THE FCC FUNDING TO  
PROVIDE THE NATIONAL DEAF/BLIND  
EQUIPMENT DISTRIBUTION PROGRAM.  
WE'VE PROVIDED HOW MANY  
INDIVIDUALS, MARTY, ABOUT 20?

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MR. EXLINE: I THINK SO.

MS. BRADY: ABOUT 20

INDIVIDUALS WITH ASSISTIVE  
TECHNOLOGY TO COMMUNICATE. THERE'S  
A YOUNG WOMAN IN THE KANSAS CITY  
AREA WE HAVE BEEN WORKING VERY MUCH  
ONE-ON-ONE WITH WHO USES A BRAILLE  
DEVICE, A SMART PHONE, THE IP RELAY  
APP AND HER VOICEOVER. WE WERE  
ABLE TO TEST IT AND GET IT WORKING.  
SHE'S HAVING A LITTLE DIFFICULTY.  
WE FIGURED OUT THE OTHER DAY IT IS  
BECAUSE SHE KEEPS TRYING TO DO IT  
THROUGH THE COMPUTER INSTEAD OF HER  
PHONE. BUT WE THINK ONCE SHE GETS  
TRAINED ON THAT LITTLE ASPECT,  
SHE'S GOING TO TAKE OFF. SHE IS A  
COMMUNICATOR AS IT IS AND IT IS

♀

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REALLY NEAT TO BE ABLE TO SEE THAT  
AND HOW THAT WORKS BECAUSE  
EVENTUALLY WE'RE PRETTY SURE SHE  
WILL BE ONE OF THOSE INDIVIDUALS  
WHO GOES OUT AND HELPS TRAIN OTHER  
DEAF/BLIND INDIVIDUALS. SHE HAS A  
HUGE NETWORK OF INDIVIDUALS SHE  
SPEAKS WITH WHO ARE DEAF/BLIND.

I JUST KIND OF COVERED THAT  
WHOLE THING THERE. SO SINCE LAST  
YEAR JULY 1ST, WE HAVE INTRODUCED

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THE CAPTEL 840 WHICH REPLACED THE  
800. 840 IS WHICH REPLACED THE  
800I. THE BDP 400 WHICH IS A  
VISION AND HEARING VOICE.  
TELITALK, WHICH IS A SPEECH  
IMPAIRED DEVICE, THAT IS FOR  
INDIVIDUALS WHO USE ELECTRIC  
LARYNXES. FORTISSIMO THAT WE JUST  
INTRODUCED LAST WEEK. IT REPLACED  
THE WHOLE DEVICE. CLARITY ALTO  
PLUS WHICH COVERS SPEECH, VISION  
AND HEARING WE REPLAYED THE CLARITY  
X 45. AMPLICOM 500 WITH WRIST  
SHAKER, WE JUST ADDED AS A NEW

♀

24

DEVICE. GREAT THING, IT WILL  
VIBRATE TO LET AN INDIVIDUAL KNOW  
THAT THEIR PHONE IS RINGING. IT IS  
GOOD FOR SOMEONE WHO IS IN A  
NURSING HOME BUT MAYBE WHO DOESN'T  
WANT A FLASHING SIGNAL OR BECAUSE  
OF EPILEPSY OR WHATEVER.

AND THEN WE CONTINUE WORKING  
ON THE WIRELESS PROGRAM. WE'VE  
SPOKEN WITH VARIOUS CARRIERS TRYING  
TO COORDINATE RATES WITH OFFICE OF  
ADMINISTRATION. WE CONTINUE TO  
DISCUSS WITH OTHER STATES THEIR  
POLICY WITH ARKANSAS BEING ONE OF  
OUR GREATEST ALLIES, SO TO SPEAK.  
THEY HAVE BEEN VERY FORTHCOMING ON

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WHAT THEY HAVE FOUND AND THEY ARE USING SPRINT AND HAVE LET US LOOK AT THEIR SITE TO SEE HOW THEY HAVE SET THAT UP. WE'RE HOPING TO HAVE SOMETHING IN PLACE BY THE END OF THIS YEAR AND ONE OF OUR TROUBLES IS WITH SIM CARDS. WITH YOU HAVE TO BE AN M MOBILE OR AT&T SIM CARD FOR A LOT OF THE PHONES TO WORK.

♀

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WE'RE SURE THERE ARE SOME MOP AND POP ONES OUT THERE. THAT HAS BEEN KIND OF AN ISSUE FOR GETTING INDIVIDUALS.

MS. GARRISON: T MOBILE AND WHO?

MS. BRADY: AT&T BECAUSE INNER BOTH OPEN GSM CARRIERS, WHICH MEANS THEY DON'T HAVE THE LOCKED PHONES. VERIZON IS NOT AN OPTION BECAUSE THEY ARE A LOCKED COMPANY.

MS. PARISH: I JUST WANTED TO INTRODUCE NATELLE DIETRICH, OUR SUPERVISOR, MINE AND JOHN'S. SHE WILL BE HERE FOR AWHILE AS WELL.

MR. GARRETT: WHAT WAS HER NAME AGAIN?

MS. PARISH: NATELLE DETRICH.

MS. BRADY: SO IF YOU HAVE ANY FURTHER QUESTIONS, YOU ARE WELCOME

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TO CONTACT ME AT LEAST FOR A COUPLE  
OF MORE WEEKS. OF COURSE I'M  
AVAILABLE ON E-MAIL.

MR. TELTHORST: I HAVE A  
QUESTION. YOU MENTIONED THEY WERE

♀

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WORKING WITH WIRELESS CARRIERS AND  
CHECKING ON, DID YOU SAY, RATES?

MS. BRADY: THERE'S A LOT OF  
THINGS WE'RE CHECKING ON. WE'VE  
BEEN LOOKING AT THE RATES, WHAT  
THEY ARE ABLE TO OFFER AS FAR AS  
DEVICES, IF IT WILL MATCH WITH WHAT  
THE PROGRAM IS GOING TO BE ABLE TO  
PROVIDE, WHAT THEY ARE DOING IN  
OTHER STATES. I TALK A LOT WITH  
TIM OVER IN KANSAS AND WITH BETTY  
AND LYNN DOWN IN ARKANSAS. MARTY  
HAS HAD MANY CONFERENCE CALLS AS  
WELL.

MR. EXLINE: WE'RE TALKING TO  
OA ABOUT WHAT RATES THAT THEY  
PROVIDE FOR STATE EMPLOYEES, NOT  
BECAUSE WE'RE GOING TO BE DOING  
ANYTHING BUT PROVIDING THE CELL  
SERVICE OR ANYTHING LIKE THAT, BUT  
IF WE DO PROVIDE AN ACTUAL DEVICE,  
WE WOULD ALSO LIKE THE CARRIER TO  
BE ABLE TO PROVIDE THAT PERSON WITH  
THE LOWEST POSSIBLE CONTRACT RATE,  
SO WE'RE JUST INVESTIGATING THAT.

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♀

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MR. TELTHORST: GOTCHA.

MS. BRADY: BARBARA, DID YOU  
HAVE A QUESTION AS WELL?

MS. GARRISON: I WAS JUST  
CURIOUS WITH THE RETURN OF OUR  
VETS. ARE WE SEEING THOSE NUMBERS  
INCREASE A LITTLE BIT?

MS. BRADY: DEPENDING ON THE VA  
HOSPITAL, YES. WE'VE GOT A PRETTY  
GOOD RAPPOR T WITH ST. LOUIS,  
JEFFERSON BARRACKS AS WELL AS THE  
ST. LOUIS -- AS WELL AS THE KANSAS  
CITY VA AND WE SEE A LITTLE BIT  
COMING OUT OF MT. VERNON. I'M  
SEEING A FEW MORE COME OUT OF THE  
CAMERON VETERANS HOME ACTUALLY,  
WHICH IS INTERESTING. SO COLUMBIA,  
WE HAVEN'T GOT A GOOD HOLD ON. I  
KNOW SERVICES FOR INDEPENDENT  
LIVING IS TRYING TO MAKE SOME WAY  
IN THERE, BUT WE ARE SEEING A  
LITTLE BIT OF AN INCREASE. THIS IS  
WHERE IT GETS TRICKY, AND I'M NOT  
TRYING TO DOWNPLAY THE VA BECAUSE I  
COME FROM A VETERAN HOUSEHOLD.

♀

28

THEY WILL JUST PURCHASE A DEVICE  
AND NOT EVEN CHECK TO SEE IF IT

WORKS. SO A LOT OF TIMES --

MS. GARRISON: THAT'S FEDERAL GOVERNMENT IN GENERAL.

MS. BRADY: WE GET CALLS, I GOT THIS PHONE FROM THE VA, DO YOU HAVE SOMETHING ELSE? YES, IF YOU QUALIFY, WE WILL ABSOLUTELY MATCH YOU UP. WE'VE HAD A LOT OF INDIVIDUALS WHO TAKE ADVANTAGE OF THAT.

MS. GARRISON: IT LOOKS LIKE IT IS GETTING BETTER AND BETTER.

MS. BRADY: WE'RE TRYING. WE'RE DOING EVERYTHING WE CAN. EVEN WHEN I'M OUT, WE'LL STILL BE CARRYING ON.

MS. BAKER: SO IN REGARDS TO ARE YOU STILL LOOKING AT WIRELESS TECHNOLOGY, HAVING THAT AVAILABLE BUT BECAUSE OF SOME PARTS OF THE STATE IT IS NOT EASY TO DO, WHERE ARE YOU WITH PROVIDING THAT?

MR. EXLINE: ACTUALLY SHE IS

♀

TALKING ABOUT INTERNET SERVICE, NOT NECESSARILY WIRELESS SERVICE. SO LIKE SHE SAID, IN TERMS OF WIRELESS LOOKING AT OTHER STATES, TALKING WITH OA ABOUT RATES AS FAR AS MAKING SURE THAT IF YOU FIND DEVICES, THERE IS SOME ASSURANCE

MAY 2013

THAT PEOPLE WILL BE ABLE TO GET THE LOWEST POSSIBLE, IF THEY HAVE TO SIGN UP FOR THE TWO-YEAR CONTRACT, THAT THEY CAN GET THE STATE RATES. SO YEAH, WE'RE LOOKING AT HOPEFULLY TRYING TO GET SOMETHING GOING, LIKE STACY JUST SAID BEFORE THE END OF THE YEAR.

MS. BRADY: PART OF THAT IS ON HOLD BECAUSE WELL, I WILL BE GONE IN A COUPLE OF WEEKS FOR ABOUT 12 WEEKS. ANY OTHER QUESTIONS?

MR. VAN ESCHEN: I WAS UNAWARE THAT MISSOURI HAD THE FIFTH LARGEST EQUIPMENT PROGRAM.

MS. BRADY: THAT IS CORRECT.

MS. GARRISON: THAT SURPRISED ME TOO.

♀

30

MR. VAN ESCHEN: WHO KEEPS THAT SORT OF INFORMATION?

MR. EXLINE: WE ACTUALLY GOT THAT FROM TELTEX IS OUR CONTRACTOR WHO ACTUALLY PROVIDE PHONES, PROVIDE ALL OF THE TECHNICAL REPAIRS FOR THE PHONE. THEY HAVE CONTRACTS WITH ABOUT HALF OF THE STATES OF THE DIFFERENT DISTRIBUTION PROGRAMS. SO THEY CAME UP WITH THOSE FIGURES IN TERMS

MAY 2013

OF ALL OF THE STATES WITH AVAILABLE  
EQUIPMENT.

MS. GARRISON: ANY OTHER  
QUESTIONS? THANKS SO MUCH.

MS. BRADY: YOU ARE WELCOME.

MS. GARRISON: UP NEXT IS  
SPRINT.

MS. BRADY: DID EVERYBODY HAVE  
ONE OF THESE, BY THE WAY?

MS. PARISH: WE NEED ONE.

MS. SANGSTER: THANK YOU FOR  
COMING. I AM MICHELLE SANGSTER AND  
I BROUGHT WITH ME TODAY MY  
SUPERVISOR, MARK SEEGER, HE FLEW IN

♀

31

FROM AUSTIN LAST NIGHT. I HAVE A  
VERY QUICK RECAP OF RELAY MISSOURI  
AND EVERYTHING GOING ON WITH OUR  
PROGRAM. THIS IS SORT OF THREE  
THINGS I'M GOING TO COVER DURING  
OUR PRESENTATION. OUTREACH  
ACTIVITIES, TRAFFIC TRENDS, FCC  
UPDATES THAT WE HAVE FOR YOU.

AS YOU KNOW, WE ARE IN OUR  
CURRENT CONTRACT FROM SEPTEMBER 1ST  
OF LAST YEAR, WHICH EXPIRES THIS  
JULY 31ST OF THIS YEAR, AND THEN WE  
WON THE NEXT CONTRACT SO WE WILL BE  
GOING FROM AUGUST 1ST TO JULY 31,  
2017. THIS IS THE LENGTH OF THE  
NEXT CONTRACT.

MAY 2013

THIS I WANTED TO GIVE YOU AN IDEA OF THE TRENDS FROM THE PAST TEN YEARS. THIS GOES BACK TO 2003 TO DATE. THE BLUE IS OUR TRS MINUTES AND THE REST IS CAPTEL. I WANTED TO SHOW YOU HOW THE TRENDS ARE LOOKING FROM THE PAST TEN YEARS, HOW TRS IS CONTINUING TO DECLINE. WHAT MOAT IS STARTING TO

♀

32

MI GRATE OVER FOR INTERNET-BASED SERVICES. THIS IS COMMON IN ALL OF OUR STATES. THIS IS NOT IN MISSOURI. THIS IS VERY STANDARD, SO YOU WILL SEE THAT DECLINE FROM IN THE PAST TEN YEARS, CAPTEL DID COME UP A LITTLE BIT, BUT IT IS KIND OF LEVELING OFF RIGHT NOW. THAT IS THE BOTTOM RED. THESE NUMBERS GO ALL THE WAY TO -- IT SAYS 2012 YEAR-TO-DATE, OUR FISCAL YEAR STARTED IN 2012, SO WE'RE IN THE LAST HALF OF THAT FISCAL YEAR SO THOSE NUMBERS ARE TO DATE. ANY QUESTIONS ON THAT?

MS. GARRISON: CAPTEL IS COMING DOWN BECAUSE OF INTERNET USAGE, IS THAT WHAT YOU SAID?

MS. SANGSTER: YES. THAT'S CORRECT. THIS IS A SNAPSHOT OF THE

MAY 2013

RELAY. SINCE NOVEMBER 2012, THE  
LAST TIME I GAVE THE REPORT WAS THE  
LAST ADVISORY BOARD MEETING, THERE  
HAVE BEEN OVER 100,000 TRS CALLS,  
ALMOST 70,000 CAPTEL CALLS AND 21

♀

33

OUTREACH EVENTS. NOW, THIS IS JUST  
FROM NOVEMBER. I DID HAND OUT THIS  
SPREADSHEET. THIS IS A LIST OF  
WHAT OUR CONTRACTOR, BOB LISTER,  
HAS DONE SINCE NOVEMBER. AND I GOT  
SOME NUMBERS DOWN HERE.

IN THIS CURRENT CONTRACT FROM  
SEPTEMBER AND OCTOBER THERE WERE 12  
EVENTS, SO WE'VE HAD A TOTAL OF 32  
EVENTS TO DATE, KEEPING IN MIND  
THERE WAS ONLY TEN REQUIRED FOR THE  
CONTRACT PERIOD. SO WE'VE GONE  
ABOVE AND BEYOND TRYING TO OUTREACH  
FOR RELAY MISSOURI. BOB IS DOING  
VERY WELL SO HE'S BEEN OUT THERE  
QUITE A BIT. SO THIS IS JUST A  
LIST OF WHAT'S BEEN UPDATED SINCE  
NOVEMBER. WE DO HAVE QUITE A FEW  
COMING UP THIS SUMMER AS WELL.

AND I DID, IF YOU WILL  
REMEMBER LAST TIME -- I DID TRY TO  
SPREAD OUT THE SPREADSHEET. IF YOU  
WANTED TO SAY BOOTH, GENERAL AND  
PRESENTATION, SO I TRIED TO CLEAN  
IT UP ON THE SIDE WITH JUST BOOTH

♀

34

AND GENERAL. THERE WAS SOME CONFUSION LAST TIME, IF YOU WILL REMEMBER. SO I THOUGHT GENERAL WOULD BE MORE LIKE IF -- DO YOU KNOW SOMETIMES THE DEAF COMMUNITIES GET TOGETHER AND THEY PLAY POKER OR BINGO, IT WOULD BE MORE IN GENERAL. HE WOULD COME IN, NETWORK AND SIT DOWN AND TALK WITH PEOPLE. THAT WOULD BE MORE GENERAL AS OPPOSED TO WHEN YOU HAVE A BOOTH AT THE ACTUAL EVENT, PRESENTATION OR WORKSHOP. SO HE'S BEEN DOING A LOT OF NETWORKING WITH THE DEAF COMMUNITY, AS YOU WILL SEE ON THE SPREADSHEET.

THIS GRAPH HERE IS OUR TOTAL TRS CALL VOLUME AND THIS GOES BACK TO 2008. SO I JUST WANTED TO GIVE YOU AN IDEA OF EACH LINE OF THAT SPECIFIC YEAR SO YOU WILL SEE THE YEARS GRADUALLY DECLINING, HOWEVER IN THE PAST TWO YEARS, 2011 AND 12, THEY HAVE BEEN PRETTY CLOSE TO EACH OTHER, BUT I WANTED THE YEAR BREAKDOWN, THAT PREVIOUS GRAPH A

♀

35

LITTLE MORE FOR YOU SO YOU CAN SEE WHAT THE NUMBERS ARE LOOKING LIKE.

MAY 2013

THIS IS JUST TRS. THIS DOES NOT INCLUDE CAPTEL. THE CAPTEL CALL VOLUME KIND OF PRETTY MUCH LOOKS LEVELED OFF IN THE PAST TWO YEARS. ALMOST THE EXACT SAME NUMBERS IN THE PAST TWO YEARS, SO CAPTEL IS PRETTY STABLE. BUT YOU WILL STILL SEE SOME 2009 IT HAS DROPPED, LET'S SAY, ABOUT 10,000. IT IS A MUCH SMALLER DECLINE THAN TRS WAS. BUT THE LAST TWO YEARS IS LOOKING PRETTY STABLE.

MR. VAN ESCHEN: JUST TO CLARIFY. THESE GRAPHS REPRESENT USAGE THAT'S REIMBURSED BY THE RELAY MISSOURI SURCHARGE, CORRECT?

MS. SANGSTER: I'M SORRY. ASK THAT AGAIN.

MR. VAN ESCHEN: THESE GRAPHS REGARDING CAPTEL AND RELAY SERVICE REPRESENT SERVICES THAT ARE REIMBURSED BY THE RELAY MISSOURI SURCHARGE; IS THAT CORRECT?

♀

36

MS. SANGSTER: YES. THIS IS NOT IP AT ALL. THIS IS THE STATE ONLY, YES.

MR. VAN ESCHEN: SO BROADBAND BASED OR IP RELAY SERVICE THAT IS REIMBURSED FROM THE FEDERAL FUND ISN'T INCLUDED IN THESE GRAPHS?

MAY 2013

MS. SANGSTER: CORRECT. WHO  
ASKED THAT QUESTION?

MS. GARRISON: JOHN.

MS. SANGSTER: THAT'S CORRECT,  
YES. AND THEN THIS ONE IS JUST  
ANOTHER VARIATION GRAPH OF THE SAME  
NUMBERS. SO THIS ONE IS JUST IN  
THE PAST YEAR, THAT YOU CAN SEE THE  
DIFFERENCE BETWEEN TRS AND CAPTEL  
CALL VOLUMES, BUT YOU CAN SEE THEY  
ARE MUCH CLOSER THEN THEY  
ORIGINALLY WERE BECAUSE TRS IS  
MOVING OVER TO INTERNET RELAY AND  
VIDEO PHONES LIKE THOSE TYPES OF  
EQUIPMENT. YOU CAN SEE THE  
DIFFERENT IS MUCH SMALLER NOW IN  
THE PAST YEAR. THESE NUMBERS GO UP  
TO MARCH.

♀

37

AND I ALSO WANTED TO UPDATE  
EVERYONE WITH FCC UPDATES. LAST  
YEAR, AS YOU KNOW, EVERY FIVE YEARS  
WE HAVE -- WE RECERTIFY THE TRS, SO  
WE SUBMITTED THAT LAST YEAR. I'M  
NOT SURE IF YOU GUYS HEARD BACK  
YET. DANA, YOU HAVE NOT HEARD BACK  
YET ABOUT THAT?

MS. PARISH: NO.

MS. SANGSTER: THAT STARTS JULY  
1ST, CORRECT? SO WE STILL HAVE A

MAY 2013

FEW MONTHS TO HEAR BACK FROM THE  
FCC ON THAT ONE. THAT'S BEEN  
SUBMITTED AND IT'S BEING PROCESSED,  
AND I ALSO WANTED TO EXPAND ON THE  
FCC EMERGENCY ORDER THAT STACY  
BROUGHT UP IN HER PRESENTATION.  
ARE YOU ALL FAMILIAR WITH THE  
EMERGENCY ORDER THAT CAME OUT  
EARLIER THIS YEAR? I'M GOING TO  
HAVE MARK HELP ME A LITTLE BIT ON  
THIS ONE. BASICALLY IT CAME ABOUT  
WHEN THE IP CAPTEL SERVICES AND  
SOME FRAUDULENT ACTIVITY THAT WAS  
GOING ON. FCC WANTED TO HAVE MORE

♀

38

CONTROL OVER THIS. SO THERE'S  
THREE CONDITIONS OF THE EMERGENCY  
ORDER. ONE, THE FIRST ONE IS THAT  
THOSE THAT PROVIDE THE INTERNET  
CAPTEL CANNOT PAY SOMEONE. IF  
SOMEONE WORKS FOR ME AND IS  
OUTREACHING TO SELL A CAPTEL PHONE,  
I CANNOT PAY THEM. THEY CANNOT BE  
COMMISSIONED OR ON THE PHONES THEY  
SOLD. THAT WAS THE FIRST THING.

SECOND ONE IS THAT ON THE  
CAPTEL PHONE, THERE'S A CAPTION  
BUTTON. THAT CAPTION BUTTON THAT  
BE THE DEFAULT OFF, NOT ON. THE  
REASON WOULD BE SUPPOSE YOU HAVE A  
CAPTEL PHONE IN AN AUDIOLOGIST'S

MAY 2013

OFFICE AND BEFORE THAT CAPTION  
BUTTON WAS DEFAULTED ON. SO WHEN  
YOU PICK UP THE PHONE, THE CAPTIONS  
WOULD AUTOMATICALLY START. NOW, IF  
THAT PHONE WAS IN AN AUDIOLOGIST'S  
OFFICE AND SOMEONE HEARING CAME IN  
THE OFFICE AND WANTED TO USE THE  
PHONE, THOSE CAPTIONS ARE RUNNING,  
EVEN THOUGH THEY ARE NOT USING

♀

39

THOSE CAPTIONS. SO THAT'S A NEW  
CONDITION THAT THEY HAVE CHANGED  
THE DEFAULT TO OFF. NOW IN  
RESPONSE TO THAT DECISION BEING  
MADE, CTI, CAPTEL, CAME UP WITH AN  
ALERT ON THE SCREEN THAT SAYS THAT  
THAT WAS GOING TO HAPPEN ON THE  
PHONE. SO NOW EVERY TIME YOU USE  
THE PHONE, EVEN IN MY OFFICE WHEN I  
PICK UP THE PHONE, THERE IS A  
LITTLE NOTIFICATION REMINDING ME I  
HAVE TO TURN THOSE CAPTIONS ON. SO  
I TURN THEM BACK ON AND I USE MY  
PHONE. THAT WAS THE SECOND  
CONDITION.

AND THE THIRD ONE WAS A  
CERTIFICATION PROCESS LIKE A NEW  
REGISTRATION PROCESS FOR THOSE WHO  
USE THE PHONES ACTUALLY THAT THEY  
ARE QUALIFIED TO USE THIS PHONE,

MAY 2013

THEY ARE FAMILIAR, THEY KNOW THAT  
THE CAPTION IS ON THE LINE AND THAT  
THE CAPTIONS -- DO YOU REMEMBER  
WHAT THE CONDITIONS OF THE  
CERTIFICATION WERE? THAT YOU HAVE

♀

40

A HEARING LOSS AND THEY ARE AWARE  
THAT THERE ARE CAPTIONS ON THE  
LINE, AND IT IS BASICALLY ANOTHER  
WAY TO CERTIFY THAT THEY ARE ALL  
ALLOWED TO USE THE PHONE. THAT'S  
PART OF THE EMERGENCY ORDER AND THE  
CHARGES.

MR. SEEGER: \$75 FOR THE PHONE.  
THEY ALSO ADDED A MINIMUM CHARGE OF  
\$75 FOR EACH OF THE PHONES. THAT'S  
AN EITHER/OR. THEY CAN BE  
CERTIFIED AS HAVING A HEARING LOSS.  
IF THEY ARE CERTIFIED AS HAVING A  
HEARING LOSS BY AN INDEPENDENT  
THIRD PARTY THAT'S NOT PAID BY THE  
PROVIDER, THEN THEY WOULD QUALIFY  
FOR THE IP PHONE. IF THEY PURCHASE  
THE PHONE, THEY WOULD HAVE TO PAY A  
MINIMUM OF \$75 AS AN ALTERNATIVE TO  
GETTING CERTIFIED. AND THOSE ARE  
REALLY BASICALLY THE THREE SECTIONS  
OF THE ORDER.

MS. BRADY: THE GOVERNMENT IS  
EXEMPT. SO I DON'T HAVE TO DO THE  
SAME PROCESS TO PURCHASE THAT FOR

♀

OUR CONSUMERS.

MS. SANGSTER: AND ALSO I WANT TO LET EVERYONE KNOW THAT SPRINT HAS FOLLOWED ALL THE REQUIRED PROTOCOLS FOR THIS, AND WE'RE IN COMPLIANCE. SPRINT IS COMPLETELY IN COMPLIANCE WITH THIS, THE FCC EMERGENCY ORDER. SO ANYONE HAVE ANY QUESTIONS ON THAT AT ALL?

MS. GARRISON: I KNOW THAT THE FCC WAS SOLICITING AND PUT OUT INFORMATION ON WHERE PEOPLE COULD FILE THEIR COMPLAINTS AND ISSUES. CAN YOU SHARE WITH US HOW BIG OF A PROBLEM IT WAS?

MS. SANGSTER: MARK MIGHT KNOW MORE ABOUT THIS.

MS. GARRISON: WHAT YOU CAN SHARE.

MR. SEEGER: THERE HAS BEEN A TREMENDOUS IMPACT TO CONSUMERS WHO HAVE MEMORY CHALLENGES.

MS. GARRISON: I'M ESPECIALLY INTERESTED IN THAT BECAUSE I HAVE MEMORY CHALLENGES.

♀

MR. SEEGER: ME TOO. BUT FOR PEOPLE WHO HAD THE CAPTIONS ALWAYS

ON FOR LIKE THE LAST FOUR YEARS,  
AND IF YOU VISUALIZE YOUR AUNT WHO  
IS USED TO ALWAYS SEEING THE  
CAPTIONS COME UP, SUDDENLY THEY ARE  
NOT APPEARING AND SHE DOESN'T  
REMEMBER TO HIT THE BUTTON, IT IS  
IMPACTING THOSE TYPES OF  
INDIVIDUALS. THERE'S NO ESCAPE FOR  
THOSE PEOPLE, MEANING THERE IS NO  
SOLUTION THAT THE FCC HAS PUT IN  
PLACE.

MS. GARRISON: CHECK YOUR  
BUTTON.

MR. SEEGER: WE DO WARN THEM,  
AS SHE SAID. BUT THEY ARE LOOKING  
AT THE KEYS TO CALL THEIR DAUGHTER  
OR THEIR SON, SO THEY ARE NOT  
LOOKING AT THE SCREEN TO SEE THE  
REMINDER. SO THAT IS A CHALLENGE.  
I WOULD SAY TO YOUR QUESTION OF HOW  
LARGE IT IS, THERE ARE A LOT OF  
PEOPLE FILING COMPLAINTS. I DON'T  
SEE THE FCC TAKING ANY ACTION

♀

43

IMMEDIATELY ON THIS. THE INTERIM  
ORDER EXPIRES SEPTEMBER THE 7TH,  
WHICH MEANS THEY WILL BE PUTTING IN  
PLACE PERMANENT RULES THAT WOULD BE  
EFFECTIVE FROM SEPTEMBER 7 ON. IN  
THE INTERIM TIME THEY MAY BE  
ESTABLISHING SOME METHODS TO GRANT

MAY 2013

EXCEPTIONS TO PEOPLE LIKE THE AUNT  
I WAS JUST DESCRIBING, WHO IS  
FACING A CHALLENGE WITH MEMORY.  
DOES THAT ANSWER YOUR QUESTION?

MS. GARRISON: YEAH, IT DOES.

MR. BOYD: I HAVE A QUESTION  
FOR MARK. WHEN YOU TALKED ABOUT  
THE BUTTON THAT YOU HAVE TO PUSH  
FOR THIS CAPTIONING AND YOU HAVE TO  
TURN IT ON, WHY NOT LEAVE IT ON  
AUTOMATICALLY LIKE THEY STARTED  
WITH? WHY WOULD THEY HAVE TO  
REMEMBER IT? IT SHOULD JUST BE AN  
AUTOMATIC THING WHEN THE PHONE  
COMES ON AND THEN IT WORKS.

MS. GARRISON: THAT'S WHAT SHE  
SAID, THEY CHANGED IT. THAT WAS  
ONE OF THE THREE CHANGES THAT THEY

♀

44

MADE. THEY CHANGED THE DEFAULT.

MS. BRADY: DO YOU WANT TO GIVE  
THE REASON?

MR. SEEGER: THE REASON THAT  
THEY PROPOSED THE CHANGE WAS THAT  
THEY WANTED TO ENSURE THAT THE  
PERSON USING THE PHONE WAS, IN  
FACT, THE PERSON WITH THE HEARING  
LOSS. THAT IN A HOUSEHOLD THERE  
WEREN'T PERHAPS SEVERAL HUSBAND AND  
WIFE SHARING THE SAME PHONE, AND

MAY 2013

THE CAPTIONS WERE NEEDED FOR THE WIFE BUT MAYBE NOT FOR THE HUSBAND. BUT WHEN THE HUSBAND USED THE PHONE, THE CAPTIONS WERE COMING ON. SO THEY TRIED TO MITIGATE BILLING TO THE FUND FOR PEOPLE THAT DIDN'T NEED THE SERVICE. BUT IN THAT PROCESS THEY HAVE IMPACTED THE AUNTS OF THE WORLD WHO ARE ISOLATED AND CAN'T FIGURE OUT HOW TO MAKE THEIR PHONE WORK. SO I DO BELIEVE THAT THEY WILL PUT A SOLUTION IN PLACE. IT IS JUST NOT FAST COMING. THERE WILL PROBABLY BE A LOT OF

♀

45

COMMENTS THAT ARE FILED BEFORE THAT FINAL SOLUTION APPEARS WHERE THEY CAN REVERT THE PHONE BACK TO ALWAYS ON, IF THEY MEET CERTAIN CRITERIA.

MS. GARRISON: CLEANING IT UP.

MR. SEEGER: YEAH.

MS. BAKER: I'M TRYING TO UNDERSTAND. SO I'M DONE USING THE PHONE. I NEED IT CAPTIONED AND DEBBIE HERE USES THE PHONE. SHE DOESN'T NEED THE CAPTIONS. ARE YOU SAYING BECAUSE IT IS ON, IT IS A BILL?

MR. SEEGER: (NODDED HEAD.)

MS. BRADY: IT IS A 51-PAGE DOCUMENT THAT IS AVAILABLE TO READ.

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MAY 2013

THE FIRST 31 PAGES ARE DESCRIBING  
WHAT HAPPENED AND THEN THE OTHER 20  
IS THE IMPLEMENTATION. SO IF YOU  
GET REALLY BORED, GO BACK TO  
JANUARY 25TH OF THIS YEAR AND READ  
THE 51 PAGES.

MS. GARRISON: I STARTED IT AND  
NEVER FINISHED IT.

MR. MILLS: CAN YOU TURN THE

♀

46

CAPTIONING ON MIDWAY THROUGH THE  
CALL? IF THEY ARE NOT USING THE  
CAPTIONING, THEY CAN TURN IT ON AT  
THAT POINT. IT DOESN'T SEEM LIKE  
IT WOULD BE A BIG PROBLEM, EVEN FOR  
THE PERSON WHO IS FORGETFUL AND  
DOESN'T ALWAYS ADEQUATELY DO IT,  
ONCE THEY REALIZE THEY ARE NOT  
SEEING IT, THEN THEY SIMPLY TURN IT  
ON AT THAT POINT.

MS. GARRISON: OR AFTER THEY  
PAY THEIR PHONE BILL.

MR. MILLS: THEY ARE NOT GOING  
TO BE SUCCESSFUL IN THEIR CALL IF  
THEY NEED THE CAPTIONS AND IT'S NOT  
THERE. THEY MAY HAVE TO GO BACK A  
FEW LINES AND SAY, I DIDN'T HAVE MY  
CAPTIONS ON. IF YOU RESPONDED I  
DON'T KNOW WHAT HAPPENED. CAN YOU  
GO BACK TO WHEREVER WE WERE,

MAY 2013

WHENEVER QUESTION I WAS ASKING OF  
WHOEVER I WAS CALLING.

MS. BAKER: LIKE MICHAEL SAID,  
I ' M DONE WITH MY PHONE, WHY  
WOULDN' T IT BE AUTOMATIC?

♀

47

MR. SEEGER: TO ANSWER YOUR  
ISSUE, AND IT ' S HARD TO SAY HOW  
MANY PEOPLE OUT THERE ARE  
EXPERIENCING THIS, AND IT ' S HARD TO  
SAY THAT THE COMPLAINTS ARE ALL  
RELATED TO THIS PARTICULAR  
SITUATION, BUT IN THAT SITUATION,  
SAY IT IS YOUR AUNT AGAIN. IF SHE  
IS CONFUSED AND SHE ' S HEARING AND  
SHE ' S STRUGGLING TO HEAR, JUST THE  
MEMORY OF TRYING TO HIT THAT BUTTON  
IS ONE MORE THING IN THAT PROCESS  
OF COMMUNICATION. SO WHILE TO YOU  
AND I IT MAY JUST SEEM A PRETTY  
NORMAL THING, HIT THE BUTTON, TO  
THAT CONSUMER THERE IS A LOT GOING  
ON THAT IS DISTRACTING THEM. AND  
TO HER ISSUE ABOUT, I BELIEVE THAT  
THE SOLUTION ULTIMATELY THIS FALL  
THAT WILL COME OUT WILL ALLOW THE  
PROVIDERS TO, IF THEY GET A  
COMPLAINT, HAVE THE CONSUMER PROVE  
THAT THEY REALLY NEED THE PHONE  
ALWAYS ON, AND THEN THE COMPANY CAN  
PUSH SOME SOFTWARE AND CONVERT THE

Page 40

♀

48

PHONE TO ALWAYS BEING ON. THAT'S WHAT I REALLY BELIEVE THERE WILL BE SOME CRITERIA THAT WILL BE ESTABLISHED JUST TO MEET SOME THINGS. STACY MAY HAVE SOME ADDITIONAL THOUGHTS.

MS. BRADY: MY THOUGHTS ARE IT WILL PROBABLY HAPPEN TOO. AGAIN, IT GOES BACK TO FAMILIES WHO HAVE JUST ONE DEAF OR HARD-OF-HEARING PERSON IN THE HOUSEHOLD WHO IS USING THAT. THEN THE KIDS BRING HOME THEIR FRIENDS OH, COOL, I WANT TO SEE THAT, SHOWING OFF OR OTHER PEOPLE COMING INTO THE HOUSE TO VISIT. I NEED TO MAKE A PHONE CALL. THEY DON'T CARE IF THE CAPTIONS ARE ON. SO THAT'S WHAT THE FCC KEPT BRINGING UP IS PEOPLE WHO ARE VISITING, PEOPLE WHO ARE SHOWING IT TO THEIR KIDS, PEOPLE WHO WERE NOT ACTUALLY ELIGIBLE TO USE THE PHONE WERE JUST MAKING CALLS AND THE MONEY, THE MINUTES WERE BEING CHARGED TO THE FCC. I

♀

49

AGREE. I THINK THERE'S GOING TO BE SOMETHING COME INTO PLACE THAT SAYS

I LIVE ALONE, I NEED CAPTIONS ON ALL THE TIME.

MS. GARRISON: ANY OTHER QUESTIONS?

MS. SANGSTER: THAT'S IT FOR MY PART.

MS. GARRISON: THANK YOU. THANK YOU. THANK YOU. OKAY.

MS. PARISH: BARBARA, DO YOU WANT TO BREAK FIRST AND DO SOME LUNCH AND THEN WE CAN WORK THROUGH THAT?

MS. GARRISON: IT SOUNDS GOOD, AND WE'LL COME BACK AND DO STAFF REPORTS.

(THE NOON RECESS WAS TAKEN.)

MS. GARRISON: LET'S GET STARTED SO WE CAN GET BACK HOME. THE PUBLIC SERVICE COMMISSION STAFF REPORT.

MS. PARISH: WE HAVE COMMITTEE VACANCIES AND I WILL PASS AROUND A FEW PAPERS, TAKE ONE AND PASS IT

♀

50

AROUND. MAINLY WHAT WE NEED TO STRESS ARE THE VACANCIES WE HAVE RIGHT NOW. WE HAVE THE HARD OF HEARING IS STILL VACANT AS WELL AS THE LATE DEAFENED. IN ADDITION TO THAT WE HAVE TRACY'S AUDIOLOGIST POSITION THAT WAS UP IN MARCH.

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MS. GARRISON: I HAVE A POSSIBLE REPLACEMENT FOR YOU, AN AUDIOLOGIST, DR. ALISON, ONE L, BURCA. 592-2543.

MS. PARISH: SO I SHOULD JUST GIVE HER A CALL?

MS. GARRISON: YES. TELL HER I THREW HER NAME AT YOU.

MS. PARISH: THAT SOUNDS GOOD. IN ADDITION TO THAT, I SENT A COPY OF SHERRY MASON'S E-MAIL. SHE E-MAILED IT THAT SHE RESIGNED. I MADE CONTACT WITH MARY HALE VIA E-MAIL REGARDING THE HARD OF HEARING OR LATE DEAFENED, AND SHE WAS NO LONGER INTERESTED. SO WE NEED TO --

MS. BAKER: I THINK WE

♀

51

DISCUSSED THIS.

MS. PARISH: WE DID.

MS. BAKER: WHAT I'M SAYING ON SOMETHING ELSE. YOU HAVE GOT ME DOWN TO SPEECH IMPAIRED. AND I KNOW QUITE A FEW PEOPLE THAT ARE SPEECH IMPAIRED THAT MAYBE I SHOULD SWITCH TO THE VACANCY OF HARD OF HEARING.

MS. PARISH: WE CAN DEFINITELY DO THAT AS SOON AS WE HAVE THE

MAY 2013

OTHER PERSON TO PUT IN THE OTHER  
SLOT, WE CAN SWITCH IT AROUND. NO  
PROBLEM. WE CAN DO THAT. IT  
SOUNDS GOOD.

MS. GARRISON: SO WE'RE LOOKING  
NOT FOR A LATE DEAFENED. WE'RE  
LOOKING FOR WHAT? IF INDEED SHE  
WERE TO MOVE OVER TO LATE DEAFENED.

MS. PARISH: THEN WE HAVE  
SPEECH IMPAIRED AND HARD OF  
HEARING.

MS. BAKER: MOST OF THE PEOPLE  
I KNOW WHO ARE LATE DEAFENED WHO  
WOULD BE FROM THE ST. LOUIS AREA IS

♀

52

ON THE ADVISORY COUNCIL, COULD THAT  
BE ANY PROBLEM IF THE ADVISORY  
COUNCIL WAS MOST OF THE NOMINATIONS  
COME FROM ST. LOUIS VERSUS OTHER  
PARTS OF THE STATE?

MS. PARISH: I THINK WE'VE HAD  
SUCH A HARD TIME FILLING THE  
POSITIONS, WE CAN'T BE CHOOSY, IF  
MY OPINION. I KNOW WE TRY TO GET  
IT FROM ALL OVER MISSOURI.

MS. GARRISON: IT IS GETTING  
HARDER AND HARDER TO FIND PEOPLE  
WHO HAVE THE TIME AND ARE WILLING  
TO GIVE THEIR TIME.

MS. BAKER: STACY, DO YOU KNOW  
DICK HOSTY?

MAY 2013

MS. BRADY: HUH-UH.

MS. BAKER: HE IS IN THE KANSAS CITY AREA. I THINK MARTY MIGHT KNOW HIM. HE HAS CP. I'M JUST TRYING TO BE FAIR TO THE REST OF THE STATE.

MR. BOYD: I DON'T KNOW, BUT WHEN I WAS READING OVER THE AGENDA, THERE WERE SOME THINGS THAT I SAW

♀

53

ON THE ROLL CALL. WE'RE TALKING ABOUT MEMBERS OF THE BOARD HERE AND THEIR TERMS AND THE LIMITS TO THOSE. WHEN YOU START A TERM, MAYBE WE NEED TO HAVE THOSE REQUIREMENTS DISCUSSED HERE AT THE MEETING. DO WE HAVE TO WORK FOR ONE YEAR OR HOW OFTEN WE'RE GOING TO HAVE MEETINGS? ARE THEY SUPPOSED TO COME HERE ONCE A YEAR, IS THAT THE REQUIREMENT, TWICE A YEAR, WHAT ARE THE REQUIREMENTS FOR EACH PERSON ON THE BOARD?

MS. GARRISON: HE IS ALSO ASKING FOR TERMS, ONE OR TWO YEARS OR THREE YEARS, RIGHT?

MR. BOYD: YEAH. IF THEY MISS THOSE MEETINGS, HOW OFTEN THEY ACTUALLY HAVE TO COME NO MATTER WHAT TERM THEY ARE ON. THEY SEEM

MAY 2013

TO BE ABSENT, EVEN THOUGH THEY ARE PART OF THE BOARD. I JUST WONDER WHAT THE REQUIREMENTS ARE.

MS. PARISH: I AGREE. I THINK THAT NEEDS TO BE BROUGHT UP.

♀

54

DEBORAH MANUEL, SHE IS NEW. I BELIEVE THIS IS THE FOURTH MEETING THAT SHE'S MISSED. SO WE HAVE NOT EVEN MET HER YET. I DO THINK WE NEED TO STRESS THE RULES OR WHAT IS EXPECTED.

MR. BOYD: AND I CAN ALSO SAY MOST OF THE TIME WHEN THEY DO THE ANNOUNCEMENTS FOR THE MEETING WHEN WE COME, SHE SAYS I WILL BE THERE, BUT THEN SHE CONTINUES TO MISS. WE DON'T KNOW WHAT'S GOING ON. HAS SHE PUT DOWN WITH AN EXCUSE AS TO WHY SHE HASN'T BEEN HERE?

MS. PARISH: SHE HAS GIVEN EXCUSES EACH TIME. TRACY ASKED ME TO REACH OUT TO HER LAST TIME TO SEE IF SHE WAS STILL INTERESTED IN ATTENDING. SHE SAID SHE WAS DEFINITELY STILL INTERESTED IN BEING PART OF THE GROUP.

MS. GRUER: DO YOU HAVE BY-LAWS THAT KIND OF REQUEST THAT FROM MEMBERSHIP?

MS. HERNANDEZ: I PRINTED THEM

♀

AND IT SPELLS OUT THE TERM OF APPOINTMENT AND WHAT YOUR DUTIES ARE. JUST LOOKING QUICKLY HERE, THERE IS A SECTION FOUR THAT TALKS ABOUT REMOVAL AND VACANCIES. SO THE GROUP HERE COULD BY TWO-THIRDS VOTE TO REMOVE SOMEONE ON YOUR BOARD. SO THAT MAY BE, WHILE I GUESS IT IS IMPORTANT TO CONSIDER WHY SOMEONE IS MISSING AND BE SYMPATHETIC, YOU STILL NEED SOMEONE WHO IS ABLE TO CONTRIBUTE TO YOUR GROUP AND COME TO THE MEETINGS.

MR. TELTHORST: IF SOMEBODY HAS MISSED FOUR MEETINGS WE ONLY MEET TWICE A YEAR, THAT IS TWO YEARS. TO ME THAT IS A DE FACTO, I'M NOT ON THIS COMMITTEE IS WHAT THEY ARE SAYING.

MR. GARRETT: I'M CURIOUS. WHAT WERE THE REASONS?

MS. PARISH: LAST TIME IT WAS A MINOR CAR ACCIDENT. TIME BEFORE THAT IT WAS AN UNEXPECTED SURGERY THAT CAME UP. THE OTHER TWO TIMES

♀

I DON'T RECALL.

MR. GARRETT: OKAY.

MAY 2013

MS. GARRISON: THE FIRST MEETING SHE MISSED SHE HAD NOT CONTACTED ANYONE, SO WE WERE -- AM I RIGHT, SHE HAS NOT SHOWN UP FOR ANY SINCE SHE WAS APPOINTED?

MS. PARISH: YOU ARE RIGHT.

MS. HERNANDEZ: IT DOESN'T LOOK LIKE IF YOU DIDN'T SHOW UP, IT WOULD NO LONGER MEAN THAT YOU ARE PART OF THE BOARD. SOMETHING COULD BE DRAFTED AND PUT THAT IN IF THE BOARD WOULD LIKE TO REMOVE HER FOR INACTIVITY, I THINK YOU WOULD HAVE TO VOTE TO DO SO.

MS. BAKER: OH, THAT IS INTERESTING. I DIDN'T KNOW THE COMMISSION HAD THE POWER TO REMOVE SOMEONE FOR LACK OF INACTIVITY. YOU CAN DO THAT? OR IS THAT BECAUSE THE BY-LAWS ARE WRITTEN LIKE THAT?

MS. HERNANDEZ: THE BY-LAWS ARE WRITTEN LIKE THAT. IT DOESN'T

♀

57

SPECIFY A REASON. IT LOOKS LIKE THE OFFICERS COULD BE REMOVED BY A TWO-THIRDS VOTE, FOR ANY REASON.

MR. GARRETT: FOR THE ADVISORY BOARD OR THE COMMISSION ITSELF, WHICH ONE?

MS. HERNANDEZ: SO THAT IS THE

MAY 2013

ADVISORY COMMITTEE -- THE OFFICERS  
MAY BE REMOVED, IS THAT HOW  
EVERYONE IS ELECTED?

MS. GARRISON: THE OFFICERS ARE  
CHAIR AND VICE-CHAIR, RIGHT? WE  
DON'T HAVE ANY OTHER OFFICERS?

MR. TELTHORST: CHAIR,  
VICE-CHAIR AND SECRETARY.

MR. BOYD: I WOULD LIKE TO SAY  
SOMETHING.

MS. GARRISON: GO AHEAD, MIKE.

MR. BOYD: WHAT ABOUT THE CHAIR  
AND ADVISORY CHAIR, WHAT ARE THOSE?

MS. GARRISON: TRACY, WHO IS  
NOT HERE TODAY IS THE CHAIRPERSON  
FOR THIS GROUP.

MR. BOYD: SO THAT WOULD BE A  
GOOD REASON TO VOTE HER OUT NOT TO

♀

58

COME, THAT SHE DIDN'T COME TODAY?  
THAT'S NOT WHAT I MEANT. I WAS  
TALKING ABOUT WHICH THREE POSITIONS  
WOULD BE BY VOTE, WHICH THREE  
POSITIONS ARE ELECTED, CAN YOU TELL  
ME WHICH THREE THOSE ARE?

MS. PARISH: I'M SORRY. CAN  
YOU REPEAT THAT?

MR. BOYD: CAN I MAKE A  
PROPOSAL, A MOTION? I MOVE THAT WE  
REMOVE DEBORAH AS A MEMBER OF THIS

ADVISORY BOARD BECAUSE OF  
INACTIVITY. SHE'S BEEN UNABLE TO  
MAKE IT HERE.

MS. GARRISON: DO I HEAR A  
SECOND?

MS. GRUER: SECOND.

MR. VAN ESCHEN: COULD JENNIFER  
JUST BRIEFLY GO OVER THE PART OF  
THE BY-LAWS.

MS. GARRISON: PLEASE.

MS. HERNANDEZ: IT LOOKS LIKE  
UNDER SECTION FOUR, REMOVAL AND  
VACANCIES, PARAGRAPH B, ANY MEMBER  
MAY BE REMOVED FOR CAUSE FROM THE

♀

59

RMAC BY VOTE OF TWO-THIRDS OF THE  
MEMBERS THEN SERVING ON THE RMAC,  
WITH THE APPROVAL OF THE MISSOURI  
PUBLIC SERVICE COMMISSION.

MR. VAN ESCHEN: SO JUST TO  
CLARIFY THAT. IF WE VOTE A PERSON  
OFF THE COMMITTEE, WE WILL HAVE TO  
TAKE THIS MATTER TO THE COMMISSION.  
I WOULD SUSPECT THAT THEY WOULD  
RATIFY WHATEVER THE COMMITTEE IS  
RECOMMENDED BE DONE. BUT I JUST  
WANTED TO MAKE SURE THAT PEOPLE  
UNDERSTOOD THERE'S THAT ADDITIONAL  
STEP.

MR. BOYD: I THINK THAT'S FINE.

MS. BAKER: SO WE CAN MAKE A

MAY 2013

RECOMMENDATION, IT GOES TO THE  
COMMISSION AND THEY DECIDE WHETHER  
TO APPROVE IT OR NOT?

MR. VAN ESCHEN: RIGHT.

MS. GARRISON: WE'RE ONLY  
ADVISORY.

MS. BAKER: I JUST THOUGHT OF  
SOMETHING. IF WE'RE DONE WITH  
THAT, I JUST THOUGHT OF SOMETHING.

‡

60

IN REGARD TO SPEECH IMPAIRED, I  
THINK I RECALL THAT I THINK YOU  
MENTIONED THAT DIANE ROHARTH  
WEILAND, WHO USED TO SERVE ON THIS  
COMMITTEE, HAS ASKED IF SHE COULD  
COME BACK AGAIN. SHE IS  
INTERESTED. DIANE AND HER MAIDEN  
NAME IS, I DON'T KNOW IF YOU HAVE  
GOT HER UNDER MAIDEN NAME, ROHARTH  
AND HER MARRIED NAME IS WEILAND. I  
KNOW MIKE KNOWS HER BECAUSE SHE  
WORKS AT PARAQUAD. BUT SHE DID  
EXPRESS AN INTEREST IN COMING BACK.  
IT'S BEEN AWHILE THAT SHE'S BEEN.  
I THOUGHT I SENT YOU HER  
INFORMATION THAT SHE HAD -- IT IS  
CLICKING IN MY HEAD THAT I SENT YOU  
SOMETHING THAT DIANE GAVE ME.

MS. PARISH: WHICH POSITION  
WOULD SHE FILL?

MAY 2013

MS. BAKER: SPEECH IMPAIRED,  
AND SHE WILL BE EXCELLENT.

MS. PARISH: MAYBE IF YOU CAN  
GIVE ME HER CONTACT INFO AGAIN, AND  
THEN I WILL REACH OUT TO HER ABOUT

♀

61

THAT.

MS. BAKER: OKAY. BASICALLY  
YOU JUST CALL HER AT PARAQUAD'S  
OFFICE.

MS. PARISH: THAT'S FINE.

MS. BRADY: I CALL PARAQUAD ALL  
THE TIME. I JUST GAVE HER THE  
NUMBER.

MR. BOYD: DOES MY MOTION  
STAND?

THE SPEAKER: WE NEED TO HAVE A  
VOTE.

MS. GARRISON: I HAVE A SECOND.  
IT WAS SECONDED BY JANET. AND THE  
MOTION, AS I UNDERSTAND IT, SAYS  
THAT WE ARE ASKING THAT A LETTER BE  
SENT TO DEBORAH SAYING THAT SHE HAS  
BEEN REMOVED FROM THE ADVISORY  
BOARD BY THE OTHER ADVISORY BOARD  
MEMBERS FOR LACK OF INACTIVITY.

MR. BOYD: RIGHT.

MS. GARRISON: ALL IN FAVOR.

MR. VAN ESCHEN: IT IS A  
TWO-THIRDS VOTE, BUT AS I SAID  
EARLIER, WE WOULD HAVE TO TAKE THIS

♀

TO THE COMMISSION TO OFFICIALLY --

MS. GARRISON: ALL WE'RE VOTING IS OUR RECOMMENDATION. ANY OPPOSITION?

MS. HERNANDEZ: IT WAS TWO-THIRDS OF THE MEMBERS.

MS. GARRISON: IT WAS UNANIMOUS BY ALL PRESENT.

MR. VAN ESCHEN: SO WHAT IS THE VOTE AGAIN THAT YOU WERE COUNTING, BARBARA?

MS. GARRISON: THE MOTION IS THAT DANA PREPARE A LETTER FROM THE ADVISORY COMMITTEE DISMISSING DEBORAH SALAZAR FOR HER TIME ON THE ADVISORY COMMITTEE DUE TO INACTIVITY. I DON'T KNOW IF YOU WANT TO STATE IN THERE THAT SHE'S BEEN ON THE COMMITTEE FOR TWO YEARS AND HASN'T ATTENDED ANY MEETINGS. I WILL LEAVE THAT UP TO DANA WHAT YOU ALL NEED TO DO IN TERMS OF HR, THAT KIND OF THING.

MR. VAN ESCHEN: IT WAS UNANIMOUS VOTE?

♀

MS. GARRISON: OF THOSE IN ATTENDANCE. THE ONLY ONE MISSING

MAY 2013

IS DEBORAH AND TRACY.

MR. TELTHORST: THE VOTE ON THE COMMISSION WAS NINE TO ZERO, IS THAT TWO-THIRDS?

MS. BRADY: THERE'S 12 ON THE LIST.

MR. TELTHORST: THAT'S TRUE, IF WE HAVE VACANCIES.

MR. VAN ESCHEN: MICHELLE, HOW ARE YOU VOTING? HOW ARE YOU VOTING?

MS. SANGSTER: I'M THINKING ABOUT THIS LISTENING TO WHAT YOU ARE SAYING. I WOULD SUPPORT THAT YOU REMOVE HER, BUT I'M SO NEW AND I'VE NEVER MET HER.

MS. BAKER: I HAVEN'T MET HER EITHER.

MS. SANGSTER: SO I FEEL A LITTLE AWKWARD, BUT I DO SUPPORT THE JUSTIFICATIONS FOR HAVING HER REMOVED FROM THE ADVISORY BOARD, YES.

♀

64

MS. GARRISON: WE CAN'T REALLY MAKE ANY OTHER TERMINATION BECAUSE WE DON'T KNOW HER.

MS. SANGSTER: I HAVE NEVER MET HER.

MS. BAKER: I'VE BEEN HERE AWHILE AND I'VE NEVER MET HER.

MAY 2013

MS. SANGSTER: REALLY?

MR. GARRETT: I WOULD LIKE TO  
ADD A COMMENT WITH YOUR PERMISSION,  
BARBARA. I THINK THE FACT THAT  
WE'VE NEVER MET HER SPEAKS VOLUMES.  
THAT IS THE WHOLE POINT, WE'VE  
NEVER MET HER. YEAH, IT IS TOUGH.

MR. VAN ESCHEN: I GUESS THAT  
WOULD BE EIGHT VOTING TO REMOVE HER  
FROM THE COMMITTEE, IS THAT  
CORRECT?

MS. GARRISON: YEAH.

THE SPEAKER: EIGHT OUT OF 12.  
THE BY-LAWS SAYS THAT VACANCY SHALL  
NOT BE COUNTED TOWARD THE QUORUM.  
SO THAT IS TWO-THIRDS.

MR. VAN ESCHEN: WE'LL TAKE  
THAT TO THE COMMISSION. I WOULD

♀

65

ANTICIPATE THAT THEY WOULD REMOVE  
HER.

MS. GARRISON: IT WILL BE HARD  
TO JUSTIFY KEEPING SOMEONE ON WHO  
HASN'T EVEN ATTENDED.

MS. BAKER: SO ONCE THE  
COMMISSION DO THEIR VOTING, WE WILL  
BE NOTIFIED THAT THAT POSITION IS  
VACANT; IS THAT CORRECT?

MR. VAN ESCHEN: YES.

MS. BAKER: I WAS THINKING, I

MAY 2013

KNOW MICHAEL -- I'M ALWAYS  
THINKING.

MS. GARRISON: THERE'S NOTHING  
TO PREVENT YOU FROM SENDING THE  
NAMES AND CONTACT INFORMATION OF  
ANYONE TO DANA.

MS. BAKER: THERE IS ANOTHER  
PERSON WHO HAS MOVED TO JEFFERSON  
CITY, WHO HAS TAKEN THE POSITION OF  
THE VR COUNSELOR FOR THE DEAF, AND  
THAT'S APRIL DONOVER. AND I THINK  
APRIL USED TO WORK FOR SPRINT, BUT  
I THINK SHE WOULD BE A GOOD  
ADDITION. YOU KNOW APRIL.

♀

66

MS. GRUER: AND I WOULD RESIGN  
MY POSITION IF THERE WAS SOMEONE  
MORE KNOWLEDGEABLE IN THIS FIELD.  
I WOULD RESIGN MY POSITION SO THAT  
PERSONS MORE CONNECTED WOULD BE A  
PART OF THIS BOARD. THAT IS NO  
PROBLEM.

MS. GARRISON: WE'RE NOT  
TALKING ABOUT RESIGNING.

MS. GRUER: IF THERE WAS AN  
OPENING THAT NEEDED TO BE FILLED  
THAT WAS MORE QUALIFIED, THAT WOULD  
BE JUST FINE.

MS. BAKER: YOU ARE FROM DMH?

MS. GRUER: I'M NOT FROM DMH.  
I HAD A CONTRACT FROM DMH TO

MAY 2013

PROVIDE ADVOCATING SERVICES. I AM AN ADVOCATE. I AM A MEMBER AT LARGE.

MS. BAKER: I'M TALKING ABOUT APRIL WOULD BE FILLING THE POSITION OF DEAF.

MS. GRUER: I HAVE A DAUGHTER THAT IS DEAF BUT HER COGNITIVE ABILITY IS INFANT. IT IS NOT

♀

67

REALLY AN ISSUE FOR ME.

MS. BAKER: NO. WE NEED TO KEEP YOU.

MS. GARRISON: SHE'S HERE FOR A REASON. MIKE.

MR. BOYD: WHAT ABOUT THE DISCUSSION, I WASN'T SURE IF WE FINISHED THE MOTION AND GOT THAT? DID WE FINISH AND VOTE?

MS. GARRISON: IT PASSED. NOW WE WILL TYPE UP THE LETTER.

MR. BOYD: NOW WE'RE DONE. I JUST WANTED TO MAKE SURE.

MS. GARRISON: AFTER THEY VOTE, THEY WILL LET US KNOW WHETHER THEY SUPPORT IT OR SAY NO, YOU HAVE TO KEEP HER OR WHATEVER.

MR. BOYD: EXCUSE ME, I HAVE TO GO PUT MORE MONEY IN MY PARKING METER.

MAY 2013

MS. GARRISON: WE UNDERSTAND.

MS. PARISH: SO I WILL REACH  
OUT TO THE ONE FOR TRACY'S  
POSITION, AND THEN THE DIANE THAT  
LINDA HAD GIVEN ME AND THEN ANY

♀

68

OTHER.

MS. GARRISON: YOU ARE STILL  
LOOKING FOR SPEECH IMPAIRED AND NOT  
LATE DEAFENED, IS THAT ALL, THE  
SPEECH IMPAIRED?

MS. PARISH: UH-HUH. SPEECH  
IMPAIRED AND THEN LATE DEAFENED.

MS. BAKER: I'M HARD OF  
HEARING. FROM WHAT I UNDERSTAND  
LATE DEAFENED AND SPEECH IMPAIRED  
AND ONCE WE GET THE COMMISSION VOTE  
ON OUR MOTION, THERE'S VACANCY FOR  
THE DEAF.

MS. PARISH: CAN WE JUST GO  
AHEAD AND MOVE LINDA, MAYBE MOVE  
YOU INTO THAT SLOT? WE CAN DO THAT  
ONCE WE KNOW.

MS. GARRISON: WOULD YOU LIKE A  
MOTION TO DO THAT JUST SO IT'S ON  
THE LIST OR IS THAT SOMETHING TO  
DO?

MS. PARISH: TO MOVE HER INTO  
THE HARD OF HEARING.

MS. GARRISON: MOVING LINDA.

MR. VAN ESCHEN: I DON'T KNOW

♀

IF THAT REQUIRES A VOTE. WHEN WE TAKE THIS TO THE COMMISSION ABOUT DEBORAH, WE CAN BRING THIS UP WITH LINDA JUST TO KEEP THEM INFORMED. IF WE HAVE OTHER PEOPLE THAT WOULD BE ABLE TO FILL VACANCIES, I WOULD LIKE TO BE ABLE TO TAKE IT TO THE COMMISSION AT THAT TIME AS WELL, BUT I DON'T WANT TO PUT THIS OFF FOR A SIGNIFICANT LENGTH OF TIME. IF THERE ARE PEOPLE THAT WOULD FILL THE VACANCIES, I WOULD JUST AS SOON GO TO THE COMMISSION ONCE AND THEY WILL JUST HAVE TO DEAL WITH RELAY MISSOURI MATTERS AT ONE TIME.

MS. GARRISON: WE WANT TO KEEP IT NICE AND CLEAN.

MS. BRADY: IS THERE A PROBLEM TO SHARE THIS LINK. I HAVE A LOT OF CONTACTS, AUDIOLOGISTS AND PEOPLE WHO ARE DEAF AND HARD OF HEARING.

MR. VAN ESCHEN: IT IS ON OUR WEBSITE.

MS. BRADY: HOW ABOUT USING

♀

SOCIAL MEDIA?

MS. PARISH: THAT WOULD BE

MAY 2013

FINE. ON TO RELAY SURCHARGE. ARE WE GOOD WITH THAT? I'M GOING TO PASS AROUND THE ORDER OF THE RELAY SURCHARGE. AS YOU ALL KNOW, I SENT YOU OUT AN E-MAIL THAT THE RELAY SURCHARGE REDUCTION WAS APPROVED BY THE COMMISSION FROM 11 CENTS TO EIGHT CENTS. IT WILL GO INTO EFFECT JULY 1ST, 2013. HOPEFULLY IT WILL REDUCE THE SURCHARGE AMOUNT. BY 2017 WE HOPE TO HAVE IT REDUCED TO HAVE THE FIVE TO NINE MONTHS WORTH OF EXPENSES, WHICH IS KIND OF THE BEST PROJECTED AMOUNT TO HAVE. ANYBODY HAVE ANY QUESTIONS ABOUT THAT?

MR. VAN ESCHEN: RIGHT NOW THE FUND IS FIVE, SIX MILLION. SO THERE REALLY NEEDED TO BE SOMETHING DONE TO REDUCE THE FUND BALANCE.

MS. PARISH: WITH THE CAPTEL AND RELAY DECLINING, LAND LINES DECLINING, THE EXPENSES WERE DOWN,

♀

71

REVENUE IS UP, SO IT WAS JUST CONTINUALLY GROWING, AS YOU ALL KNOW. HOPEFULLY THIS WILL ADDRESS IT.

THE LAST ITEM WE HAVE IS THE RFP. SPRINT'S CONTRACT HAS BEEN EXTENDED. THEY WON THE CONTRACT,

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MAY 2013

SO IT WILL BE FOR ANOTHER FOUR YEARS. SO WE'RE HAPPY TO HAVE SPRINT CONTINUE WITH US.

MS. GARRISON: YEA.

MS. PARISH: I GET TO WORK WITH MICHELLE MORE.

MS. GARRISON: AND YOU CAN INVITE MARK AS OFTEN AS YOU WISH. HE IS OKAY.

MS. SANGSTER: OKAY.

MS. GARRISON: I CAN SAY THAT. HE IS A CHILD OF A DEAF ADULT, SO WE CAN MAKE FUNNIES LIKE THAT.

MS. PARISH: THE LAST THING I HAVE. WE HAVE OPEN DISCUSSION. IF ANYBODY HAS ANYTHING ELSE THEY WOULD LIKE TO ADD.

MS. BAKER: OH, YEAH. I WANT

♀

72

TO ANNOUNCE THAT THERE IS A WALK 4 HEARING IN ST. LOUIS OCTOBER 5TH, 2013, AT THE CREVE COEUR LAKE PARK. IF YOU WILL GO -- IT IS EASIER TO SAY GO TO THE WALK4HEARING.ORG AND YOU JUST CLICK ON ST. LOUIS WHERE IT SAYS FIND YOUR WALK, YOU CLICK ON ST. LOUIS, ALL THE INFORMATION IS THERE. SO, OF COURSE, WE WANT SPRINT OUT THERE, AND WE WOULD LOVE IF SPRINT WAS A SPONSOR OF THE

MAY 2013

WALK4HEARING. ANY OF YOU WOULD  
LIKE TO HAVE A TEAM AND THE SCHOOL  
FOR THE DEAF WOULD LIKE TO COME AS  
A TEAM, CID IS THERE, BUT THIS IS  
OPEN FOR THE STATE, NOT JUST ST.  
LOUIS, AND IT'S ON A SATURDAY. WE  
ALWAYS HAVE CHILDREN'S ACTIVITIES,  
BY THE WAY. SO IF YOU HAVE NEVER  
BEEN TO CREVE COEUR LAKE PARK, IT  
IS A NICE WALK AROUND THE LAKE, A  
NICE PAVILION. WE ALWAYS HAVE  
FOOD, AND ACTUALLY WE GET AMERICAN  
DOLL DONATED TO US THAT IS WEARING  
A HEARING AID AS A RAFFLE. IN

♀

73

FACT, IT WAS BOB LISTER WHO GOT IT  
LAST YEAR FOR HIS DAUGHTER. SO  
DIFFERENT ACTIVITIES. IT IS  
SOMETHING DEAR TO MY HEART BECAUSE  
MY BUDDY, DON, WHO PASSED AWAY, WHO  
WAS INSTRUMENTAL IN GETTING IT ALL  
TOGETHER. SO I WANT TO CONTINUE  
THAT EFFORT. SO COME JOIN US ON A  
SATURDAY, AND HOPEFULLY IT WILL BE  
A BEAUTIFUL FALL DAY. IT IS PART  
OF THE NATIONAL HEARING LOSS  
ASSOCIATION. YOU MAY OR MAY NOT  
KNOW IT, BUT IN ST. LOUIS WE HAVE A  
VERY LARGE GROUP OF PEOPLE WITH  
COCHLEAR IMPLANTS AND THEY ARE VERY  
ACTIVE. SO COME ONE, COME ALL

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MAY 2013

OCTOBER 5TH.

MS. GARRISON: THAT SOUNDS GOOD. SEE IF I CAN WRESTLE UP A TEAM.

MS. GRUER: I WAS GOING TO ASK STACY. WHEN YOU AND MARTY WERE TALKING ABOUT ASSISTIVE TECHNOLOGY, HE SPECIFICALLY DISCUSSED ASSISTIVE TECHNOLOGY FOR CHILDREN WITH A

♀

74

SCHOOL DISTRICT AND WITH AN IEP. WHAT IF THE CHILD HAS AN A 504, MUST THEY HAVE AN IEP?

MS. BRADY: FOR A. T. REIMBURSEMENT THEY HAVE TO HAVE AN IEP BUT THEY CAN MOVE OVER AND APPLY FOR SHOW ME LOAN OR KAT FOR KIDS.

MS. GRUER: IF THE CHILD IS ALREADY IN THE SCHOOL DISTRICT, WHY WOULD ASSISTIVE TECHNOLOGY NOT BE COVERED BY SCHOOL DISTRICT FUNDS?

MS. BRADY: IT SHOULD BE.

MS. GRUER: SO WHY WOULD YOU BE PAYING FOR SOMETHING THAT IF IT'S A NEED IN THE SCHOOL, COMMUNICATION NEED, THEN IT SHOULD BE THE SCHOOL'S RESPONSIBILITY TO COVER THAT?

MS. BRADY: MOST OF WHAT'S

MAY 2013

BEING REQUESTED ARE I-PADS A LOT OF  
TIMES.

MS. GRUER: THAT'S EXACTLY WHAT  
WE'RE REQUESTING.

MS. BRADY: THAT IS SOMETHING

♀

75

THAT GOES HOME AND GOES TO SCHOOL.  
DEPENDING ON THE SCHOOL DISTRICT,  
THEY WON'T LET THEM TAKE THEM HOME.

MS. GRUER: DO YOU KNOW IF  
THERE'S A WAY TO RESTRICT THE I-PAD  
TO THE SCHOOL DISTRICT? BECAUSE  
THE I-PAD SHOULD NOT BE GOING HOME  
BECAUSE IF THE SCHOOL DISTRICT IS  
PAYING FOR IT, IT BELONGS TO THE  
SCHOOL.

MS. BRADY: THAT'S WHERE IT  
GETS TRICKY. JOHN RUNS THAT  
PROGRAM ACTUALLY, JOHN EFFINGER.  
SO IF YOU CALL OUR OFFICE AND TALK  
TO JOHN, HE CAN GIVE YOU A LOT MORE  
INFORMATION ABOUT HOW THAT WORKS.

MS. GRUER: THANK YOU.

MS. GARRISON: ANY OTHER TOPICS  
ANYBODY HAS FOR US TODAY? IF NOT,  
WE NEED TO SET THE DATE FOR OUR  
NEXT MEETING. EVERYBODY GOT YOUR  
CALENDARS OUT? THE MONTH OF  
OCTOBER.

MR. GARRETT: YES, IT IS A  
STATE HOLIDAY.

♀

MS. GARRISON: WHAT'S YOUR PLEASURE FOR A MEETING IN OCTOBER?

MS. BRADY: CAN I MAKE A RECOMMENDATION? I WOULD SKIP THE FIRST WEEK OF OCTOBER BECAUSE THAT IS A HUGE CONFERENCE FOR TEPOA, WHICH IS THE EQUIPMENT DISTRIBUTION PROGRAM. THAT'S WHERE WE FIND OUT A LOT OF WHAT'S GETTING READY TO HAPPEN.

MS. GARRISON: LET'S NOT PLAN IT FOR THE FIRST WEEK IN OCTOBER BECAUSE WE WANT THE LATEST INFORMATION. TYPICALLY WE'VE BEEN MEETING ON WEDNESDAY.

MR. GARRETT: A SPECIFIC DAY IN OCTOBER.

MS. GARRISON: TYPICALLY WE'VE BEEN MEETING ON WEDNESDAYS. IS THAT STILL GOOD?

MS. BAKER: WEDNESDAY IS FINE. OCTOBER 16TH?

MS. GARRISON: THE NINTH, 16TH, 23RD OR 30TH.

MR. GARRETT: CAN I SAY

♀

SOMETHING? THE 23RD, I LIKE THE 23RD, THE WEEK BEFORE I HAVE A

MAY 2013

CONFLICT WITH MISSOURI COMMISSION  
OF THE DEAF AND HARD OF HEARING, SO  
WE WOULDN'T BE ABLE TO DO THAT  
WEEK. WE HAVE A WORKSHOP SO I  
WOULD PREFER THE 23RD. THAT WOULD  
WORK BETTER FOR US.

MR. TELTHORST: I WOULD PREFER  
THE 23RD AS WELL.

MS. GARRISON: LET'S DO IT THIS  
WAY. ANY OPPOSITION TO OCTOBER  
23RD AS THE NEXT MEETING DATE?

MS. PARISH: IT SOUNDS GOOD.  
STACY WILL BRING BABY PICTURES TO  
US THEN.

MS. BRADY: I SHOULD.

MS. GARRISON: THANKS FOR  
LUNCH. AS USUAL, YOU ALWAYS DO A  
MARVELOUS JOB. GOOD MEETING. GOOD  
INFO. SEE YOU NEXT TIME.

\* \* \* \* \*