

NOVEMBER 2012

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ROUGH DRAFT

MISSOURI RELAY

ADVISORY COUNCIL MEETING

Tuesday, November 6, 2012

at Governor's Office Bldg.

Jefferson City, Missouri

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MS. MISHLER: I THINK WE'LL START. WELCOME TO RELAY MISSOURI ADVISORY BOARD MEETING. I KNOW THAT THERE WAS CONFUSION REGARDING WHAT DAY. DANA, THANKS FOR REGROUPING AND GETTING THIS TOGETHER TODAY. I DID GET TO THE POLLS AT 6 A.M. THIS MORNING. IT ONLY TOOK 20 MINUTES. SO ANYWAY, I THINK WE SHOULD START OFF AGAIN BY GOING AROUND THE ROOM AND INTRODUCING OURSELVES. I SEE SOME FACES THAT I DON'T KNOW.

INTRODUCTIONS: SO I'M TRACY MISHLER FROM ST. LOUIS. AND I'M AN AUDIOLOGIST. BEEN A MEMBER SINCE THE BEGINNING OF TIME, IT SEEMS LIKE TODAY. MY NAME IS CHRIS LUDVIGSEN AND I'M FROM THE MISSOURI COMMISSION FOR THE DEAF AND HARD OF HEARING AND I'M COMMUNITY SUPPORT. HI. MY NAME IS ERNEST GARRETT, III AND I'M WITH THE COMMISSION FOR THE DEAF AND HARD OF HEARING. I'M MEGHAN MCLOWRY AND I'M ATTORNEY TO

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THE RELAY MISSOURI ADVISORY
COMMITTEE. I'M DANA PARISH AND I
WORK WITH THE PUBLIC SERVICE
COMMISSION. I'M LEWIS MILLS AND
I'M THE PUBLIC COUNSEL FOR THE
STATE OF MISSOURI. GOOD MORNING.
I'M RIC TELTHORST WITH MISSOURI
TELECOMMUNICATIONS INDUSTRY
ASSOCIATION. BARBARA GARRISON,
MISSOURI SCHOOL FOR THE DEAF. HI.
GOOD MORNING. I'M DOTTIE CARTRITE
WITH SPRINT RELAY SERVICE BASED IN
DENVER. HAPPY TO BE HERE. HI.
I'M MICHELLE SANGSTER AND I'M THE
NEW ACCOUNT MANAGER FOR RELAY
MISSOURI. NICE TO MEET YOU ALL AND
I'M DENNIS SELZNICK AND I'M THE
FORMER ACCOUNT MANAGER FOR MISSOURI
NOW WITH SPRINT RELAY. I'M LINDA
BAKER FROM THE GOVERNOR'S COUNCIL
ON DISABILITY. I'M MICHAEL, LAST
NAME IS BOYD, AND I'M JUST A MEMBER
OF THE BOARD HERE. MY NAME IS JOHN
VAN ESCHEN AND I'M ON THE STAFF OF
THE MISSOURI PUBLIC SERVICE

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COMMISSION.

MS. MISHLER: IT IS NICE TO HAVE THE NEW FACES HERE AND THE OLD FACES AS WELL. WE'RE GOING TO, AS WE ALWAYS DO, WE'RE GOING TO MOVE REALLY EFFICIENTLY. THROUGH THE AGENDA PARTICULARLY SINCE I HAVE A TAP DANCING CLASS AT 5:30. ANYWAY, WE'RE GOING TO START OFF WITH THE SPRINT.

MR. VAN ESCHEN: SERIOUSLY?

MS. MISHLER: SERIOUSLY. ANYWAY, WE'RE GOING TO START OFF WITH OUR SPRINT REPORT, AND I THINK THAT MICHELLE WILL GIVE THE REPORT OR DENNIS OR A COMBINATION?

MS. SANGSTER: ME. THANK YOU VERY MUCH. I'M ACTUALLY GOING TO SPEAK FOR MYSELF SO THEY WILL INTERPRET FOR ME, IF THAT'S OKAY. IT IS VERY NICE TO MEET YOU ALL. I'M MICHELLE SANGSTER, AND I'M THE NEW ACCOUNT MANAGER FOR RELAY MISSOURI TAKING OVER FOR DENNIS. I'M VERY EXCITED TO BE HERE TODAY.

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THIS IS A BRIEF OVERVIEW OF WHAT WE' RE GOING TO INCLUDE IN THE POWERPOINT, THE NEW CONTRACT, ACTIVITIES THAT WE' VE BEEN DOING SINCE APRIL, TRAFFIC TRENDS, ANNUAL REPORTS AND FCC UPDATES. I JUST WANT TO SAY THAT LIKE MY PRESENTATION STYLE, I DON' T MIND IF YOU ASK QUESTIONS DURING THE PRESENTATION. IF YOU NEED ANY CLARIFICATION OR MORE DETAIL FEEL FREE TO ASK. IF WE START GETTING OFF POINT, THEN WE CAN SAVE SOME QUESTIONS FOR THE END. I JUST WANT TO LET YOU KNOW THAT.

AS YOU KNOW, WE ARE IN A NEW CONTRACT RIGHT NOW, A NEW YEAR CONTRACT WITH RELAY MISSOURI. THE LAST ONE WAS EXTENDED TO AUGUST 31ST, SO THE NEW ONE WHICH IS ONE-YEAR CONTRACT, 11-MONTH CONTRACT BEGAN SEPTEMBER 1ST. ACTUALLY JULY 31ST. SO I WANT TO GIVE YOU THE BACKGROUND ABOUT ME SINCE I' M THE NEW FACE IN THE ROOM.

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HOW LONG HAVE YOU GUYS WORKED WITH DENNIS?

MR. SELZNICK: NINE YEARS.

MS. SANGSTER: I WANT TO GIVE YOU A BACKGROUND ABOUT ME. I'M FROM CHESTERFIELD, MISSOURI. MY ENTIRE FAMILY IS FROM MISSOURI, ST. JOE, KANSAS CITY, HONEYVILLE. I'M CURRENTLY LIVING IN CONNECTICUT BUT I'M REALLY EXCITED TO COME BACK TO MISSOURI. I WAS BORN HEARING AND I GOT SPINAL MENINGITIS. I WAS RAISED HEARING WHERE I COULD SPEAK. I WASN'T SIGNING YET. I WASN'T REALLY IN THE DEAF COMMUNITY, BUT AS I GOT OLDER AND STARTED LOSING MY HEARING MORE, I STARTED TRANSITIONING OVER TO HARD OF HEARING, MORE TOWARDS DEAF SO I FEEL LIKE I SEE IT FROM BOTH SIDES. I CAN SPEAK TO SOME HEARING COMMUNITIES. I CAN SIGN, I CAN READ LIPS SO I'M VERY GENERAL. SO THAT'S A LITTLE BIT ABOUT ME. MAINSTREAMED. I WAS MAINSTREAMED

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GROWING UP AND FROM A HEARING

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FAMILY. I LEARNED TO SIGN WHEN I WENT TO RAT DURING MY LATER YEARS IN COLLEGE, I LEARNED TO SIGN ABOUT TEN YEARS AGO, SO HERE I AM TODAY BACK IN MISSOURI WORKING FOR RELAY MISSOURI. THAT'S FUNNY WHEN I GRADUATED, THIS GUY INTERVIEWED ME TO BE A CONTRACTOR FOR RELAY MISSOURI. RIGHT? BUT I ENDED UP MOVING TO COLORADO TO WORK FOR ANHEUSER-BUSCH, AND I WAS A CONTRACTOR FOR SPRINT OUT THERE. THAT'S HOW I KIND OF STARTED AND NOW HERE I AM TAKING OVER YOUR JOB.

MR. SELZNICK: FULL CIRCLE.

MS. SANGSTER: SO WITH THIS NEW CONTRACT SOME OF THE TERMS HAVE CHANGED. SOME OF THE TERMS ARE ANY OUTREACH THAT WE DO NOW REQUIRES PREAPPROVAL. SO I WORK WITH JOHN AND DANA TO GET ALL PREAPPROVAL ON ANY EVENTS THAT WE DO, ANY MONEY THAT IS SPENT, ANY OUTREACH SO WE WORK TOGETHER A LOT. I ACTUALLY

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PROBABLY E-MAIL YOU GUYS ON

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PROBABLY A DAILY BASIS SO WE HAVE A LOT GOING ON. ALSO WITH THIS NEW CONTRACT WE ARE NOT, ACCORDING TO THE CONTRACT WE CANNOT PROMOTE ANY SPRINT PRODUCTS SO IT IS ALL THE STATE, TRS, CAPTEL WHICH MEANS WIRELESS CAPTEL BY SPRINT OR SPRINT IP OR WEB CAPTEL, THOSE ARE SPRINT BRANDED SO I CAN GO TO THE ADVISORY BOARD, THOSE ARE ACTUALLY ALL ON THE WEBSITE SO THOSE TYPES OF THINGS THAT WE'RE NOT ALLOWED TO PROMOTE IN THE CURRENT CONTRACT. SO WE CAN DISCUSS THAT IF YOU WOULD LIKE, BUT I'M GOING TO HAVE TO REDO THE WEBSITE BECAUSE ALL OF THAT IS ON THERE. AGAIN, WE CAN DISCUSS THAT AT THE END OF THE PRESENTATION IF YOU WANT. THAT'S JUST SOMETHING I WANTED TO BRING UP TO THE ADVISORY BOARD.

THIS SHOWS TRS AND CAPTEL BILLABLE MINUTES. THIS IS JUST FOR THIS YEAR. THIS IS TODAY. THE

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BLUE BEING TRS AND THE RED BEING CAPTEL, AND YOU CAN SEE WITH THE

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TRS THERE IS A SLIGHT DECLINE IN TRS MINUTES. THAT'S VERY COMMON WITH ALL OF OUR STATES. SOME PEOPLE ARE TRANSITIONING FROM TRADITIONAL TRS MORE TOWARDS INTERNET-BASED SERVICES LIKE VRS AND VIDEO PHONE SERVICES OR THERE'S SPRINT IP, SO THEY ARE MOVING OVER TOWARDS INTERNET-BASED SERVICES WHEREAS CAPTEL, IT IS GROWING JUST A LITTLE BIT BECAUSE WE'RE DOING A LOT OF OUTREACH SO WE'RE SATURATING THE MARKET SO MORE PEOPLE ARE USING THEIR CAPTEL PHONES.

A SNAPSHOT SINCE APRIL. WE HAVE HAD 104,608 TRS CALLS. OUR CAPTEL CALLS ARE ALMOST 70,000. 64 OUTREACH EVENTS AND WE HAVE REACHED ALMOST 18,000 INDIVIDUALS THROUGH OUR OUTREACH EFFORTS. SO THAT'S ONLY SINCE APRIL. THAT IS NOT EVEN A WHOLE YEAR.

MR. TELTHORST: TRS MEANS A

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RELAY SERVICE?

MS. SANGSTER: THAT IS

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TRADITIONAL RELAY SERVICE. THAT'S
TTY. HCO, SPEECH TO SPEECH, THAT'S
ALL INCLUDED.

OUTREACH STATUS. I PASSED OUT
A SPREADSHEET. THERE'S AN ANNUAL
REPORT, AND THEN THERE'S OUTREACH
THAT SHOWS WHAT WE HAVE DONE, I
THINK, SINCE APRIL. THOSE ARE ALL
THE EVENTS THAT SUBCONTRACTORS HAVE
DONE AND THE NAME OF THE EVENT, HOW
MANY PEOPLE HAVE SHOWN UP. THERE'S
THE ATTENDANCE ON THERE, AND YOU
SEE THOSE NUMBERS OFF TO THE SIDE.
THAT WAS MY RUNNING TALLY ON HOW
MANY AT THE EVENTS, NUMBER AT THE
BOTTOM WAS THE TOTAL NUMBER OF
PEOPLE SO I WAS ADDING IT UP.
THAT'S A RUNNING TOTAL. IF YOU
GUYS HAVE ANY QUESTIONS ON THAT?

MR. BOYD: I WANTED TO ASK A
QUESTION. AS YOU GO DOWN THAT LIST
THERE, WHAT IS THE YELLOW MEAN?
WHAT DOES THE RED MEAN?

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MS. SANGSTER: THE RED WAS
CANCELED. IT SHOWS IT WAS SET UP,
BUT IT'S BEEN CANCELED. I JUST

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WANTED TO SHOW.

MR. GARRETT: I WAS THINKING FOR OCTOBER, AND I DON'T SEE THE NUMBERS FOR HCL.

MS. SANGSTER: I DIDN'T HAVE THAT INFORMATION YET. THE ORIGINAL MEETING WE HAD, I STARTED WORKING ON IT AND I FINISHED IT. I DIDN'T HAVE THE INFORMATION, THEN THE MEETING WAS DELAYED SO I DIDN'T EDIT IT.

MR. GARRETT: I WAS JUST WONDERING IF THAT WOULD BE ADDED FOR OCTOBER BECAUSE I JUST WANTED YOU TO SHOW WHAT HAPPENED AT OUR CONFERENCE. SO I JUST WANTED TO LET YOU KNOW WE HAD OUR CONFERENCE.

MS. MISHLER: THIS IS TRACY. I WAS WONDERING, WHAT ARE THE CONSULTANTS IN JEFF CITY? IS THAT A PRIVATE PRACTICE?

MS. SANGSTER: THE COMMUNITY

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COUNSELING, YOU MEAN LIKE ONE-ON-ONE TYPE OF ISSUES?

MS. MISHLER: NO. ON THIS

SHEET IT SAYS HEARING AID
CONSULTANTS.

MS. CARTRITE: WHERE ARE YOU?

MS. MISHLER: ON THE SECOND
PAGE RIGHT ABOVE THE YELLOW LINE IN
THE MIDDLE.

MR. SELZNICK: IF I REMEMBER
CORRECTLY, THAT WAS A VISIT TO A
HEARING AID ORGANIZATION.

MS. MISHLER: LIKE A PRIVATE
PRACTICE?

MR. SELZNICK: I BELIEVE SO.

MS. SANGSTER: GOOD.

MR. BOYD: MAYBE I MISSED
SOMETHING, BUT ON THE LAST COLUMN,
IS THERE A SUMMARY?

MS. SANGSTER: O IS OUTREACH.
WHAT'S THE OTHER LETTER? P IS
PRESENTATION.

MR. BOYD: I KNEW WHAT P WAS
FOR, AND G?

MS. SANGSTER: G IS GENERAL.

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MS. BAKER: THE VERY LAST
THING, THE WALK FOR HEARING, THERE
WAS ABOUT 350 PEOPLE THERE.

MS. CARTRITE: YOU HAVE IT

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BLANK. SHE WAS TELLING YOU THERE WERE 350 PEOPLE THAT ATTENDED.

MS. SANGSTER: AT THE TIME WHEN THE ORIGINAL MEETING WAS SCHEDULED FOR THIS, I DIDN'T HAVE THAT INFORMATION YET. SO THE MEETING WAS DELAYED. I DON'T HAVE THE UPDATE. ANY OTHER QUESTIONS?

MR. VAN ESCHEN: WHAT IS THE FAR RIGHT COLUMN?

MS. SANGSTER: THAT I WAS ADDING UP THE NUMBER OF EVENTS AND ATTENDANCE.

MR. VAN ESCHEN: ATTENDANCE IS THE SECOND TO THE RIGHT.

MS. CARTRITE: HE IS TALKING ABOUT THE LETTERS.

MR. VAN ESCHEN: ON THE FAR RIGHT THERE'S A B/B.

MS. SANGSTER: THE LETTER. THAT WAS SHOWING WHAT KIND OF

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OUTREACH IT WAS. SO THE B MEANS BOOTH. WE HAD A BOOTH AT AN EVENT. O IS OUTREACH. P IS PRESENTATION. IS THERE AN E ON THERE AS WELL? E

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WAS EXHIBIT. I'M ACTUALLY GOING TO
WORK WITH THE CONTRACTORS. I WANT
FEWER LETTERS. I THINK B AND E
OVERLAP, A BOOTH AND EXHIBIT TO ME
IS THE SAME THING. SO I'M GOING TO
WORK WITH THE CONTRACTORS. I WANT
IT NARROWED DOWN, IF IT'S OKAY, TO
A B, A P AND AN O. BOOTH,
PRESENTATION AND OUTREACH, IF
THAT'S OKAY.

MS. MCCLOWRY: MEGHAN. I'M
WONDERING WHAT OUTREACH ENTAILS OR
INCLUDES?

MS. SANGSTER: OUTREACH WOULD
BE LIKE, WHAT'S AN EXAMPLE?

MR. SELZNICK: WELL, IT COULD
BE GOING TO A HEARING AID
ORGANIZATION, MAYBE NOT DOING A
PRESENTATION BUT MAYBE A ONE-ON-ONE
MEETING. OTHER OUTREACH COULD BE
JUST HAVING SOME KIND OF COMMUNITY

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MEETING THAT ISN'T NECESSARILY A
FORMAL PRESENTATION, BUT WE'RE
TRYING TO GET PEOPLE AWARE OF THE
SERVICE.

MS. CARTRITE: BROCHURES HANDED

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OUT, MATERIALS LEFT, CONTACT MADE.
I THINK IT IS A CATCHALL FOR A LOT
OF THINGS, RIGHT?

MR. SELZNICK: YES.

MS. BAKER: WHY WOULDN' T YOUR
BOOTH OR EXHIBIT BE OUTREACH TOO?

MS. CARTRITE: IT IS.

MS. SANGSTER: A BOOTH IS
OUTREACH.

MS. BAKER: BUT YOU SAID YOU
WANTED TO NARROW IT DOWN TO THREE
LETTERS, B, P AND O. MY AGENCY
DOES OUTREACH, AND WE THINK
OUTREACH IS PART OF WHERE WE HAVE
-- WHERE WE' RE AN EXHIBITOR. MAYBE
YOU WANT TO CLARIFY WHERE YOU ARE
DESIGNATED AS AN EXHIBITOR, YOU ARE
AN EXHIBITOR WHICH MIGHT BE
DIFFERENT THAN THE OTHER TYPE
CATCHALL.

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MS. SANGSTER: I CAN CHANGE THE
LETTERS TO MAKE IT MORE CLEAR. BUT
ALL OF THOSE ARE EXAMPLES OF A KIND
OF OUTREACH. I CAN CHANGE THE
LETTERS TO MAKE IT MORE CLEAR. I

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CAN DO THAT.

MS. BAKER: I'M OKAY WITH THREE LETTERS, BUT TO CLARIFY THAT EXHIBITS OR A BOOTH IS A TYPE OF OUTREACH.

MS. CARTRITE: THEY ARE ALL OUTREACH.

MS. MISHLER: THIS IS TRACY. I HAD THIS QUESTION ON YOUR FIRST SLIDE, BUT I WAS GOING TO SAVE IT FOR THE END. SINCE WE'VE STARTED A DIALOGUE, I MIGHT AS WELL ASK IT NOW. WHY IS IT JUST A ONE-YEAR CONTRACT? THAT DIDN'T LOOK LIKE A FULL YEAR. SEPTEMBER 1 THROUGH JULY 31ST.

MS. GARRISON: ACTUALLY 11 MONTHS.

MR. VAN ESCHEN: I MIGHT RESPOND TO THAT. BASICALLY A

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DECISION WAS MADE, AS MICHELLE PUT IT, BUY OR USE THE CONTRACT THAT IS USED IN WYOMING AND SO WE HAD THIS SITUATION WHERE WE'RE USING A CONTRACT FOR THE TIME PERIOD OF SEPTEMBER 1ST, 2012, TO JULY 31ST,

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2013. DURING THIS TIME A NEW RFP WILL BE ISSUED SAY AT SOME TIME IN THE NEXT MONTH OR TWO WHERE BIDS WILL BE SOLICITED FOR A POTENTIAL NEW RELAY SERVICE PROVIDER. THAT'S KIND OF WHERE WE'RE AT RIGHT NOW. I'M NOT SURE HOW MUCH MORE I REALLY CAN SAY ABOUT THE SITUATION. THAT'S KIND OF WHERE WE'RE AT NOW.

MS. MISHLER: SO IF I'M CORRECT, THAT MEANS THAT YOU HAVE DECIDED THAT YOU WANT TO LIMIT THE SPRINT CONTRACT LESS TIME TO GIVE AN OPPORTUNITY FOR OTHERS TO BID; IS THAT RIGHT?

MR. VAN ESCHEN: WELL, IF YOU WILL RECALL THE LAST TIME WE MET IN APRIL, WE WERE IN THE PROCESS OF GOING THROUGH AN RFP PROCESS AT

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THAT TIME WHERE BIDS WERE BEING SOLICITED. DURING THE COURSE OF THAT EVENT, A DECISION WAS MADE TO BUY OFF THE CONTRACT THAT'S USED IN WYOMING BECAUSE THERE WERE CERTAIN ISSUES WITH THE RFP PROCESS. IT

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WAS EXTENDED FOR A MONTH, TWO MONTHS. IT GOT TO THE POINT WHERE THIS WAS VIEWED AS THE BEST ARRANGEMENT AT THE TIME. SO THE DECISION WAS MADE THROUGH OFFICE OF ADMINISTRATION TO BUY OFF A CONTRACT THAT WAS USED IN ANOTHER STATE FOR THIS TIME PERIOD. I KNOW THAT SOUNDS KIND OF COMPLICATED AND ALL OF THAT.

MS. MISHLER: IT SOUNDS KIND OF SOMEWHAT SHORTSIGHTED OR SILLY IN A WAY. I DON'T KNOW. I APOLOGIZE, I WAS NOT AT THE APRIL MEETING.

MR. VAN ESCHEN: YEAH. I DON'T KNOW IF IT IS SHORTSIGHTED OR SILLY BUT DUE TO THE SITUATION THAT WE WERE IN, IT WAS VIEWED AS THE BEST ARRANGEMENT THAT COULD BE DONE AT

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THAT POINT IN TIME.

MS. BAKER: WHAT DID YOU MEAN THAT YOU HAD TO BUY THE WYOMING CONTRACT?

MS. MCCLOWRY: I DON'T THINK HE MEANS BUY THE CONTRACT. WE ADOPTED AN EXISTING CONTRACT. BECAUSE WE

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COULDN' T PUT OUT ANOTHER RFP AT THE TIME SO WE HAD TO ADOPT ONE THAT WAS EXISTING AT THAT TIME.

MS. GARRISON: THAT ANSWERS THE QUESTION BECAUSE WE COULDN' T PUT OUT ANOTHER?

MS. MCCLOWRY: RIGHT.

MS. CARTRITE: JOHN, CAN I ADD? JUST TO ADD ONE PIECE THAT HAVE TOO. UNDER THE FORMER CONTRACT WITH SPRINT, THE EXTENSIONS WERE USED UP. SO BECAUSE OF THAT, THE STATE NEEDED A NEW CONTRACT VEHICLE, AND THEY CHOSE TO ADAPT THE WYOMING CONTRACT THAT SPRINT HAS WITH THE STATE OF WYOMING BECAUSE OF THE SIMILARITIES. SO THAT' S WHERE WE GOT TO THIS

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11-MONTH CONTRACT.

MS. SANGSTER: SO MOVING ON TO THE NEXT SLIDE. WE HAVE TOTAL TRS CALL VOLUME. AND ON THIS ONE WE WANTED TO SHOW ALL THE WAY BACK FROM 2008. I DON' T KNOW IF YOU GUYS CAN READ THE YEARS UP HERE.

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2008 IS ACTUALLY AT THE VERY TOP.
EVERY YEAR WE HAVE A STEADY DECLINE
SO BY NOW FOR 2012 WE' RE ALL DOWN
TO 20,000 IN TRS CALL VOLUME.
AGAIN, IT SHOWS THAT MANY ARE
TRANSITIONING OVER TO MORE INTERNET
BASED TELECOMMUNICATIONS SERVICES.
AND THEN HERE WE HAVE THE CAPTEL
CALL VOLUME. FROM 2009 TO 2012, WE
HAVE ANOTHER DECLINE, BUT IF YOU
SEE IN 2012, IT IS ALMOST EXACTLY
OVERLAPPING THIS TIME LAST YEAR,
2011. SO THAT'S THE CAPTEL CALL
VOLUME. AND THIS IS CALL VOLUMES
COMBINED FOR BOTH TRS AND CAPTEL
FROM 2011 TO TODAY. AGAIN TRS IS
IN BLUE, CAPTEL IS RED. IF YOU SEE
AGAIN TRS COMES UP AND DECLINES AND

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IT LOOKS LIKE PEOPLE WERE PROBABLY
CALLING HOME DURING THE HOLIDAYS IN
DECEMBER. THERE IS A LITTLE SPIKE
AND IT COMES BACK DOWN AND CAPTEL
SLIGHT DECLINE, BUT IT LOOKS LIKE
IT IS PRETTY MUCH CONSISTENT
THROUGHOUT THE YEAR. I WANTED TO
GIVE YOU AN IDEA OF HOW CAPTEL

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LOOKS WITH REGARDS TO TRS. ANY
QUESTIONS ON THESE GRAPHS AT ALL?

NO, OKAY.

NEXT WE HAVE FCC UPDATES.
FROM THIS YEAR ALONE, FIRST WE HAVE
THE CCOD, WHICH IS THE COMPLAINTS
AND ACCOMMODATIONS FOR RELAY
MISSOURI THAT THAT HAS TO BE
SUBMITTED TO THE FCC EVERY YEAR.
THAT WAS DONE THIS YEAR IN JUNE.
SO THAT WAS COMPLETE. THE TRS
RECERTIFICATION, THAT IS EVERY FIVE
YEARS. EACH STATE THAT PROVIDES A
RELAY SERVICE HAS TO BE CERTIFIED
FROM THE FCC AGAIN EVERY FIVE
YEARS, SO THAT WAS DONE IN OCTOBER.
DENNIS HELPED FILL THAT OUT AND

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THAT WAS SUBMITTED. AND THESE ARE
THREE ISSUES -- THREE TOPICS THE
FCC ARE ADDRESSING RIGHT NOW, JUST
KEEPING YOU GUYS INFORMED. FIRST
ONE IS FCC IS LOOKING FOR ON
STRUCTURE AND PRACTICES ON VRS
COMPENSATION. SPRINT DOES NOT
OFFER VRS ANY MORE. I JUST WANTED

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TO LET YOU KNOW THIS IS OPEN FOR RECEIVING COMMENTS, IF YOU HAVE ANY FEEDBACK. THAT CLOSES ON NOVEMBER 14TH. NEXT THEY ARE WORKING ON CURBING THE MISUSE OF SPRINT IP. SOME PEOPLE ARE MISUSING THE SERVICE SO THEY ARE TRYING TO FIND WAYS TO KEEP THAT FROM HAPPENING SO THAT IS ANOTHER ISSUE THAT IS BEING ADDRESSED RYE NOW. ALSO E NINE 11 REQUIREMENTS FOR IP-ENABLED SERVICE PROVIDERS LIKE SPRINT IP. SPRINT IS ONE OF THE PROVIDERS. ARE YOU ALL FAMILIAR WITH SPRINT IP, IP BASED RELAY SERVICES? SO THAT'S ANOTHER ONE THAT THEY ARE GOING THROUGH RIGHT NOW. ALL THIS

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INFORMATION IS ON THE FCC WEBSITE.

MR. BOYD: PLEASE EXPLAIN TO ME THE MISUSE OF IP RELAY, WHAT DOES THAT MEAN?

MS. SANGSTER: I BELIEVE THERE WAS ONE, WAS THERE A --

MR. SELZNICK: THERE'S SEVERAL. ONE POSSIBLE EXAMPLE SOMEBODY WHO IS NOT IN THE UNITED STATES IS

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TRYING TO MAKE A CALL TO SOMEBODY
WITHIN THE UNITED STATES MASKING
THEIR IDENTITY, MASKING THEIR
ABILITY TO TRACK WHO THEY ARE AND
TRYING TO PURCHASE SOMETHING FROM A
VENDOR AND HAVING IT SHIPPED
SOMEWHERE OUTSIDE THE UNITED
STATES. SO THERE WAS SOME MISUSE
OF THAT BECAUSE THEY DON'T HAVE TO
USE THEIR OWN VOICE. THEY MAY NOT
BE EVEN ENGLISH SPEAKING BUT
BECAUSE THEY ARE TYPING TO A RELAY
OPERATOR WHO IS VOICING FOR THEM
AND THEY ARE GETTING SYMPATHY
BECAUSE IT IS FROM A SERVICE THAT
IS PROVIDED TO DEAF AND

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HARD-OF-HEARING PEOPLE, THAT PEOPLE
TEND TO BE MORE LENIENT OR LESS --
THEY HAVE LESS ABILITY TO CHECK IF
THAT IS A LEGITIMATE CALL OR NOT.
ANOTHER POSSIBILITY.

MS. CARTRITE: AND USING STOLEN
CREDIT CARDS TO BUY THE GOODS.

MR. SELZNICK: THEY COULD STEAL
THE CREDIT CARD AND USE THAT TO DO

PURCHASES. THINGS LIKE THAT ARE ONE EXAMPLE.

MR. BOYD: SO IS THIS IN THE STATE OF MISSOURI OR ARE WE TALKING ABOUT PEOPLE THAT ARE TRAVELING ALL AROUND? IS THERE A LIST OF BAD CALLS? DO YOU KEEP A LIST OF BAD CALLS OR SOMETHING LIKE THAT, STATEMENTS, PERHAPS THAT WOULD HELP TO PROVIDE THROUGH RESTRICTIONS?

MR. SELZNICK: IT IS VERY DIFFICULT TO BLOCK THESE. THE REASON FOR THAT IS BECAUSE WE CANNOT DENY A PERSON FROM BEING ABLE TO USE. WE REQUIRE THAT THEY REGISTER AND WE DO OUR BEST TO

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VALIDATE THAT REGISTRATION BY USING PERSONAL INFORMATION. THERE ARE WAYS THAT THESE INAPPROPRIATE USERS HAVE LOOKED FOR WAYS TO GET AROUND IT. SO WE'RE CONTINUALLY FINDING HOW THEY GET AROUND OUR VERIFICATION PROCESSES IN ORDER TO MAKE SURE THEY ARE LEGITIMATE, THEY HAVE A HEARING LOSS. FCC REQUIRES THAT WE HAVE THE USER SELF-CERTIFY

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THAT THEY HAVE A HEARING LOSS SO
THE USERS SAY I HAVE A HEARING LOSS
IN ORDER TO GET ACCESS. UNTIL
RECENTLY THERE WAS A WORK-AROUND
WHERE THEY WOULD REGISTER WITH ONE
OTHER PROVIDER WHO DID NOT DO AS
WELL OR AS DEEP OF A VERIFICATION
PROCESS, THEN USE WHAT'S CALLED
DIAL AROUND. THEY GOT A NUMBER, AN
ACTUAL TELEPHONE NUMBER FROM THE
RELAY SERVICE, WENT INTO SPRINT
SYSTEM AND SAID YOU KNOW WHAT, I'M
REGISTERED WITH ANOTHER PROVIDER,
BUT I WANT TO USE SPRINT'S RELAY
SERVICE, SO I HAVE A REGISTERED

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NUMBER. I WILL MAKE CALLS. THAT
WAS ONE WAY THAT THEY GOT AROUND
OUR SYSTEMS TEMPORARILY. TODAY
THEY ARE NOT ABLE TO DO THAT. BUT
THEY WERE USING THAT AGAIN TO
POTENTIALLY MAKE CALLS, EVEN THOUGH
THEY WERE NOT IN THE U.S. OR WERE
ATTEMPTING TO DEFRAUD CONSUMERS
WITH CREDIT CARDS OR TRYING TO GET
SOMETHING FROM SOMEBODY IN THE U.S.

MS. CARTRITE: ADDED TO THAT PLUS OF ALL THE RELAY PROVIDERS, SPRINT TENDS TO BE THE MOST STRINGENT IN THEIR EXAMINATION PROCESS OR THEIR VERIFICATION PROCESS NOW BECAUSE WE HAVE ALLOWED AGENTS, IF THEY SUSPECT THERE'S FRAUDULENT USE GOING ON, THEY CAN SUMMON A SUPERVISOR TO EVALUATE AND TO ASK MORE QUESTIONS AND TYPICALLY WHEN THAT HAPPENS, THE CALLERS WILL DISCONNECT BECAUSE THEY REALIZE THERE IS SUSPICION THERE. SO WE HAVE SORT OF EMPOWERED THE AGENTS TO DO EXTRA VERIFICATION, IF YOU

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WILL. SO SOME OTHER PROVIDERS HAVE NOT ELECTED TO DO THAT AND HAVE EXPERIENCED A LOT MORE FRAUDULENT ACTIVITIES. SO IT IS A TOUGH THING TO ALWAYS MONITOR AND TO PREVENT WHATEVER IS NEXT THAT'S KIND OF CREATED OUT THERE TO TAKE ADVANTAGE OF THE SYSTEM. SAD, BUT YOU KNOW, WE'RE ALWAYS KIND OF DILIGENT ABOUT THAT.

MS. GARRISON: I WAS CURIOUS

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ABOUT THE FIRST ONE, THE COMPLAINT LOG. JUST OUT OF CURIOSITY, WHAT ARE LIKE THE TOP THREE COMPLAINTS TO THE FCC? I'M JUST CURIOUS.

MR. SELZNICK: IN MISSOURI THE MAJORITY OF THE COMPLAINTS ARE MORE AROUND TRYING TO HAVE A VCO OPERATOR TO SAY THEY DIDN'T TYPE THE RIGHT WORDS BACK TO THEM OR TTY SITUATION IT WAS OF THE OPERATOR SOUNDED RUDE TO THE DEAF PERSON. THOSE ARE THE TOP TWO I COULD THINK OF. I COULD LOOK AND MAKE SURE WE HAD ANY OTHER ONES, BUT THOSE ARE

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THE TOP TWO.

MS. SANGSTER: ALSO I HAVE PASSED OUT THE ANNUAL REPORT. THIS IS DONE EVERY YEAR FOR RELAY MISSOURI, I WON'T GO INTO GREAT DETAIL ABOUT IT. IT SHOWS ANY NEW NEWS WITH RELAY MISSOURI OR SPRINT RELAY. IT SHOWS STATISTICS, OUTREACH EVENTS. SO IF YOU WANT TO TAKE A MINUTE AND SKIM THROUGH IT. IF YOU HAVE ANY QUESTIONS. DENNIS

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HAS SOMETHING.

MR. SELZNICK: IT IS FOR THE FISCAL YEAR OF LAST YEAR, JULY TO JUNE 30TH OF 2012. SO ANYTHING NEW THAT CAME UP DURING THAT PERIOD, STATISTICS DURING THAT PERIOD, OUTREACH DONE PERIOD THAT PERIOD IS ALL IN THE ANNUAL REPORT.

MS. MISHLER: I WOULD LIKE A FEW MINUTES TO LOOK IT OVER AND DIGEST IT A LITTLE BIT. I'M WONDERING HOW ANYBODY FEELS ABOUT US GOING AHEAD AND HAVING LUNCH AND LOOKING OVER THIS DURING LUNCH AND

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THEN HAVE THE OPPORTUNITY TO ASK QUESTIONS OR DISCUSS IT AFTER LUNCH.

MR. SELZNICK: WE COULD AFTER WE FINISH THE PRESENTATION, I WOULD RECOMMEND THAT, SURE.

MS. SANGSTER: THAT'S FINE.

MS. MISHLER: I JUST WANT TO LET YOU KNOW THAT YOU ARE NOT OFF THE HOOK AFTER LUNCH.

MS. SANGSTER: OH, THE OTHER WAY. THAT'S FINE. LET'S GO BACK.

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MS. MISHLER: NO. WHAT I'M SAYING WE GET THE OPPORTUNITY TO ASK YOU QUESTIONS AFTER LUNCH.

MS. SANGSTER: FINISH THE PRESENTATION, HAVE LUNCH, COME BACK UP?

MS. MISHLER: YES.

MS. SANGSTER: SO THIS IS A LITTLE MORE DETAIL ABOUT THE FCC RECERTIFICATION THAT I BRIEFLY MENTIONED BEFORE. AGAIN EVERY FIVE YEARS YOU HAVE TO GO THROUGH THE PROCESS OF RECERTIFYING STATE RELAY

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SO THIS IS JUST A FEW EXAMPLES OF WHAT'S IN THAT REPORT. YOU HAVE OUTREACH ACTIVITIES. NOT EVERY OUTREACH ACTIVITY YOU DID BUT YOU POINT OUT SOME OF THE HIGHLIGHTS OF YOUR BIGGEST EVENTS, GIVE EXAMPLES. THE ANNUAL REPORT IS IN THERE AS WELL. SOME OF THE COMPLAINTS, THE CCOD LOGS FROM THE PAST FIVE YEARS. THEY ARE ALL IN THERE AS WELL AS THE PREVIOUS RFP AND THOSE ARE IN THERE AS WELL. AND THE PRIOR

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RECERTIFICATION FROM FIVE YEARS
YEAR. THAT'S ALL IN THE REPORT.
SO I'M NOT SURE ABOUT MISSOURI WAS
IT OVER 300 PAGES?

MR. SELZNICK: IT WAS PRETTY
BIG. AGAIN IT TAKES US ONE TO TWO
MONTHS TO PUT THIS ALL TOGETHER. A
LOT OF HISTORICAL DATA BUT ALSO
WHAT HAVE WE DONE IN THE PAST?
WHAT IS IT THAT MEETS THE FCC
REQUIREMENTS? MAKE SURE THAT
MISSOURI IS IN COMPLIANCE WITH ADA
LAW AND ALL THAT HAVE STUFF SO WE

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FIND ALL OF THAT DATA. WE'VE ASKED
SUPPORT FROM THE PSC REGARDING
THINGS LIKE WHERE IS THE STATUTE
WHERE IT GIVES THE PSC AUTHORITY TO
GIVE SURCHARGES OR OVERSIGHT OVER
THE RELAY SERVICES. THAT'S ALL
DOCUMENTED IN HERE AND AVAILABLE.
IT IS A PUBLIC DOCUMENT, SO THIS IS
FILED WITH THE FCC. SPRINT IS
HAPPY TO HELP THE PSC PUT IT
TOGETHER SO THAT IT IS JUST SO EASY
TO SUBMIT IT AND WE GIVE EVERYBODY
A CHANCE TO REVIEW IT AND MAKE SURE

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IT IS A OKAY BEFORE THESE PUBLIC
SERVICE COMMISSION SUBMITS IT.

MR. VAN ESCHEN: WHAT HAPPENS
IF THE FCC DOESN'T RECERTIFY A
STATE'S RELAY PROGRAM? HAS THAT
EVER HAPPENED BEFORE IN ANY OF THE
STATES?

MR. SELZNICK: I DON'T THINK --

MS. CARTRITE: I HAVE NEVER
HEARD OF THAT.

MR. SELZNICK: I DON'T THINK
WE'VE EVER HAD A SITUATION. I

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BELIEVE THERE MAY HAVE BEEN
SITUATIONS NOT WITH SPRINT BUT
WHERE THEY HAVE NOT INITIALLY
APPROVED IT, THEY HAVE ASKED FOR
MORE INFORMATION. YOU MAY HAVE NOT
SUBMITTED IN ENOUGH DETAILS. YOU
MAY HAVE TO SUBMIT IN MORE DETAILS
BECAUSE THE FCC REQUIRES THAT YOU
DO OUTREACH FOR YOUR STATE PROGRAM.
SO THINGS LIKE THAT THEY MAY HAVE
ASKED FOR MORE INFORMATION. FROM
SPRINT I CAN'T RECALL ANY INSTANCE
WHERE WE'VE BEEN DENIED

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RECERTIFICATION.

MR. BOYD: SO FROM OCTOBER YOU HAVE GIVEN US A LIST OF RFP AND MAYBE IDEAS, YOU HAVE MADE A LIST OF THOSE THINGS AND SENT THAT DATA, MAYBE THAT WOULD HAVE BEEN GREAT TO GIVE TO THE STAFF SO THAT WE WOULD KNOW, NOT HOLD IT BUT GIVE IT TO US SO WE WOULD HAVE IT IN MIND.

MS. SANGSTER: I'M NOT FOLLOWING THE QUESTION.

MR. BOYD: I'M TALKING ABOUT

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THE RFP'S, WHY DIDN'T YOU SEND THEM TO ALL OF US BEFORE, TO THE BOARD SO THAT WE COULD ADD OUR COMMENTS AND THINGS?

MR. VAN ESCHEN: THE NEW RFP? WE CAN DO THAT. I THINK WE WOULDN'T SHARE WITH POTENTIAL BIDDERS LIKE SPRINT.

MS. PARISH: WE SENT IT OUT THE FIRST ROUND.

MS. CARTRITE: LAST YEAR IN OCTOBER.

MS. PARISH: AND ASKED FOR FEEDBACK. WE CAN DO THAT AGAIN AS

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WELL.

MS. BAKER: WAIT A MINUTE. I'M NOT FOLLOWING. YOU ALREADY GAVE SPRINT A CONTRACT TO 2013. SO WHY ARE WE LOOKING AT PROPOSALS AGAIN?

MR. VAN ESCHEN: BECAUSE THIS CONTRACT THAT WE'RE CURRENTLY USING WILL EXPIRE AT THE END OF JULY OF 2013.

MS. BAKER: JULY 2013. SO YOU WANT TO LOOK AT OTHER PROPOSALS

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BEFORE JULY 2013?

MR. VAN ESCHEN: RIGHT. WE HAVE TO ISSUE WHAT'S CALLED THE REQUEST FOR PROPOSAL WHICH BASICALLY MEANS IN THE STATE OF MISSOURI WE'RE LOOKING FOR A RELY SERVICE PROVIDER THAT WILL PROVIDE RELAY AND CAPTEL SERVICES IN MISSOURI. WE'RE SOLICITING BIDS. TYPICALLY IN THE REQUEST FOR PROPOSALS THERE'S INFORMATION ABOUT EXPECTATIONS FOR THE SERVICES AND CERTAIN REQUIREMENTS, SO ON AND SO FORTH. WE'RE SOLICITING BIDS FROM

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PEOPLE THAT WANT -- OR COMPANIES
THAT WANT TO PROVIDE THESE
SERVICES. USUALLY SETS THE
DEADLINE FOR SUBMITTING BIDS AND
SOMETIMES THERE'S A CONFERENCE WITH
POTENTIAL BIDDERS WHERE POTENTIAL
BIDDERS CAN ASK QUESTIONS ABOUT THE
RFP. IT IS NOT UNCOMMON FOR
POTENTIAL BIDDERS TO HAVE QUESTIONS
AND ASK FOR CLARIFICATIONS ABOUT
CERTAIN THINGS. THERE IS AN RFP

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THAT IS DRAFTED. I THINK WE'LL
SHARE WITH THE COMMITTEE. IF YOU
WANT TO OFFER INPUT ON WHAT OUGHT
TO BE IN IT, WE'LL HEAR WHAT YOU
HAVE TO SAY ABOUT IT.

MR. TELTHORST: ON THAT
SUBJECT, IF YOU DO SHARE A DRAFT OF
THE RFP WITH THE COMMITTEE AND ASK
FOR INPUT, SINCE MEMBERS OF MY
ASSOCIATION ARE POTENTIAL BIDDERS,
I WOULD PREFER NOT TO RECEIVE THAT.

MR. VAN ESCHEN: OKAY.

MS. MISHLER: WHO ELSE BIDS?

MR. VAN ESCHEN: WHO ELSE BIDS?

MR. TELTHORST: I KNOW AT&T HAS

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RELAY SERVICES, I THINK SPRINT.

MS. CARTRITE: AND HAMILTON.

MR. VAN ESCHEN: I THINK
SPRINT, HAMILTON AND AT&T ARE THE
PRIMARY PROVIDERS OF RELAY
SERVICES. IS THAT FAIR?

MR. SELZNICK: I BELIEVE THOSE
ARE THE ONLY THREE CURRENTLY
PROVIDING IN THE STATES TODAY.

MS. SANGSTER: BACK TO THE FCC.

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AS OF OCTOBER 12TH IT WAS SUBMITTED
BY THE STATE OF MISSOURI, SO THAT'S
DONE FOR THE NEXT FIVE YEARS. AND
THEN THAT WRAPS UP THE
PRESENTATION. IF YOU HAVE ANY
OTHER QUESTIONS AT ALL BEFORE WE
BREAK FOR LUNCH?

MR. VAN ESCHEN: WHEN YOU DO
OUTREACH, DO YOU FIND THAT PEOPLE
ARE UNAWARE OF RELAY MISSOURI?

MS. SANGSTER: NO. MY
IMPRESSION SINCE COMING IN, RELAY
MISSOURI IS VERY SATURATED
THROUGHOUT THE STATE OF MISSOURI,
IT IS VERY WELL KNOWN. THE

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CONTRACTORS DID AN AMAZING JOB FROM
WHAT I'M SEEING ON THE OUTREACH
REPORTS AND FROM WHAT I'M HEARING
FROM MY TEAM MEMBERS, I THINK
MARKETING IS DOING VERY WELL. I
THINK THAT CAPTEL WILL CONTINUE TO
GROW. I MEAN THIS WILL CONTINUE TO
GROW FROM THE EFFORTS THAT THEY ARE
MAKING.

MR. SELZNICK: I THINK THE

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CHALLENGES THAT PEOPLE FIND OTHER
THINGS THAT SUIT THEM. FOR
EXAMPLE, IF THEY HAVE A CAPTEL
PHONE, MAYBE THEY FIND OUT ABOUT
THE INTERNET CAPTEL PHONE. DURING
THIS PAST SIX MONTHS SPRINT HAS
RELEASED TWO NEW CAPTEL PHONES,
CAPTEL 840 I AND THE CAPTEL 840.
THE 840 I IS AN INTERNET CAPTEL
PHONE THAT USES A REGULAR PHONE
LINE PLUS AN INTERNET CONNECTION.
IT HAS A BUILT IN ANSWERING MACHINE
FOR CAPTIONS SO IF SOMEBODY CALLS
YOU AND THEY LEAVE A MESSAGE, IT
HAS A BUILT IN ANSWERING MACHINE
THAT ALSO CAPTIONS IT. SO THAT'S

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THE THING THAT WE'RE FINDING OUT
PEOPLE REALLY LIKE THAT SO THEY ARE
NO LONGER USING TWO LINE CAPTEL,
FOR EXAMPLE, BECAUSE THEY ALREADY
HAVE INTERNET IN THEIR HOMES AND
THEY LOVE TO BE ABLE TO RECEIVE
CAPTIONS WITHOUT PAYING FOR A
SECOND TELEPHONE LINE. WE'RE
FINDING OUT ABOUT THINGS FROM OUR

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CONSUMERS AND CONTINUING TO ADOPT
AND ADD NEW TECHNOLOGIES.

MS. MISHLER: IT IS TRACY. I'M
DISAPPOINTED THAT WE DON'T HAVE
ANYBODY FROM EQUIPMENT
DISTRIBUTION.

MS. PARISH: THEY HAD OTHER
ENGAGEMENTS TODAY, BOTH MARTY AND
STACY.

MS. MISHLER: HEARING ABOUT
THAT, IT IS GREAT. WHAT DO WE DO
WITH PEOPLE THAT DON'T HAVE AN
INTERNET CONNECTION AND WANT TO USE
CAPTEL? HOW DO WE DEAL WITH THOSE
SITUATIONS?

MS. SANGSTER: IF THEY WANT TO

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USE CAPTEL BUT DON' T HAVE INTERNET?
THEY CAN USE THE 840 THAT YOU DON' T
REQUIRE AN INTERNET LINE, THAT IS
ONLY THE TELEPHONE LINE.

MS. MISHLER: IN OTHER WORDS,
WE CAN OFFER TO PEOPLE A CAPTEL
PHONE THAT DOESN' T USE INTERNET AND
A CAPTEL PHONE THAT DOES USE THE
INTERNET?

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MS. SANGSTER: RIGHT.

MR. SELZNICK: ONE THAT DOESN' T
HAVE INTERNET ONLY RECENTLY CAME
OUT. WE HAVEN' T SEEN MUCH UPTICK
WITH THAT PARTICULAR DEVICE YET
BECAUSE IT IS MAYBE A MONTH OR SO
OLD. AGAIN WE' RE CONTINUING TO
LOOK FOR WAYS, LOOKING FOR WHERE
PEOPLE ARE NEEDING SERVICE, SO YES.

MR. BOYD: I HAVE A QUESTION.
TRACY SAID SOMETHING, THERE' S NO
EQUIPMENT DISTRIBUTION. WHAT DOES
THAT MEAN?

MS. GARRISON: THERE' S NO ONE
IN EQUIPMENT DISTRIBUTION THAT' S
WORKING ON IT TODAY, THAT CAME
HERE.

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MS. SANGSTER: THERE WAS SOMETHING I SHOULD HAVE BROUGHT UP EARLIER IN THE OUTREACH. WITH THE NEW CONTRACT AND HOW THE TERMS HAVE CHANGED WE HAVE RECENTLY DECIDED TO LET ONE OF OUR SUBCONTRACTORS GO, SO WE'RE KEEPING BOB LISTER IN ST. LOUIS SO HE WILL CONTINUE TO DO ALL

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OF OUR OUTREACH FOR US AND ALSO ONE OF THE TERMS IS TEN OUTREACH EVENTS A YEAR WHICH WE HAVE ALREADY PASSED THAT MARK. BECAUSE OF THE TERMS, IT DIDN'T WARRANT A SECOND CONTRACTOR. THAT'S ONE OF THE CHANGES THAT'S BEEN MADE RECENTLY SO BOB WILL CONTINUE TO DO OUTREACH FOR RELAY MISSOURI.

MS. MISHLER: I HAVE ANOTHER QUESTION, COMMENT. I KNOW DENNIS SPOKE AT THE MISSOURI SPEECH AND HEARING ASSOCIATION MEETING AND WAS VERY, VERY WELL RECEIVED. AND I THOUGHT IT WAS A WONDERFUL WAY TO GET THIS INFORMATION OUT TO THE PEOPLE THAT COULD USE IT IN

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MISSOURI THROUGH PROFESSIONAL
AUDIOLOGISTS' GROUPS. ARE THERE
ANY PLANS TO DO ANY MORE OF THAT?
DO YOU NEED A CONNECTION? DO YOU
WANT ME TO FIND THAT CONNECTION AT
MSHA AGAIN? DO YOU HAVE ANY PLANS
TO TALK TO ANY OTHER PROFESSIONAL
GROUPS? WOULD YOU LIKE HELP IN

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DOING THAT?

MS. SANGSTER: ANY HELP YOU CAN
OFFER WOULD BE GREAT. YOU CAN
SEND, YOU CAN FORWARD ANY EVENTS OR
CONTACTS TO ME. I ALSO WORK
THROUGH BOB LISTER, WHO IS THE
OUTREACH SPECIALIST. ANY EVENTS
THAT COME UP, PEOPLE SEND TO ME AND
I GET APPROVAL THROUGH THE PSC
WHETHER OR NOT WE'RE GOING TO
ATTEND THAT EVENT OR NOT. I DO
HAVE SOME BUSINESS CARDS WITH ME
THAT I CAN HAND OUT.

MS. MISHLER: OKAY. THAT IS
GREAT. DENNIS, DIDN'T YOU THINK
THAT WAS HELPFUL?

MR. SELZNICK: I THOUGHT IT WAS
VERY HELPFUL. I GOT SOME GREAT

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CONNECTIONS FROM IT, A LOT OF THAT HAS RESULTED IN US ACTUALLY SENDING OUT PEOPLE LIKE BOB LISTER TO THOSE AUDIOLOGY OFFICES TO PROVIDE MATERIALS INTO THEIR CLINICS OR THEIR CENTERS, SO YES. CONTINUE DOING THAT IS GREAT.

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MS. BAKER: ARE YOU DOING THAT ON THE OTHER SIDE, KANSAS CITY?

MS. SANGSTER: YES. WE WILL STILL DO OUTREACH IN KANSAS CITY, YES.

MS. BAKER: I MEAN AS FAR AS PEOPLE WHO USE THE RELAY SERVICE, THEY KIND OF KNOW ABOUT IT. I THINK THERE'S AN UNTAPPED MARKET OF GETTING INTO THE PROFESSIONAL PEOPLE BECAUSE THERE ARE PEOPLE WHO ARE RECENTLY DIAGNOSED WITH A HEARING LOSS AND THEY DON'T KNOW WHAT'S OUT THERE, PARTICULARLY CAPTEL. I THINK IF MORE PEOPLE KNEW ABOUT CAPTEL, THEY WOULD USE IT.

MS. MISHLER: I COULDN'T AGREE

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MORE. I TEACH A CLASS TO
AUDI OLOGI STS AT WASHI NGTON
UNIVERSITY. I SAY, DOES ANYBODY
KNOW ANYTHING ABOUT MI SSOURI RELAY
AND CAPTEL AND THEY LOOK AT ME WITH
A BLANK FACE. I THINK IT IS VERY
EASY TO GET YOU A PRESENTATION TIME

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AT MSHA. I THINK THAT' S A GREAT
WAY TO GET THE I NFORMATION OUT. I
THINK I N THE GENERAL POPULATION,
THE GENERAL POPULATI ON DOESN' T KNOW
ANYTHING AT ALL. BARBARA, DO YOU
WANT TO?

MS. GARRI SON: NO. I AGREE
WITH WHAT YOU WERE TALKI NG ABOUT
OUTREACH, AND WE' RE LOOKI NG AT A
LIST OF ALL THE OUTREACH
OPPORTUNI TIES. I THINK IT
CERTAINLY CAN BE EXPANDED TO THOSE
OF US WHO ARE BOOMERS AND LOSI NG
OUR HEARI NG RAPI DLY. THE OTHER
GROUP OF PEOPLE ARE FAMI LIES WHOSE
CHI LDREN HAVE RECENTLY BEEN
DIAGNOSED. AND THEY ARE CLUELESS.
WE' VE GOT TWO PRETTY BI G GROUPS I N
THE STATE. THERE' S HANDS AND

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VOICES AND THEN THERE'S AMERICAN
SOCIETY FOR DEAF CHILDREN, ASDC AND
I THINK THOSE TWO SHOULD BE
TARGETED GROUPS TOO.

MS. BAKER: YOU KNOW, MOOD
CENTER AND CID IN ST. LOUIS, I

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DON'T KNOW WHAT'S OVER AT KANSAS
CITY. EVEN SPRINGFIELD, I THINK
THAT'S A BIG POCKET THERE. JOPLIN,
WHEN THE TORNADO HIT, PEOPLE DIDN'T
REALIZE OH, MY GOD, THERE ARE DEAF
PEOPLE THERE AND HARD-OF-HEARING
PEOPLE. THEY COULDN'T GET THE
TORNADO INFORMATION.

MR. SELZNICK: NATIONWIDE WE'VE
DONE, WE'VE SEEN LOTS OF SUCCESS IN
IS PUBLIC SERVICE ANNOUNCEMENTS ON
TV. THAT'S BEEN A STRATEGY THAT
SPRINT HAS DONE NATIONWIDE. WE
HAVE NOT YET DONE ONE IN MISSOURI.
WE'RE STILL WORKING WITH THE TAP
PROGRAM TO FIGURE OUT HOW WE COULD
DO THAT BECAUSE WE NEED THEIR
SUPPORT IN ORDER TO PROVIDE THESE
TELEPHONES BECAUSE EVERYBODY HAS TO

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GO THROUGH THE TAP PROGRAM IN ORDER
TO GET THE CAPTEL PHONE IN
MISSOURI. IN OTHER STATES THAT MAY
NOT BE NECESSARY. SO WE'RE
CONTINUING TO WORK WITH TAP IN
ORDER TO MAKE SURE THAT'S SOMETHING

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THAT THEY CAN SUPPORT, THEN WE CAN
GO AHEAD AND DO THAT.

MS. CARTRITE: IN ADDITION TO
WHAT DENNIS IS SAYING, ONE THING, I
MEAN HE TALKS ABOUT A PUBLIC
SERVICE ANNOUNCEMENT THAT REALLY IS
A COMMERCIAL BECAUSE IT IS A PAID
FOR AIRING OF THIS INFORMATION.
HOWEVER, BECAUSE MISSOURI RELAY IS
UNDER THE PUBLIC SERVICE
COMMISSION, WE CAN INVESTIGATE
DOING A TRUE PUBLIC SERVICE
ANNOUNCEMENT THAT IS TIED TO
MISSOURI RELAY THAT THOSE ARE FREE
THROUGH, YOU KNOW, BROADCASTER
STUFF IF THE COMMISSION IS WILLING
TO ENDORSE THAT AND AGAIN TIED TO
YOUR EQUIPMENT DISTRIBUTION PROGRAM
AND ALL OF THAT. SO WE MIGHT TALK
ABOUT THAT, DANA AND JOHN, ABOUT A

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TRUE PUBLIC SERVICE ANNOUNCEMENT,
ABOUT A CAPTION TELEPHONE OR
WHATEVER. IT COULD BE JUST ABOUT
MISSOURI RELAY IN GENERAL. BUT TO
YOUR POINTS ABOUT UNTAPPED MARKETS

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OUT THERE, YOU KNOW THE GENERAL
POPULATION 10% OF PEOPLE HAVE A
HEARING LOSS. I MEAN THINK OF THAT
NUMBER, IT IS JUST STAGGERING. SO
IT IS TOUGH TO REACH ALL OF THOSE
INDIVIDUALS WITHOUT UTILIZING
ORGANIZATIONS OR THOSE GROUPS THAT
YOU KNOW. SO PLEASE SEND ANYTHING
TO MICHELLE THAT YOU HAVE IN MIND
SPECIFICALLY FOR THE STATE OF
MISSOURI WHERE YOU THINK WOULD BE A
GOOD PROGRAM TO REACH WITH THIS
INFORMATION BECAUSE WE'RE MORE THAN
WILLING TO DO THAT. WE NEED THOSE
KINDS OF AWARENESS, ESPECIALLY WITH
THE HARD OF HEARING MARKET BECAUSE
IT IS HUGE. REALLY RELATIVELY
UNTOUCHED BECAUSE JUST THE NUMBERS
DAILY ARE INCREASING. SO THAT'S
GREAT.

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MS. GARRISON: HUH?

MS. SANGSTER: ACTUALLY A
PERFECT EXAMPLE OF THAT ACTUALLY
STARTED ABOUT SIX DAYS AGO WAS
GROCERY CART ADVERTISING. WHEN YOU

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PUSH THE GROCERY CART AND YOU HAVE
THE LITTLE AD IN THE BABY SEAT AND
THEY ALSO HAVE IN THE FRONT IN THE
NOSE OF THE CART, WE'RE DOING THAT
IN CONNECTICUT AND IT STARTED FIVE
DAYS AGO, SO THE RESULTS I WOULD BE
MORE THAN HAPPY TO SHOW IT TO YOU.
AS AN EXAMPLE YOU ARE NOT EXACTLY
FOCUSING ON THE DEAF COMMUNITY AND
PROMOTING TO THEM, YOU ARE REACHING
OUT TO PEOPLE WHO WOULD NEVER HAVE
OTHERWISE GOTTEN THAT INFORMATION.
SO I'M HOPING THAT IS A SUCCESS.
IF IT WORKS, THEN WE CAN MAYBE LOOK
INTO THAT HERE IF IT'S SOMETHING
YOU WOULD BE INTERESTED IN.

MS. BAKER: I MEAN YOUR SENIOR
CENTERS, AREA AGENCIES ON AGING,
THERE IS A HUGE POPULATION THAT GO
TWO OR THREE TIMES A WEEK AND DON'T
USE TELEPHONE BECAUSE THEY HAVE

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DIFFICULTY.

MS. CARTRITE: TO GIVE YOU
OTHER IDEAS JUST TO THINK OF IF YOU
KNOW OF ORGANIZATIONS. WE'VE

48

STARTED REALLY WORKING WITH LOCAL
AARP CHAPTERS. WE ALSO ARE REALLY
TARGETING VETERANS AND VETERAN
ORGANIZATIONS BECAUSE SO MANY GUYS
AND WOMEN ARE COMING BACK FROM THE
MIDDLE EAST WITH HEARING LOSS. SO
IF YOU KNOW OF ANY ORGANIZATION IN
YOUR COMMUNITIES, LET US KNOW THAT
SO WE CAN REACH OUT TO THEM. AND
ALSO I WOULD SAY NATIVE AMERICAN
TRIBAL ORGANIZATIONS. IT REQUIRES
REALLY AN AFFINITY PARTNERSHIP WITH
THOSE TRIBAL COUNCIL EDITORS TO
REALLY GET INVITED TO THOSE KINDS
OF THINGS. THEY NEED AWARENESS IN
THAT COMMUNITY. SO AGAIN, PLEASE
IF YOU KNOW OF ORGANIZATIONS OR
AGENCIES OR WHATEVER, LET US KNOW.
WE'RE ALWAYS OPEN TO ANYTHING
ADDITIONAL. BUT KNOW THAT WE'RE
DOING THINGS TOO ALSO BEHIND THE

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SCENES AND LOOKING FOR THOSE KINDS
OF ORGANIZATIONS REALLY NATIONWIDE.

MS. MISHLER: ANY OTHER
QUESTIONS?

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MR. GARRETT: WOULD IT BE
POSSIBLE TO GET A COPY OR A PDF OF
THE OUTREACH THAT WE COULD USE TO
MAYBE BECOME MORE SUCCESSFUL AND
MORE INVOLVED, SO WE COULD HAVE A
CLEARER PICTURE.

MS. SANGSTER: OF THE CONTRACT
POSITION? OKAY.

MR. GARRETT: FOR THE CONTRACT
OUTREACH, FOR THE OUTREACH.

MS. MISHLER: I THINK.

MS. GARRISON: YOU ARE ASKING
FOR A POSITION DESCRIPTION FOR THE
OUTREACH SPECIALIST.

MS. SANGSTER: YOU WANT ME TO
SEND TO YOU, IS THAT WHAT YOU ARE
SAYING? I CAN DO THAT. YEAH. IF
YOU GIVE ME YOUR INFORMATION. ANY
OTHER QUESTIONS BEFORE WE BREAK FOR
LUNCH? THANK YOU VERY MUCH.

MS. MISHLER: THANK YOU.

MS. GARRISON: WELCOME HOME.

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MS. SANGSTER: THANK YOU. I
WAS SO EXCITED.

MS. MISHLER: WE'LL GO AHEAD

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AND HAVE LUNCH AND KIND OF SEE HOW
WE GO TIMEWISE BECAUSE EVERYONE IS
EATING HERE, CORRECT? SO WE CAN
REGROUP AS SOON AS WE'VE HAD A
CHANCE TO READ THROUGH THIS AND
HAVE A NICE LUNCH.

(THE NOON RECESS WAS TAKEN.)

MS. MISHLER: WE'LL GET BACK TO
WORK IN MAYBE FIVE MINUTES OR SO.
READY? DANA, THANKS FOR A GREAT
LUNCH.

MS. PARISH: YOU ARE WELCOME.

MS. MISHLER: KIND OF BLOWS MY
LOW CARB THING. DOES ANYONE HAVE
ANY QUESTIONS ABOUT THE ANNUAL
REPORT? I DO. I WAS WONDERING,
AND I DON'T MEAN TO SOUND SILLY IN
ASKING THIS QUESTION TOO RIGHT OFF
THE TOP OF MY HEAD. I DON'T REALLY
UNDERSTAND INTERNET RELAY. I DON'T
REALLY UNDERSTAND THAT. THEN I
HAVE ANOTHER QUESTION.

MS. SANGSTER: I CAN DO THAT
ONE. IT IS LIKE WHEN YOU SAY
INTERNET RELAY, ARE YOU TALKING

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ABOUT LIKE SPRINT IP OR CAPTEL OR
DO YOU WANT ME TO JUST IN GENERAL?
SPRINT IP RELAY IS BASICALLY, IT IS
INTERNET BASED. SO IF YOU ARE ON
YOUR COMPUTER YOU GO INTO OUR
WEBSITE AND YOU TYPE THE NUMBER
THAT YOU WANT TO CALL AND IT GOES
THROUGH THE OPERATOR AND THE
OPERATOR SPEAKS FOR ME. SO I TYPE
WHAT I WANT TO SEE, SHE READS IT
AND CALLS THE HEARING PARTY. THE
HEARING PARTY TALKS BACK TO THE
OPERATOR AND SHE TYPES IT TO ME.
SO IF YOU THINK ABOUT, IT IS LIKE A
TTY BUT IT IS NOW ON THE COMPUTER.
YOU ARE NOT USING THE ADDITIONAL.
SO THAT IS SPRINT IP. YOU ALSO
HAVE SOME OF THE CAPTEL PHONES ARE
ALSO ON THE INTERNET NOW. FOR
EXAMPLE, WEB CAPTEL AGAIN YOU HAVE
YOUR LAPTOP. YOU GO TO THE
WEBSITE. IN ADDITION TO HAVING
YOUR LAPTOP, I HAVE A PHONE NEXT TO

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ME. IT CAN BE ANY PHONE. IT CAN
BE A CELL PHONE, LAND LINE, ANY

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PHONE. SO WHEN I PUT THE NUMBER I
WANT TO CALL, MY PROFILE IS SET UP
SO THEY CALL ME DIRECTLY SO RIGHT
WHEN I PICK UP MY PHONE THE
OPERATOR CALLS OUT. SO HOW IT
WORKS IS I CAN SPEAK TO THE OTHER
PARTY, BUT THE OPERATOR IS GOING TO
TYPE BACK THEIR WORDS ON MY SCREEN
I'M GOING TO READ IT AND I'M GOING
TO TALK BACK.

MR. SELZNICK: THE PURPOSE IS
BECAUSE OF THESE CONNECTIONS ARE
MADE THROUGH THE INTERNET, WE DON'T
KNOW EXACTLY WHERE THE USER IS. WE
DON'T KNOW IF THEY ARE IN THE STATE
OF MISSOURI. WE DON'T KNOW IF HE
IS IN ILLINOIS. WE MAY HAVE A
PHONE NUMBER, WE MAY NOT BUT THE
FCC DEFINES INTERNET RELAY
SERVICES, SPRINT IP, WEB CAPTEL,
VIDEO RELAY SERVICES AS BEING
INITIATED OR CONNECTED THROUGH THE
INTERNET, IT IS BECAUSE WE DON'T

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HAVE A LOCATION OF THE USER.

MR. BOYD: I HAVE A QUESTION.

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THIS HAPPENED TO ME AWHILE BACK A LITTLE FRUSTRATION. I OPEN UP MY LAPTOP. I TYPE WHO I WANT TO CALL, I'M GOING INTO SPRINT IP. NOW IN THE PAST I COULD GO THROUGH REAL QUICKLY EASILY. NOW APPARENTLY I HAVE TO REGISTER, REGISTER MY NUMBER, THAT'S KIND OF FRUSTRATING FOR ME. I HAVE TRIED AND TRIED AND IT REALLY DOESN'T WORK.

MS. SANGSTER: ARE YOU FRUSTRATED ABOUT REGISTERING? DO YOU REMEMBER IN THE PAST SLIDE WE SAID THE FCC IS TRYING TO FIND A WAY TO PREVENT FRAUD WITH INTERNET-BASED SERVICES. THAT IS EXACTLY WHY WE HAVE OUR CUSTOMERS REGISTER THEIR NUMBER NOW SO WE CAN VERIFY THEY ARE A PERSON, THEY HAVE A HEARING LOSS AND THEY ARE USING THIS SERVICE. THEY SHOULD BE USING THIS SERVICE. SO THAT'S WHY WE HAVE YOU REGISTER NOW.

MR. BOYD: MAYBE IT IS THE FACT

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BECAUSE WHEN I'M AT PARAQUAD,

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SPRINT LOCATION PREVENTS ME FROM ACCESS. IT MAY BE BECAUSE I'M AT PARAQUAD. WHAT HAPPENS AS I TRY TO ACCESS THE SERVICE AND I GET DISCONNECTED ALL THE TIME.

MS. SANGSTER: ANY OTHER QUESTIONS?

MS. MISHLER: ON PAGE 10 OF THIS REPORT WHEN YOU TALK ABOUT WIRELESS DEVICES, I'M A LITTLE BIT CONFUSED. THAT'S BECAUSE I'M NOT A TECHNICAL PERSON AND I DON'T KNOW. SO CAN YOU EXPLAIN TO ME WHAT YOU ARE SAYING ABOUT THE 4G.

MS. SANGSTER: SURE. WIRELESS -- 4G IS BASICALLY MEANS THE FOURTH GENERATION. SO IT IS A FASTER, WHAT'S THE WORD I'M LOOKING FOR, 3G WAS FOUR AND THEN WE'RE UP TO 4G SO IT IS SUPPOSED TO BE TEN TIMES FASTER CONNECTION TO THE NETWORK. SO WIRELESS DEVICES BASICALLY WHAT WE'RE SAYING HERE IS SPRINT RELAY OFFERS DISCOUNTED DATA ONLY PLANS

COMMUNITY. OUR DEAF COMMUNITY, THEY DON'T USE VOICE PLANS SO YOU HAVE TO ACTUALLY PLAY FOR IT. WE OFFER THESE DISCOUNTED PLANS WHICH IS WHAT OUR WIRELESS DEVICE IS TALKING ABOUT. THE PHONES INCLUDED ARE 4G PHONES, FASTER AND MORE UPDATED PHONES AND THEN THE 39.99 DATA ONLY PLAN, THAT'S THE DISCOUNTED PLAN. NO VOICE INCLUDED.

MS. MISHLER: THEN THE 4-SS IS 54.99.

MS. SANGSTER: 4-S IS A TYPE OF I-PHONE.

MS. MISHLER: MY QUESTION REALLY IS THIS IS PAID FOR BY THE INDIVIDUAL? YES? IT IS NOT THE TAP PROGRAM? NO. HOW ARE YOU DEFINING HARD OF HEARING? I MEAN HOW DO YOU WORK THAT?

MS. SANGSTER: THE HARD OF HEARING WHO WANTS TO USE THESE PHONES?

MS. CARTRITE: HOW DO WE DEFINE

HARD OF HEARING? HERE I THINK IN MISSOURI DO THEY REQUIRE AN AUDIOGRAM?

MR. SELZNICK: SPECIFICALLY FOR THE WIRELESS SERVICES BECAUSE TAP DOES NOT HAVE EQUIPMENT DISTRIBUTION PROGRAM FOR WIRELESS DEVICES. KANSAS DOES, FOR EXAMPLE. FOR MISSOURI YOU CAN'T GET A WIRELESS DEVICE THROUGH TAP. SO YOU HAVE TO PURCHASE IT FROM THE SPRINT RELAY STORE OUT OF POCKET, OUT OF YOUR INDIVIDUAL COST. WHEN YOU PURCHASE IT, WE DO HAVE A PROCESS TO FOLLOW-UP WITH THE CUSTOMER TO MAKE SURE THAT THEY ARE, IN FACT, DEAF OR HARD OF HEARING. FOR EXAMPLE, WE MAY CONTACT THEM THROUGH A VIDEO PHONE AND ASK THEM, MAKE SURE THAT YOU ARE A CONSUMER WHO HAS A HEARING LOSS. WE DO HAVE METHODS TO FOLLOW-UP AND MAKE SURE THAT PERSON HAS HEARING LOSS AND NOT SOMEBODY WHO DOES NOT HAVE A HEARING LOSS

AND JUST WANTS TO GET A DISCOUNTED DATA ONLY PLAN.

MS. CARTRITE: ONE OF THE ONLY WAYS WE MARKET OUR ON-LINE STORE IS THROUGH TRADE SHOWS AND THINGS THAT ARE TARGETED FOR DEAF AND HARD-OF-HEARING PEOPLE. THAT'S HOW THEY HEAR ABOUT US IN THAT PARTICULAR SERVICE PLAN ANYWAY IS THROUGH THOSE KIND OF TRADE SHOWS AND EVENTS AROUND THE COUNTRY. SO IT IS TYPICALLY PEOPLE WHO HAVE HEARD, RIGHT?

MS. SANGSTER: AND ALSO I DON'T KNOW IF YOU HAVE NOTICED IT, BUT ANOTHER THING WE DO, I NOTICED WHEN I WATCH TELEVISION ON A SPRINT COMMERCIAL WE DON'T HAVE SPRINT RELAY COMMERCIALS BUT IF YOU HAVE YOUR CAPTIONS ON, IT SAYS IF YOU ARE DEAF OR HARD OF HEARING YOU CAN GO TO THIS WEBSITE BUT IT IS ONLY ON THE CAPTIONS. IT IS NOT LIKE A FOOTNOTE OR WHATEVER YOU CALL IT ON THE COMMERCIAL.

MS. CARTRITE: IT IS NOT OPEN CAPTIONED, IT IS CLOSED CAPTION.

MS. SANGSTER: WHO HE IS WHO USE THE CAPTIONS HAVE SOME FORM OF HEARING LOSS WILL SEE THE CAPTIONS. GO TO SPRINT RELAY.

MS. MISHLER: THANK YOU. ONE OF THE REASONS WHY I ASKED THIS QUESTION IS BECAUSE OUR PRIOR MEETINGS ALWAYS SEEM TO COME AROUND TO IS TAP OFFERING ALL THE EQUIPMENT THAT THEY SHOULD BE OFFERING? WHAT SHOULD WE AFFORD TO OFFER THE DEAF AND HEARING-IMPAIRED POPULATION? WE'VE DEFINED CRITERIA FOR CAPTEL PHONE THROUGH AN AUDIOGRAM. SO I DIDN'T KNOW.

MR. SELZNICK: WE DON'T HAVE ANY SPECIFIC AUDIOGRAM REQUIREMENTS IN ORDER TO GET THIS WIRELESS PLAN, BUT WE DO WANT TO MAKE SURE THAT IT'S NOT SOMEBODY ATTEMPTING TO MISUSE THE SERVICE BY NOT HAVING A HEARING LOSS. WE DON'T HAVE ANY STRICT DEFINITION. WE DO NOT

REQUIRE AN AUDIOGRAM TO BE SENT TO US, AND WE MAKE IT A DEFINING FACTOR.

MS. CARTRITE: OF COURSE, MOST PEOPLE DON'T WANT A PLAN WITHOUT NO VOICE MINUTES. THEY DO HAVE EMERGENCY VOICE USE SO YOU COULD IN AN EMERGENCY IF YOU NEEDED TO SPEAK, EVEN THOUGH YOU CAN'T HEAR, YOU COULD USE IT. I LOST MY TRAIN OF THOUGHT. I WAS GOING TO SAY SOMETHING ABOUT THE PLANS AND THE PROGRAMS. OH, FOR TAP. A LOT OF STATES ARE ADDING WIRELESS DEVICES WHICH MEANS THAT THE EQUIPMENT DISTRIBUTION PROGRAMS WOULD PURCHASE THE PHONE FOR A PERSON OR IF YOU HAVE A VOUCHER SYSTEM OR WHATEVER, THE STATES, THAT YOU ALLOW UP TO SOME AMOUNT. TYPICALLY \$99 THE BUY A WIRELESS DEVICE. THEN THE PERSON THEMSELVES IS RESPONSIBLE FOR PAYING THEIR MONTHLY SERVICE PLAN. BUT WE HAVE THIS UNLIMITED SERVICE PLAN MEANING

UNLIMITED DATA. WE'RE THE ONLY PROVIDER THAT OFFERS THAT UNLIMITED PIECE OF THE DATA PART. SO TEXTING AND INTERNET CONNECTIVITY AND ALL OF THAT.

MS. MISHLER: SO AS FAR AS WHAT YOU KNOW, OTHER STATES PROVIDE WIRELESS DEVICES BUT NOT A MONTHLY CHARGE?

MS. CARTRITE: CORRECT.

MS. MISHLER: THERE IS NO STATE THAT DOES A MONTHLY CHARGE?

MS. CARTRITE: NOT THAT I'M AWARE OF.

MR. SELZNICK: NOT THAT I'M AWARE OF.

MS. SANGSTER: THE STATE DOES NOT PAY FOR THE MONTHLY.

MR. SELZNICK: ANY STATES THAT YOU KNOW OF?

MS. SANGSTER: NO. NO.

MR. GARRETT: I HAVE A QUESTION ABOUT THE PROCESS. IF YOU ARE A DEAF PERSON FOR THE RELAY, SPRINT, FOR MYSELF, FOR EXAMPLE, SOMETIMES

I PREFER USING THE VOICE FEATURE.
I KIND OF BOUNCE BACK AND FORTH
USING IT AND NOT USING IT. I LOVE
TECHNOLOGY. SO I BUY PHONES OFTEN.
THAT'S MY PERSONAL PREFERENCE.
EACH TIME I GO TO A SPRINT STORE,
THEY DON'T SEEM TO UNDERSTAND THAT
THAT I MAY WANT THAT FEATURE. IT
IS VERY FRUSTRATING WITH ME BECAUSE
I LOVE THE RELAY, YES, IT IS FINE.
BUT THE PROCESS, I HAVE TO BE VERY,
VERY PATIENT. SOMETIMES I AM THERE
FOR HOURS. IT JUST SEEMS THAT, FOR
EXAMPLE, EVEN USING IT I GET HUNG
UP VERY QUICK. THE PROCESS SEEMS
TO TAKES ME HAVING TO JUMP THROUGH
HOOPS TO GET TO WHAT I WANT. SO I
DON'T UNDERSTAND THE PROCESS WITH
THE DEAF AND HARD OF HEARING. IT
SEEMS LIKE THERE NEEDS TO BE SOME
WORK ON THAT.

MR. SELZNICK: DOTTIE, DO YOU
WANT TO ANSWER THAT?

MS. CARTRITE: PART OF THE
REASON FOR THAT. IF YOU WALK INTO

A SPRINT STORE YOU ARE RIGHT, THEY ARE NOT ALWAYS AWARE OF OUR PROGRAMS AND THE SERVICE PLANS FOR THE DEAF AND HARD OF HEARING. THAT'S THE REASON WE HAVE YOU CONTACT THE VIRTUAL STORE. IT IS ON-LINE ONLY. THOSE GUYS, OUR SALESPEOPLE ARE ALL DEAF THEMSELVES ON SO YOU CAN CONTACT THEM DIRECTLY AND WE ALSO HAVE A VIDEO CUSTOMER CARE SO WHEN YOU HAVE BILLING ISSUES AND THINGS LIKE THAT, YOU CAN CONTACT THEM THROUGH VP AND THEY WILL ASSIST YOU THAT WAY. SO YOUR FRUSTRATION WOULD BE MINIMIZED A LOT. SO IF YOU CONTACT OUR SPRINT RELAY ON-LINE STORE. IT IS ACTUALLY SPINRELAYSTORE.COM, THAT WILL HELP YOU. BUT IF YOU GO INTO A SPRINT STORE AND YOU GET SOMETHING AND YOU LEAVE WITH A PLAN ON THE PHONE, IF YOU CONTACT OUR SPINRELAYONLINE.COM, THEY CAN CHANGE YOUR PLAN TO OUR DATA ONLY PLAN. THEY WILL CHANGE IT FOR YOU.

MR. GARRETT: OKAY. IN MY EXPERIENCE -- YOU ARE SAYING IF I HAVE TO LEAVE THE STORE, I CAN COME LATER ON AND CHANGE THE PLAN?

MS. CARTRITE: YOU CAN'T BUY A PHONE WITHOUT A SERVICE PLAN ASSIGNED. SO NO, YOU CAN'T JUST GO IN AND BUY A PHONE AND LEAVE. YOU CAN'T DO THAT.

MR. GARRETT: SO THEY ARE SAYING I CAN'T GET IT WITHOUT A PLAN. THAT'S MY PROBLEM, IF I GO INTO THE SPRINT RELAY STORE, MY POINT; THOUGH, SOME OF THE PEOPLE, SOME OF THE INDIVIDUALS THERE, THERE'S A LONG WAITING LINE THERE. THE PROCESS IS ENDLESS. SO I'M ASKING -- I'M ACTUALLY OFFERING A SUGGESTION TO YOU.

MS. CARTRITE: RIGHT. WE APPRECIATE THAT. WE REALIZE THAT AND THAT'S THE REASON WE HAVE OUR VIRTUAL STORE FOR DEAF AND HARD OF HEARING BECAUSE IF YOU ORDER -- YOU CAN GO INTO A SPRINT STORE, FOR

EXAMPLE, AND TASTE AND PLACE WITH
AND EXPERIENCE THE PHONES AND LEAVE
AND GO ON-LINE AND ORDER AND YOU
WILL GET IT OVERNIGHT. THEN GET
THE PLAN ASSIGNED THAT YOU WANT.
YOU CAN TALK TO THESE GUYS THAT
WILL ASSIST. IT IS A LOT LESS
FRUSTRATING THAN GOING INTO AN
ACTUAL STORE.

MR. GARRETT: I HAVE GOT IT.

MS. GARRISON: THERE WAS A PART
OF WHAT YOU SAID THAT HE ENJOYS
HAVING THE OPTION OF USING HIS
VOICE.

MS. CARTRITE: RIGHT.

MS. GARRISON: THE 100% DATA
PLAN IS NOT GOING TO WORK FOR YOU
ANYWAY.

MS. CARTRITE: OUR GUYS CAN
SUPPORT THAT TOO. THEY CAN HELP
YOU PICK THE BEST PLAN THAT FITS
YOU.

MR. GARRETT: OKAY.

MS. MISHLER: NO OFFENSE BUT
CAN THE HEARING POPULATION ALSO

ACCESS THAT?

MS. GARRISON: I WISH.

MS. CARTRITE: NO. BECAUSE THEY HAVE THE BENEFIT OF WALKING INTO A STORE ON EVERY CORNER, IT FEELS LIKE SOMETIMES. NO.

MR. MILLS: IS OUR TAP PROGRAM HERE IN MISSOURI VERY DIFFERENT FROM OTHER STATES? TELL US BECAUSE YOU MENTIONED SOMETHING EARLIER ABOUT WE'RE THE ONLY STATE THAT HAS THE RESTRICTION THAT ONLY, YOU CAN ONLY GET EQUIPMENT THROUGH THE PROGRAM. HOW DO THE OTHER STATES DO IT.

MR. SELZNICK: THE TAP PROGRAM IS PRETTY UNIQUE. JUST IN SOME WAYS THERE ARE THINGS THAT OTHER STATES OFFER THAT TAP DOESN'T. IT IS NOT LIKE THERE'S ANY -- THE BEST OF ANY OR THE WORST OF IT, IT IS JUST THAT IT'S DIFFERENT YES. WE OFFER A LOT HERE FOR THE TAP PROGRAM, BUT AGAIN, ONE OF THE THINGS WE DON'T HAVE IS A WIRELESS

SERVICE OR WIRELESS DEVICES.

MR. MILLS: I THINK YOU MENTIONED VOUCHERS.

MS. CARTRITE: I SAID THAT. SOME STATES USE THE VOUCHER SYSTEM.

MR. SELZNICK: FOR EXAMPLE, TEXAS OFFERS A VOUCHER INSTEAD OF ACTUALLY GIVING YOU EQUIPMENT, THEY GIVE YOU A VOUCHER WHERE YOU CAN THEN PURCHASE EQUIPMENT BASED ON YOUR NEEDS. THEY WOULD RECOMMEND EQUIPMENT OR WHERE YOU CAN BUY IT FROM, BUT YOU ACTUALLY MAKE THAT PURCHASE OR KANSAS WOULD GIVE YOU, WE CAN GIVE YOU EQUIPMENT. IF YOU WANTED TO GET A WIRELESS DEVICE, THEN THEY WOULD REIMBURSE YOU BASED ON WHAT YOU ARE PURCHASING YOU HAVE TO GIVE THEM A RECEIPT, THEY WOULD REIMBURSE YOU FOR THAT AMOUNT UP TO, I THOUSAND, \$400. EACH STATE HAS DIFFERENT WAYS OF HOW THEY HANDLE IT.

MS. BAKER: I HAVE A TWO-PRONG QUESTION, AND I HOPE I CAN REMEMBER

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BOTH OF THEM. WHAT YOU SAID ABOUT THE TAP PROGRAM AND WIRELESS. IS THAT SOMETHING WE NEED TO TALK TO MARTY? WHO IS CONTROLLING WHETHER SOMEONE CAN BUY WIRELESS -- NOT BUY -- BUY WIRELESS THROUGH THE TAP PROGRAM? WHO CONTROLS THAT, THE TAP PROGRAM OR US OR WHO?

MS. MISHLER: I THINK THAT I WAS GOING TO KIND OF TABLE PART OF THIS DISCUSSION UNTIL WHEN WE HAVE THE PSC STAFF REPORT BECAUSE AND IF OUR FRIEND, JEFF WAS HERE, I'M SURE HE WOULD VOTE FOR US TO PURSUE TRYING TO GET OUR TAP PROGRAM TO PROVIDE WIRELESS DEVICES. BUT I THINK THAT WE'VE ALWAYS DABBLED IN THE DISCUSSION -- DABBLED, WE NEED TO MAKE SURE THAT THE TAP PROGRAM PROVIDES MORE BECAUSE WE'RE NOT PROVIDING ENOUGH OPTIONS. IT IS UNFORTUNATE THAT WE DON'T HAVE SOMEONE FROM THAT GROUP HERE. MAYBE WE CAN TALK A LITTLE MORE ABOUT BUDGETS AND WHAT NOT WITH THE

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PSC REPORT.

MS. BAKER: MY SECOND QUESTION ABOUT CAPTEL AND THE ACCESS TO THE INTERNET. I HAVE YOUR COMPETITOR, AT&T VERSE FOR MY INTERNET AND MY TV. SO IF I BOUGHT CAPTEL IS THAT GOING TO WORK ON MY AT&T VERSE?

MR. SELZNICK: THAT IS HIGH SPEED INTERNET, CORRECT?

MS. BAKER: YES.

MR. SELZNICK: MOST LIKELY IT WOULD WORK BECAUSE AS LONG AS YOU HAVE AN ANALOG OR A VASE OVER IP TELEPHONE LINE AND HIGH SPEED INTERNET THAT YOU CAN EITHER PLUG INTO THE PHONE OR ACCESS VIA WIFI WIRELESSLY, IT SHOULD WORK.

MS. BAKER: I HAVE WIRELESS RIGHT NOW. OKAY. I WAS WONDERING HOW WITH TWO DIFFERENT COMPETITORS, HOW DID IT WORK. THANK YOU.

MR. SELZNICK: JUST LIKE THE TELEPHONE SERVICE TODAY, YOU CAN HAVE ANY TELEPHONE SERVICE AND STILL USE WITH CAPTEL OR TTY, WE

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AIM TO BE SERVICE AGNOSTIC, SO
WHATEVER SERVICE YOU HAVE ON YOUR
PHONE FOR INTERNET OR PHONE
SERVICE, WE WANT TO MAKE SURE THAT
OUR SERVICE FOR RELAY OR CAPTEL
WORKS WITH YOUR SYSTEM.

MS. MISHLER: ANY OTHER
QUESTIONS?

MS. GARRISON: YEAH. GO BACK
TO HER QUESTION. WHO OVERSEES THE
TAP PROGRAM, IS THAT THE PUBLIC
SERVICE COMMISSION?

MR. VAN ESCHEN: NO. MARTY
EXLINE.

MS. GARRISON: BUT WHO
SUPERVISES MARTY?

MR. TELTHORST: IS IT LABOR AND
INDUSTRIAL RELATIONS?

MS. MISHLER: PSC GIVES MARTY
HIS MONEY.

MR. VAN ESCHEN: THE MONEY PSC
CONTROLS THE MISSOURI RELAY FUND,
WHICH IS USED TO FUND THE RELAY AND
CAPTEL PROGRAM AS WELL AS THE
EQUIPMENT PROGRAM.

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MR. MILLS: THE MONEY COMES

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FROM THE PEOPLE PAYING THE BILLS?

MR. VAN ESCHEN: RIGHT.

MS. MISHLER: IT IS ALLOTTED.

MR. MILLS: IT IS COLLECTED BY THE PSC BUT THE PSC, I DON'T BELIEVE, HAS ANY REAL CONTROL OVER WHAT MARTY DOES WITH IT?

MR. VAN ESCHEN: THAT'S CORRECT.

MS. MISHLER: DON'T THEY HAVE CONTROL OVER HOW MUCH MARTY GETS?

MR. VAN ESCHEN: NO.

MR. TELTHORST: NO. LEGISLATURE HAS CONTROL OVER THAT.

MS. BAKER: MARTY IS UNDER OFFICE OF ADMINISTRATION NOT LABOR. HE USED TO BE OFF OF MY AGENCY BUT WE SEPARATED. THE QUESTION IS PSC HAS THE DOLLARS SO IT IS REALLY THE DOLLARS GO TO MARTY, BUT IT LOOKS LIKE YOU NEED TO GET OA INVOLVED IN SAYING AM I RIGHT? I GUESS WHO DETERMINES IF MARTY -- HE MEAN HE HAS COUNSEL LIKE I DO, SO WHO

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DETERMINES HOW THAT MONEY IS SPENT?

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DO WE, PSC?

MR. VAN ESCHEN: WE HAVE NO INFLUENCE OVER IT.

MS. BAKER: YOU GIVE HIM X NUMBER OF DOLLARS AND SAY SPEND IT ANY WAY YOU WANT. THERE MUST BE SOME CRITERIA.

MR. TELTHORST: I DON'T KNOW THIS TO BE THE CASE, BUT I THINK IT MIGHT BE CORRECT IS THAT THE STATUTE MAY LIMIT THE EQUIPMENT PROGRAM TO PROVIDING FOR BASIC TELECOMMUNICATION SERVICE, WHICH MAY BE THE THING THAT LIMITS IT TO WIRED LINE AND NOT WIRELESS DEVICES. I DON'T KNOW.

MR. VAN ESCHEN: WHEN WE TALKED IN PRIOR RELAY MISSOURI ADVISORY COMMITTEE, MARTY EXLINE HAS BEEN HERE AND THERE HAVE BEEN DIFFERENT MEMBERS OF THE COMMITTEE THAT HAVE URGED MARTY TO EXPAND THE PROGRAM TO OFFER WIRELESS EQUIPMENT. MY RECOLLECTION OF MARTY'S HESITATION

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TO JUMP RIGHT INTO THAT WAS THE FUNDING FOR THE RELAY, THE MISSOURI

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FUND IS SOLELY FROM LAND LINE CARRIERS. AND I THINK HE HAS SOME CONCERN ABOUT EXPANDING THE PROGRAM TO OFFER WIRELESS DEVICES WHEN THE FUNDING FOR THE PROGRAM IS SOLELY COMING FROM LAND LINE.

MS. GARRISON: WHICH IS INCREASING EVERY YEAR.

MS. CARTRITE: I THOUGHT YOU ASSESS WIRELESS CARRIERS? YOU DON'T ASSESS WIRELESS CARRIERS?

MR. VAN ESCHEN: NO. THAT'S BEEN DISCUSSED WITH THE COMMISSION. I THINK THE COMMISSIONERS WERE OF THE MIND THAT WELL, THE EQUIPMENT PROGRAM, YOU ARE IN CHARGE OF YOUR BUDGET. IF YOU WANT TO EXPAND IT TO WIRELESS DEVICES, YOU ARE NOT GOING TO GET ANY OBJECTION FROM US, YOU KNOW. YOU ARE GOING TO HAVE TO JUST INFORM US WHAT YOUR ANNUAL BUDGET IS. YOU ARE RIGHT, YOU HAVE TO GO TO THE LEGISLATURE IN SOMEWAY

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TO GET THAT SOMEHOW APPROVED. WE JUST MAKE SURE THAT THERE'S ENOUGH

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MONEY IN THE FUND TO ADEQUATELY
FUND THE EQUIPMENT PROGRAM AS WELL
AS THE RELAY MISSOURI AND CAPTEL
PROGRAM.

MS. MISHLER: I REMEMBER
PREVIOUS CONVERSATIONS. IT WAS MY
IMPRESSION THAT THE MOST OF THE
DECISIONS REGARDING WHAT EQUIPMENT
TO PROVIDE WERE UP TO MARTY.

MS. GARRISON: RIGHT. THAT IS
MY IMPRESSION.

MS. MISHLER: OUR PAST
DISCUSSIONS ALSO HAVE TAPPED -- OUR
PAST DISCUSSIONS HAVE ALSO TAPPED
ON WHAT EQUIPMENT HE SHOULD BE
PROVIDING WITH SOME PAST MEMBERS OF
THE COMMITTEE PUSHING HEAVY FOR
WIRELESS. I REMEMBER WE HAD THAT
DISCUSSION FOR AWHILE.

MS. CARTRITE: BACK IN THE DAY.

MS. MISHLER: IT SURE WOULD BE
NICE TO HAVE MARTY'S INPUT OR TO BE
ABLE TO EDUCATE FOR LACK OF A

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BETTER WORD, MARTY ABOUT WHAT OUR
THOUGHTS ARE WHETHER OR NOT WE
SHOULD GO INTO WIRELESS DEVICES OR

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NOT.

MS. CARTRITE: IF YOU DON'T MIND, I WOULD LIKE TO GO BACK TO ONE SLIDE THAT KIND OF SHOWS ANOTHER PART OF THE STORY TO YOUR POINT ABOUT WIRED LINE. IF IT'S ONLY THE FUNDS ARE ONLY AVAILABLE FOR WIRED LINE DEVICES OR DEVICES OF DIFFERENT KINDS, THAT'S FINE TOO. IF YOU LOOK AT THAT, THIS IS RELAY MISSOURI, CAPTEL AND TRS MINUTES. IF YOU SEE TRS MINUTES ARE IN BLUE AND ARE HIGHER THAN THE RED CAPTEL MINUTES, THIS IS ONE OF THE FEW STATES THAT THE CHART LOOKS LIKE THAT. TYPICALLY IN MOST STATES IT IS THE OTHER WAY AROUND. THE CAPTEL MINUTES ARE HIGHER NOW THAN TRS MINUTES. THAT'S DIRECTLY TIED TO THE DISTRIBUTION OF THE PHONES BECAUSE YOU CAN'T HAVE A CAPTEL PHONE WITHOUT THE SERVICE,

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AND YOU CAN'T OFFER THE SERVICE WITHOUT THE EQUIPMENT. SO ALMOST ALL THE OTHER STATES WITH VERY FEW

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EXCEPTIONS AND MISSOURI ONE, IT LOOKS LIKE THAT. SO THAT'S DIRECTLY RELATED TO THE WIRED LINE EQUIPMENT DISTRIBUTION OF CAPTEL PHONES. SO WE'RE SEEING CAPTEL ON THE GROWTH MODE AND TRS ON THE DECLINE. SO THAT KIND OF TELLS ME THAT THERE ARE PEOPLE OUT THERE NOT GETTING THE EQUIPMENT THAT THEY ARE WANTING AND ALSO NOW CAPTEL HAS GONE WIRELESS. SO WE CAN UTILIZE CAPTEL ON WIRELESS DEVICES ON ANDROID AND I-PHONE SOON. IT IS COMING I-PHONE BOTH. SO THAT JUST TELLS THE STORY. JUST SO YOU ARE AWARE WHEN YOU HAVE YOUR DISCUSSIONS.

MS. BAKER: SO ONCE AGAIN, I'M TRYING TO SEE WHAT THE PROCESS IS. DOES THE PUBLIC SERVICE COMMISSION HAVE TO GO TO THE LEGISLATURE TO GET A SPONSOR TO SAY WE WANT TO

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CHANGE OUR CRITERIA AND TAX WIRELESS SERVICE? I MEAN I'M TRYING TO FIGURE OUT WHAT'S THE CRITERIA THAT NEEDS TO BE SET UP SO

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THAT WIRELESS SERVICE CAN BE
ACCEPTED IN THE DISTRIBUTION
PROGRAM. WHAT'S THE PROCESS?

MS. MISHLER: I THINK WE'RE
GETTING INTO A REALLY BIG TOPIC
THAT WE'VE TOUCHED ON IN PRIOR
MEETINGS. THAT WAS ARE WE --
SHOULD WE PURSUE CONTRIBUTIONS FROM
WIRELESS CARRIERS INTO THIS FUND?
SHOULD WE PROVIDE WIRELESS
EQUIPMENT? I THINK WE NEED TO GET
MARTY'S INPUT. IT IS, AGAIN,
UNFORTUNATE THAT HE IS NOT HERE.
BUT I CAN OFFER TO SEND AN E-MAIL
TO HIM AND ASK HIM THESE QUESTIONS
TO GET THE BALL ROLLING A LITTLE
BIT. I DON'T KNOW IF SOME OF YOU
REMEMBER, BUT A COUPLE OF YEARS AGO
I MET WITH MANY PEOPLE FROM THE
TELECOMMUNICATIONS INDUSTRY TO TALK
ABOUT THE FACT THAT THERE'S NO

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CONTRIBUTION TO 911 OR TO MISSOURI
RELAY. THAT'S JUST A HUGE, HUGE
TASK THAT I DON'T KNOW HOW WE
ACHIEVE THAT GOAL. I ACTUALLY MET

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WITH SOME PEOPLE REGARDING THE FACT
OF PIGGYBACKING ON WITH THE
PROPOSAL FOR 911 TO HAVE A
CONTRIBUTION FROM WIRELESS. WE HAD
A DISCUSSION THAT MOST OF THE CALLS
ARE INTO WIRELESS BUT NO WIRELESS
CARRIER CONTRIBUTES TO THAT FUND.
SO IT IS HUGE.

MR. TELTHORST: TRACY, IF I
COULD. IT IS THE WIRELESS CUSTOMER
OR THE LAND LINE CUSTOMER, NOT THE
CARRIER. THE CARRIER IS THE
COLLECTOR OF THE TAX. WE REMIT THE
TAX. WE DON'T PAY THE TAX. IT IS
A TAX OR A SURCHARGE ON CUSTOMERS,
NOT ON CARRIERS.

MS. MISHLER: I'M SORRY.

MR. TELTHORST: TO YOUR POINT
ON EITHER TAXING WIRELESS OR
PROVIDING WIRELESS DEVICES. UNLESS
THE STATUTE -- AND I DON'T KNOW --

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UNLESS THE STATUTE LIMITS THE TYPE
OF DEVICE THAT MARTY'S PROGRAM CAN
DISTRIBUTE, THEN HE COULD BE
ENCOURAGED OR HE COULD DECIDE TO
DISTRIBUTE WIRELESS DEVICES WITHOUT

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ANY STATUTORY CHANGE OR WITHOUT ANY
WIRELESS TAX APPLIED.

MS. MISHLER: RIGHT. I THINK
YOU ARE CORRECT ABOUT THAT.

MR. TELTHORST: THOSE ARE TWO
DIFFERENT POLICIES THAT COULD BE
PURSUED INDEPENDENTLY OF ONE
ANOTHER UNLESS THERE'S SOME
STATUTORY LIMIT. I CAN'T REMEMBER
THAT THERE IS.

MR. MILLS: I DON'T THINK THERE
IS.

MS. MCCLOWRY: I DON'T THINK
THERE IS.

MR. MILLS: I THINK THERE IS A
VERY REAL CONNECTION IN MARTY'S
MIND.

MS. GARRISON: BUT AT THE SAME
TIME WE RUN A SURPLUS OF MONIES
THAT HAVEN'T BEEN SPENT, AS A

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MATTER OF FACT, WE'VE BEEN TRYING
TO FIGURE OUT HOW TO SPEND TO
REDUCE THE SURCHARGE LAST YEAR OR
TWO YEARS AGO, 13 BACK DOWN TO 11.
IN MY MIND MARTY'S FEAR OF THE

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UNKNOWN SHOULDN' T BE AS GREAT AS IT IS.

MS. MISHLER: RIGHT. WHY DON' T WE DO THIS. IF YOU GUYS AGREE, I WILL GO AHEAD AND START A CONVERSATION WITH MARTY ABOUT RELAY, AND RELAY SOME OF THE COMMENTS HERE TODAY AND GET A CONVERSATION GOING WITH MARTY TO SEE WHERE WE CAN.

MS. BAKER: CAN I BE PART OF THAT CONVERSATION? I KNOW MARTY PRETTY WELL.

MS. MISHLER: DO YOU WANT TO GO AHEAD AND START THE CONVERSATION?

MS. BAKER: AND CC YOU?

MS. MISHLER: THAT WOULD BE GREAT.

MS. BAKER: I SAY I CC YOU. I' M ASKING THE OTHER ADVISORY

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COUNCIL NUMBERS. I CAN SEND IT TO DANA, IF SHE WANTS TO DISTRIBUTE IT TO THE COUNCIL MEMBERS?

MS. PARISH: THAT' S FINE.

MS. MISHLER: OKAY. THANK YOU.

MS. CARTRITE: WE HAVE ONE MORE

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PIECE OF INFORMATION JUST TO SHARE WITH YOU. I THINK YOU ARE OFF THE HOOK. I JUST WANTED TO SHARE WITH YOU WHAT THIS SLIDE SPEAKS FOR ITSELF REALLY ABOUT. YOU CAN SEE AND, I THINK MICHELLE SHOWED YOU THIS BEFORE THAT THIS TOP LINE IS 2008. SO IT GOES BY YEAR DOWN. OF COURSE FOR THIS NEW CURRENT CONTRACT FISCAL YEAR, WE ONLY HAVE WHAT, TWO MONTHS SHOWN HERE AT THE BOTTOM BUT STILL IT IS THE BOTTOM. SO THAT'S 2012. '11, '10, '9, '8, YOU CAN SEE THE CALL VOLUME JUST SLIDING DOWN EVERY YEAR. BECAUSE OF THIS, THIS TELLS KIND OF A SAD STORY BECAUSE SPRINT AS A BUSINESS. BEFORE ABOUT WHAT, TEN YEARS AGO WE HAD A TOTAL OF CALL CENTERS

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PROBABLY 12 TO 15 CALL CENTERS TOTAL BACK TEN YEARS AGO. NOW WE HAVE DOWN TO, I THINK THERE'S A TOTAL OF SIX. WE'VE RECENTLY MADE THE BUSINESS DECISION TO CLOSE THE MISSOURI INDEPENDENCE CENTER. SO

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IT'S BEEN IN PROCESS OF CLOSING
DOWN. SO THE LAST DAY FOR ANYONE
TO BE PRESENT IN THE BUILDING WILL
BE MID-NOVEMBER, I THINK THE 16TH,
15TH, 16TH. BECAUSE WE NOT ONLY
HAD, YOU KNOW, COMMUNICATION
ASSISTANCE THERE, BUT WE ALSO HAD
OUR CUSTOMER SERVICE GROUP THERE.
WE HAD SOME OF OUR SPECIALTY GATES
WE CALL THEM FOR SPEECH TO SPEECH
THERE. OUR VIDEO CUSTOMER SERVICE
GROUP THERE. SO WE HAVE DOWNSIZED.
MANY OF THE CUSTOMER SERVICE GROUPS
WILL BE MIGRATING TO OUR SPRINT
CAMPUS IN KANSAS CITY. SO THIS IS
THE REASON WHY. IT IS SAD. WE
HATE IT. IT IS JUST THE NATURE OF
THE BEAST RIGHT NOW. BECAUSE SO
MANY PEOPLE ARE MIGRATING TO

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WI RELESS PRODUCTS, TO
INTERNET-BASED SERVICES, TO VIDEO
RELAY SERVICES. I MEAN YOU NAME
IT. TECHNOLOGY IS A WONDERFUL
THING, AND IT IS. AND I THINK IT
IS HELPING THE FUNCTIONAL
EQUIVALENCY FOR DEAF AND

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HARD-OF-HEARING PEOPLE TO BEGIN TO
KIND OF RISE TO THE LEVEL OF
HEARING PEOPLE BECAUSE, KAREN --
LINDA AND I WERE TALKING ABOUT
TEXTING. SORRY. LINDA AND I WERE
TALKING ABOUT TEXTING, HOW THAT'S
BECOME WONDERFUL FOR DEAF AND
HARD-OF-HEARING PEOPLE SO FAST WITH
COMMUNICATION. WITH THAT RELAY
MINUTES ARE JUST TANKING. SO SAD
TO TELL YOU THAT THE INDEPENDENCE
CENTER IS CLOSING, BUT THE GOOD
NEWS IS THAT THERE ARE STILL, TRS
IS KIND OF BEGINNING TO LEVEL OFF A
LITTLE BIT. THE DECLINE IS NOT AS
FAST AS IT WAS. WE WERE SEEING
DOUBLE DIGIT NUMBERS EVERY YEAR,
AND NOW IT HAS GONE TO A SINGLE

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DIGIT ABOUT ANYWHERE FROM FOUR TO
7% ANNUALLY DECLINE, BUT IT IS
STILL IN DECLINE. ANY QUESTIONS
ABOUT THAT?

MS. GARRISON: TELL THE
INTERPRETERS AT THE CENTER IN
MID-MISSOURI WE HAVE JOBS.

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MS. CARTRITE: ABSOLUTELY.
MANY OF THE PEOPLE THERE THEY
ACCEPTED A WONDERFUL SEPARATION
PACKAGE. THEY WERE OFFERED ONE
YEAR PLUS CAREER COUNSELING
SERVICES, YOU KNOW. ASSISTANCE
WRITING RESUMES AND ALL OF THAT.
SO THEY WERE GIVEN GOOD SEPARATION.
IT WAS A WONDERFUL CENTER FOR MANY
YEARS. IT IS WONDERFUL THAT SPRINT
OWNED CENTERS THAT WE HAD. WE HATE
TO SEE IT GO TOO. IT WAS A TOUGH,
IT WAS A TOUGH DECISION. BUT MORE
AND MORE STATES THAT WE LEASE THEIR
RFP'S WHO IN THE PAST REQUIRED
IN-STATE CENTERS ARE NOW WAIVING
THAT OR THEY ARE CHANGING THEIR
LEGISLATION TO ELIMINATE THAT

84

REQUIREMENT BECAUSE MANY STATES HAD
IT IN THEIR LAW BUT THEY ARE
CHANGING THE LAW. BECAUSE IT MAKES
YOUR PRICE OF RELAY SERVICES HIGHER
WHEN WE HAVE TO PUT A CENTER IN THE
STATE. OBVIOUSLY, AND YOU SEE WITH
THAT GOING DOWN, THE MINUTES GOING
DOWN, WHY WOULD A COMPANY WANT TO

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BUILD A NEW CENTER? I MEAN IT IS NOT A GOOD BUSINESS DECISION RIGHT NOW. CAPTEL MINUTES ARE INCREASING. WHAT SOME OF THE PROVIDERS ARE DOING, ALL OF THE PROVIDERS ARE ADDING CAPTEL CALL CENTERS BUT SEVERAL, LIKE US, WE'RE CO-LOCATING WITH AN EXISTING TRS RELAY CENTER. SO WE'RE NOT BUILDING NEW CENTERS. WE'RE EXPANDING CURRENT CENTERS TO KEEP SOME OF THOSE GREAT PEOPLE WHO CAN MIGRATE TO THAT SKILL SET EMPLOYEE. THANK YOU.

MS. MISHLER: ANY QUESTIONS?

MS. CARTRITE: THANKS.

MS. MISHLER: I'M NOT SURE WHO

85

IS GOING TO GIVE THE PSC STAFF REPORT.

MR. VAN ESCHEN: WELL, REGARDING THE TOPIC ABOUT THE SPRINT CONTRACT, WE WILL BE ISSUING THE RFP AND I WILL SHARE THE DRAFT OF THE LATEST DRAFT WITH COMMITTEE MEMBERS MINUS RIC. IF YOU HAVE ANY

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THOUGHTS ABOUT THINGS THAT OUGHT TO BE IN THE RFP, I THINK WE'LL LISTEN. I DON'T KNOW -- IT IS LIKE A LOT OF THINGS AT THE COMMISSION. WE'RE SOLICITING ULTIMATELY THE PEOPLE HERE AT THE COMMISSION WILL MAKE THE DECISIONS ON WHAT IS GOING TO BE IN THERE. IT IS ONLY DANA, MYSELF AND MEGHAN THAT ARE INVOLVED IN THESE SORT OF THINGS BUT OTHER PEOPLE AS WELL. I KNOW WE WELCOME THE INPUT AND SEE WHERE IT GOES. I WILL PROBABLY SEND IT OUT IN E-MAIL AND PROBABLY ASK FOR ANY FEEDBACK ON WHAT DO YOU THINK, A COUPLE OF WEEKS OR WHATEVER?

MS. GARRISON: SHORT AND SWEET.

86

DON'T GIVE US TOO MUCH TIME, IT WILL GET LOST ON MY DESK.

MR. VAN ESCHEN: ANYWAY, WE'LL DO THAT AND GO FROM THERE. ANY QUESTIONS?

MS. MISHLER: I HAVE A LITTLE QUESTION. IN PURSUING THE NEW CONTRACT, I KNOW THAT WITH THE CLOSING OF THE CALL CENTER, WE HAD

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DISCUSSED THAT LAST YEAR. THERE'S SOME NEGATIVITY AROUND IT, BUT IT SEEMS LIKE EVERYBODY IS COMFORTABLE WITH IT AND THAT THE CLOSING OF THE CALL CENTER SHOULD BE TRANSPARENT. BUT I'M SURE IN MOVING FORWARD THAT THERE WILL BE KIND OF A BAROMETER READING ON COMPLAINTS IF THERE IS A PROBLEM BECAUSE THE CALL CENTER HAS CLOSED AND WILL THE PRICING OF THE NEW CONTRACT BE ANY DIFFERENT BECAUSE THE CALL CENTER IS CLOSED?

MR. VAN ESCHEN: NO.

MS. CARTRITE: NOT REALLY. I SAY THAT BECAUSE YOUR TRAFFIC REQUIREMENTS, YOU DIDN'T REQUIRE A

87

HIGH PERCENTAGE OF TRAFFIC TO BE HANDLED IN THAT CALL CENTER ANYWAY. IF YOU HAD REQUIRED LIKE 100% OF YOUR TRAFFIC BE HANDLED THERE, THEN YES, THAT WOULD AFFECT THE PRICE. BUT YOU DIDN'T. SO NOW, I MEAN ALREADY WE'RE NOT HANDLING TRS TRAFFIC THERE ANY MORE. IT IS JUST THE CUSTOMER SERVICE GROUP LEFT.

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IT SEEMED TO BE TRANSPARENT AND IT SHOULD BE BECAUSE OF HOW WE HANDLE OUR NETWORK TRAFFIC. SO THERE'S BEEN NO DIFFERENCE IN THE SERVICE.

MS. GARRISON: AS PROBABLY THE LARGEST EMPLOYER OF DEAF IN THE STATE, I CAN TELL YOU THAT I'VE HEARD NO NEGATIVITY AT ALL ABOUT THE CALL CENTER CLOSING. IT IS LIKE DON'T KNOW. THE SERVICES ARE THERE.

MS. MISHLER: GOOD.

MS. PARISH: WE'LL GO TO THE FUND BALANCE ON USING THE SURCHARGE POSSIBILITY. PASSING AROUND SOME PAPERWORK HERE. AS OF OCTOBER 2012

88

CLOSING IN ON CLOSE TO SIX MILLION ON THE FUND BALANCE. SO WE'RE LOOKING TO REDUCE THAT. WE WANT TO KIND OF GET FEEDBACK FROM YOU ALL. AS YOU KNOW WE REDUCED IT FROM 13 CENTS TO 11 CENTS. CAPTEL AND TRS ARE DECLINING AND THE EQUIPMENT HAS REMAINED RELATIVELY STABLE. SO WE CAN PUT SEVERAL SCENARIOS TOGETHER AND RUN THAT BY YOU ALL, KIND OF

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FEEL YOU ALL OUT AND SEE WHAT YOU THINK.

MS. MISHLER: I'M SORRY. THE EQUIPMENT HAS REMAINED STABLE, THAT MEANS SPENDING?

MS. PARISH: SPENDING, THAT'S CORRECT. ANYBODY HAVE ANY QUESTIONS?

MR. MILLS: SO ASSUMING WE STAY AT THE OCTOBER 12 LEVEL FOR TRS AND CAPTEL WE'RE SPENDING 150,000, WE'RE SPENDING 1,320,000 EVERY YEAR. OUR FUND BALANCE IS SIX MILLION AND GROWING. UNLESS WE INCREASE SPENDING IT IS GOING TO

89

CONTINUE TO GROW.

MR. VAN ESCHEN: REALIZE YOU NEED TO ADD TO THAT THE EQUIPMENT PROGRAM'S BUDGET, WHICH I DON'T KNOW. ONE AND-A-HALF, TWO PLUS MILLION A YEAR.

MS. PARISH: YEAH.

MR. VAN ESCHEN: WHAT I ANTICIPATE US DOING IS DANA IS WORKING ON THE STAFF

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RECOMMENDATION. WHAT WE WOULD LIKE
TO DO IS SHARE THAT WITH THE
COMMITTEE AND SEE WHAT YOUR
THOUGHTS ARE IN THAT STAFF
RECOMMENDATION. WE WILL HAVE A
RECOMMENDATION TO REDUCE THE
SURCHARGE FROM 11 CENTS TO
SOMETHING, AND WILL I WILL SAY MUCH
LOWER BECAUSE WE FEEL MAINTAINING A
\$6 MILLION BALANCE IS TOO MUCH
MONEY IN THE FUND. WE NEED TO KEEP
THAT DOWN TO A MORE REASONABLE
LEVEL. BUT I THINK ALL OF THAT
WILL BE EXPLAINED IN THE STAFF
RECOMMENDATION. I KNOW WHAT WE

90

WOULD PROBABLY DO THEN IS ANY
FEEDBACK WE GET FROM THE COMMITTEE,
MAKE NOTE OF IT, MAYBE MAKE CHANGES
TO THE RECOMMENDATION ACCORDINGLY.
I KNOW ULTIMATELY, LIKE WHAT
HAPPENED LAST TIME WHEN WE LOOKED
AT ADJUSTING THE SURCHARGE, THE
FIRST THING THE COMMISSIONERS ASKED
WAS WELL, WHAT'S THE COMMITTEE, THE
RELAY MISSOURI ADVISORY COMMITTEE
THINK? THE CHAIRMAN AT THAT TIME

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GOT FEEDBACK, WELL, THE COMMITTEE DOESN'T LIKE IT. THEY DON'T LIKE THE PROSPECT OF REDUCING THE SURCHARGE. SO THAT POSTPONED A COMMISSION DECISION FOR A LENGTHY TIME PERIOD. I HOPE WE CAN SOMEHOW, YOU KNOW, COME TO SOME SORT OF CONSENSUS.

MS. GARRISON: WHAT DOES --

MR. MILLS: THERE IS NOT UNANIMITY WAS NOT AMONG THE COMMITTEE MEMBERS. SOME OF THEM WERE NOT IN FAVOR OF THE SURCHARGE AND WHERE IT WAS HEADING.

91

MS. GARRISON: PART OF IT WAS THE COMMITTEE THINKING THERE WAS A NEED TO BEGIN OFFERING SOME WIRELESS. YOU JUST SAW.

MS. MISHLER: I KNOW MICHAEL WOULD LIKE TO SPEAK NEXT. SO LET'S LET HIM.

MR. BOYD: YEAH. THE INFORMATION, THE FEEDBACK FROM WHAT YOU GUYS ARE SAYING NOW. I'M TALKING ABOUT THE SURCHARGE FOR

NOW. SO ARE WE VOTING ON THAT? DO
WE NEED TO CHANGE THE LEGISLATION
ON THAT? WHAT ARE WE ADVISING?

MS. MISHLER: I THINK, IF I
COULD, I THINK WE'RE JUST
DISCUSSING, BEGINNING A DISCUSSION
ABOUT THE SURCHARGE. I WOULD LIKE
TO SUGGEST THAT A BIG PORTION OF
THIS IS THE EQUIPMENT. I'M NOT
SURE IF, AFTER HEARING WHAT THE
SPRINT FOLKS HAVE SAID, THAT
MISSOURI IS UP TO PAR WITH OTHER
STATES WITH REGARD TO WHAT IT
OFFERS. I MEAN THE MOST GLARING

92

COMPARISON WAS WHAT DOTTIE
MENTIONED IS WE'RE STILL HIGHER IN
TRS MINUTES, WHICH MANY STATES ARE
LOWER, CORRECT?

MS. CARTRITE: CORRECT.

MS. MISHLER: SO THAT MIGHT BE
A FUNCTION OF WHAT WE WERE SAYING
EARLIER ABOUT THAT WE'RE ONLY
OFFERING LAND LINE DEVICES,
CORRECT? SO I REALLY THINK THAT AS
FAR AS THE COMMITTEE. WE NEED TO
REALLY EVALUATE WHERE WE ARE WITH

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THE EQUIPMENT PROGRAM, SEE IF WE
HAVEN' T PROVIDED EVERYTHING THAT WE
SHOULD BE PROVIDING BECAUSE I THINK
THAT THAT WILL HAVE A SIGNIFICANT
EFFECT ON THE FUND AND HOW WE SPEND
FUNDS MOVING FORWARD. SO I GUESS
WHAT WILL I WOULD LIKE TO SUGGEST
IS THAT BEFORE -- WHAT IS THE
TIMELINE FOR THESE RECOMMENDATIONS?

MR. VAN ESCHEN: I'VE JUST BEEN
TOLD BY UPPER MANAGEMENT WE NEED TO
DO SOMETHING WITH THE RELAY
MISSOURI SURCHARGE, THAT THERE' S

93

CONCERN ABOUT THE SIZE OF THE FUND
BALANCE. UPPER MANAGEMENT, IF NOT
THE COMMISSIONERS, GET INQUIRIES
FROM PEOPLE OVER AT THE CAPITOL
ABOUT THE SIZE OF THE FUND.
MISSOURI PSC BEING RESPONSIBLE FOR
THE FUND NEEDS TO ADMINISTER IS IN
A RESPONSIBLE WAY. THAT' S KIND OF
WHERE WE' RE AT. I THINK WE' RE
UNDER SOME RESTRICTIONS IN HOW
OFTEN WE CAN LOOK AT THE ADJUSTMENT
IN RELAY MISSOURI SURCHARGE AND

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TIME CONSTRAINTS AND HOW WE DO THAT. I THINK WE'VE GOT SOME TIME TO WORK THROUGH THIS.

MS. PARISH: HAVE WE HELD OFF IN THE PAST TO KIND OF SEE IF THE EQUIPMENT PROGRAM WOULD CHANGE, THAT IT WOULD AFFECT THE FUND BALANCE? WE DISCUSSED THAT AT A PRIOR MEETING, RIGHT? MAYBE IF WE WOULD TALK WITH MARTY IS WHAT YOU ARE SUGGESTING.

MS. MISHLER: AS WE SAID EARLIER, LINDA WAS GOING TO START A

94

CONVERSATION WITH MARTY. WE'VE GOT SOME BIG AREAS OF UNKNOWNNS. SO I THINK THE PLACE TO START IS TO START COMMUNICATING WITH MARTY. LEWIS, DO YOU HAVE ANYTHING?

MR. MILLS: I WAS JUST GOING TO SAY MISSOURI PUBLIC SERVICE COMMISSION ALSO OVERSEES BASICALLY THE UNIVERSAL SERVICE FUND. WE HAVE A PROFESSIONAL FUND ADMINISTRATOR FOR THAT, AND WE WENT THROUGH A SIMILAR EXERCISE OF EVALUATING THE ASSESSMENTS FOR

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UNIVERSAL SERVICE FUND NOT THAT LONG AGO. THEY CAME UP WITH SOME SORT OF INDUSTRY STANDARD KIND OF BEST PRACTICES HOW THEY WANT THE FUND DEPENDING ON HOW YOUR EXPENSES ARE TRENDING AND WHAT NOT. I ASSUME THAT YOU WILL TAKE THAT KIND OF APPROACH HERE TOO.

MS. PARISH: RIGHT.

MR. TELTHORST: DANA, THANK YOU FOR PREPARING THIS. I THINK THIS IS A GOOD SNAPSHOT OF WHERE THINGS

95

ARE GOING. I'M WONDERING IF IT MIGHT NOT BE HELPFUL SINCE THE RELAY FUND IS USED TO FUND BOTH TRS, CAPTEL AND EQUIPMENT, IF WE COULD ADD THE EQUIPMENT EXPENDITURE LINE ON HERE.

MS. PARISH: SURE.

MR. TELTHORST: SO WE CAN KIND OF SEE WHERE WE'RE GOING.

MS. PARISH: SURE.

MR. TELTHORST: ON THAT THOUGHT IF MARTY OR IF THE STATE DOES ADD WIRELESS DEVICES TO THE EQUIPMENT

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LIST THAT CAN BE PROVIDED, I THINK
IT IS IMPORTANT TO KEEP IN MIND
THAT ALTHOUGH IT WOULD BE A NEW
OFFERING, IT COULD WELL SUBSTITUTE
FOR OTHER EQUIPMENT SO THAT THE
OVERALL EXPENSE MAY NOT -- IT WON'T
BE A COMPLETE INCREASE. IT WILL BE
-- THERE WILL BE SOME DEVICES THAT
AREN'T BEING TAKEN BECAUSE WIRELESS
DEVICES ARE OFFERED. SO THERE WILL
BE SOME SUBSTITUTION THERE. SO IT
WON'T BE -- THE GROWTH IN THE FUND,

96

IF THERE IS GROWTH, MAY NOT BE AS
MUCH AS YOU MIGHT OTHERWISE THINK.

MS. GARRISON: JUST A QUESTION.
SO YOU ALL ARE PUTTING TOGETHER A
DRAFT. HAVE YOU SET YOURSELF A
TIME FRAME FOR HAVING THE DRAFT
DONE?

MR. VAN ESCHEN: I WOULD SAY
WITHIN -- YOU WON'T SEE ANYTHING, I
THINK, FOR AT LEAST A MONTH MAYBE.
WE'RE GOING TO MONITOR TWO MONTHS.
BY THE END OF THE YEAR WE'LL
DEFINITELY HAVE OUR RECOMMENDATION
TOGETHER. AGAIN, IT WILL JUST BE A

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DRAFT THAT WE' LL SHARE WITH THE COMMITTEE MEMBERS. YOU CAN TAKE A LOOK AT THE INFORMATION THAT WE WOULD HAVE IN IT, WHICH WOULD INCLUDE, YOU KNOW, A DRAFT THAT RIC WAS INTERESTED IN ON THE EQUIPMENT PROGRAM. ALSO WHERE WE WANT TO BE, WHICH IS I THINK WHAT LEWIS WAS ALLUDING TO IN TERMS OF WHAT' S THE TARGET BALANCE OF THE FUND.

MS. CARTRITE: I JUST WANTED TO

97

OFFER AS YOU ARE MAKING THIS DECISION AND EVALUATING THINGS, AND I HAVE ALREADY MENTIONED TO JOHN AND DANA BEFORE ABOUT A RESEARCH THAT THAT I HAVE I WILL SHARE WITH THEM ABOUT WHAT SOME OTHER STATES ARE DOING. BECAUSE SPRINT HAS CONTRACTS IN 29 DIFFERENT STATES, AT LEAST WE KNOW ABOUT KNOWS SPRINT STATES. IF YOU ARE INTERESTED IN ANY OF YOUR PEERS AND WHAT THEY ARE DOING, I CAN PUT YOU IN TOUCH WITH SOME STATES OR EQUIPMENT DISTRIBUTION PROGRAMS THAT YOU MAY

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WANT TO COMPARE OR EVALUATE, BUT I'M JUST OFFERING THE RESOURCE IF YOU ARE INTERESTED, JUST LET ME KNOW AND I CAN SHARE THAT INFORMATION AND YOU CAN CONTACT THEM DIRECTLY.

MS. PARISH: THANK YOU.

MS. MISHLER: I THINK WE REALLY DO NEED THAT INFORMATION. I DON'T THINK ANY OF US WANT A HUGE FUND BALANCE THAT'S AN EYE SORE, BUT THE

98

CONTRIBUTIONS TO THE FUND ARE DROPPING. SO I THINK WE NEED TO KEEP THAT IN MIND. OUR OVERALL EXPENSES ARE DROPPING. BUT I'M NOT SURE WE'RE SERVING ALL THE PEOPLE WE SHOULD BE SERVING IN THE WAY WE SHOULD BE SERVING THEM. THAT REALLY GETS TO THE EQUIPMENT. SO I THINK WE REALLY NEED TO MAKE SOME COMPARISONS WITH OTHER STATES AND FIND OUT WHAT EQUIPMENT IS AVAILABLE THROUGH OTHER EQUIPMENT PROGRAMS BECAUSE THAT EXPENSE MIGHT CHANGE SIGNIFICANTLY. MAYBE IT SHOULD CHANGE SIGNIFICANTLY.

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LINDA.

MS. BAKER: OKAY. YOU HAVE GOT THIS BALANCE OF CLOSE TO \$6 MILLION. DO YOU PRETTY KNOW WHAT MISSOURI AT BUDGET IS AND YOU HAVE GOT TO PAY YOUR STAFF EXPENSES. THAT REMAINING, I'M ASSUMING THERE IS SOME LEFTOVER MONEY. SO IS THERE A CRITERIA OR A PROTOCOL WHAT HAPPENS TO THAT MONEY? IS THERE A

99

RESTRICTION HOW THAT MONEY GETS SPENT? I MEAN, WHY DO WE HAVE SO MUCH MONEY? IS IT PART OF WHAT WE'VE BEEN TALKING ABOUT IS SERVING THE PEOPLE WE NEED TO SERVE AND ALL OF THIS EQUIPMENT. I'M CONCERNED ABOUT THERE IS A NEED OUT THERE AND WE'VE GOT THIS MONEY SITTING THERE, SO IS THERE RESTRICTIONS OR STATUTES THAT SAY THE MONEY SITS THERE BECAUSE WE CAN'T SPEND IT BECAUSE OF A, B, C.

MS. MISHLER: LINDA, I THINK WHAT YOU ARE SAYING IS SO WE'VE GOT A BIG FUND BALANCE. DO WE HAVE A

BIG FUND BALANCE BECAUSE WE'RE NOT
SPENDING THE MONEY THAT WE NEED TO
SPEND ON SERVING THE PEOPLE WE
SHOULD SERVE? RIGHT?

MS. BAKER: SO THERE'S NO.

MS. GARRISON: OR NOT PROVIDING
THE EQUIPMENT THAT PEOPLE WANT.

MS. MISHLER: RIGHT.

MS. CARTRITE: I CAN SPEAK TO
PART OF THAT. JOHN, CORRECT ME IF

100

I'M WRONG, BUT PART OF THE REASON
THAT A LOT OF THE STATES ALLOW FOR
A BIG SURPLUS IS BECAUSE FOR A TIME
WE THOUGHT THAT THE FCC WAS
PLANNING TO PUSH THE RESPONSIBILITY
OF ALL THE INTERNET-BASED SERVICES
TO THE STATES. SO ALL THE STATES
IN THEIR RELAY PROGRAMS WERE SAVING
THEIR MONIES THINKING THAT IT IS
COMING TO US. BUT NOW WITH THINGS
THAT HAVE EVOLVED AND TECHNOLOGY
CHANGING AND THE VRS FRAUD ISSUE
AND THE DOWNSIZING OF VRS PROVIDERS
AND THINGS LIKE THAT, WE DON'T SEE
THAT HAPPENING NOW. SO A LOT OF
STATES ARE IN YOUR SHOES WITH THIS

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BIG SURPLUS SITTING OUT THERE
BECAUSE THEY WERE WAITING FOR THAT
TO COME BACK TO THE STATES. SO YOU
ARE NOT ALONE IN THIS. I'M JUST
LETTING YOU KNOW, THAT IS SORT OF A
GENERAL INDUSTRY THING THAT HAS
HAPPENED. REALLY IN THE LAST WHAT,
TWO YEARS YOU WOULD SAY REALLY HAS
EVOLVED. SO A LOT OF STATES NOW

101

ARE GOING -- THEY ARE AFRAID OF
THEIR GENERAL FUND ABSCONDING SOME
OF THESE FUNDS BECAUSE YOU ARE
SEEING THIS SURPLUS. THERE'S OTHER
PLACES IN YOUR STATE PROBABLY
HURTING AND TO ANSWER YOUR QUESTION
TOO, TRACY, I DON'T KNOW. I'M SURE
IT IS PROBABLY TRUE FOR MISSOURI AS
WELL, BUT YOU KNOW, THE ADA TITLE
IV FOR TELECOMMUNICATIONS FOR
SPEECH AND DISABLED PEOPLE KIND OF
EAR MARKS THOSE FUNDS FOR THAT
PURPOSE. SO A LOT OF STATES ARE
VERY PROTECTED, THOSE FUNDS ARE
PROTECTED. IN OTHER STATES THEY
ARE KIND OF OPEN FOR

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INTERPRETATION. SO I THINK
FOLLOWING THE TRENDING OF OTHER
STATES WE'VE SEEN RELATED TO RELAY
BUSINESSES, YOU ARE DOING THE RIGHT
THING IN REDUCING YOUR SURCHARGE TO
LESSEN YOUR FUND, BUT ALSO WE'RE
SEEING RELAY FUNDS WANTING TO SPEND
THAT MONEY AS WELL BECAUSE THAT'S
THE PURPOSE OF IT. JUST SO YOU

102

KNOW, YOU ARE NOT IN THIS BOAT
ALONE.

MS. MISHLER: I THINK WE'VE
DISCUSSED TOO THAT THE FUND WAS THE
BALANCE WAS SO LARGE THAT SOMEONE
MIGHT WANT IT FOR THEMSELVES. WHAT
KIND OF STATE ARE WE IN? ARE WE IN
A STATE WHERE THE FUNDS ARE
PROTECTED OR NOT?

MR. TELTHORST: THE REGISTER
YOU ARE TWO YEARS AGO STRONGLY
PUSHED, AND I THINK THIS WAS DONE,
WENT IN AND SWEPT THE BALANCES OUT
OF FUNDS THAT HAD MORE THAN TWO
YEARS WORTH OF OPERATING AMOUNTS IN
THEM. YOU KNOW, IF THERE WAS MORE
THAN TWO YEARS OF PREDICTED

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OPERATING BUDGET BALANCES THAT WAS
IN THE FUND, IT WAS PROPOSED TO BE
SWEPT. I CANNOT REMEMBER THAT PAST
OR NOT. MY POINT IS WHETHER IT
PASSED OR NOT THE LEGISLATURE IS
ALWAYS LOOKING UNDER THE SOFA
CUSHIONS FOR MORE MONEY. THAT
MAKES A LOT OF SENSE. A LEGISLATOR

103

WOULD SAY, YOU OBVIOUSLY DON'T NEED
IT. WE NEED IT ELSEWHERE. WE'RE
GOING TO TAKE IT OUT. SO THAT
POTENTIAL. IF WE'VE GOT \$6 MILLION
IN THE FUND AND WE'RE SPENDING A
COUPLE OF MILLION A YEAR.

MS. MISHLER: WHAT ARE WE
SPENDING, 3 MILLION?

MR. MILLS: IF THE EQUIPMENT
PROGRAM IS TWO, THEN IN THE AREA OF
3 MILLION. IF IT'S ONE AND-A-HALF,
THEN IT IS A LITTLE SHY OF 3
MILLION.

MR. TELTHORST: WE MIGHT HAVE
TWO OR THREE YEARS WORTH OF
OPERATING BALANCE. IT COULD BE A
TARGET FOR THE LEGISLATURE SWEEPING

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THAT AT SOME POINT IN THE FUTURE.

MS. BAKER: I JUST WANT TO SAY, FOR EXAMPLE, THE STATE OF MISSOURI, WE'RE SUPPOSED TO PROVIDE ACCOMMODATIONS. THERE IS NO ACCOMMODATION FUNDS. LIKE TO PAY FOR INTERPRETERS, TO PAY FOR CART SERVICES, PEOPLE VISIT THE CAPITOL

104

AND WE HAVE TO SCRAMBLE TO FIND THAT MONEY. SO I GUESS MY QUESTION TO THE PUBLIC SERVICE COMMISSION, COULD SOME OF THAT MONEY BE EARMARKED OUTSIDE OF OUR DISCUSSION WITH MARTY, COULD IT BE EARMARKED FOR ACCOMMODATION COSTS BECAUSE I THINK ERNEST THE NEED FOR INTERPRETER AND CART SERVICE AT THE CAPITOL, CAN IT BE EARMARKED FOR THAT PURPOSE?

MS. MCCLOWRY: I DON'T THINK SO. I THINK ALL OF THE MONEY FOR THE DEAF RELAY FUND IS SPECIFICALLY TO BE USED FOR THE OPERATION OF THIS COMMITTEE AND THE EQUIPMENT DISTRIBUTION PROGRAM AND PAYMENT OF EXPENDITURES ACTUALLY INCURRED IN

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OPERATION OF THE STATEWIDE PARTY
RELAY SERVICE.

MS. BAKER: WILL THAT TAKE A
LEGISLATION CHANGE, IS THAT A
STATUTE?

MS. MCCLOWRY: YES, IT IS A
STATE STATUTE.

105

MS. BAKER: IT WOULD TAKE A
LEGISLATION CHANGE TO CHANGE THE
STATUTE?

MS. MCCLOWRY: YES.

MR. MILLS: NOT THAT I'M
CYNICAL OR ANYTHING, IF YOU LET THE
LEGISLATURE DECIDE TO TAKE MONEY
OUT OF IT, THEY ARE NOT NECESSARILY
GOING TO PUT IT WHERE YOU WANT IT
TO GO.

MS. BAKER: BUT IF YOU HAD IT
EARMARKED.

MS. MISHLER: I'M ON THE FENCE
IN THE ANSWER TO THIS QUESTION.
ARE WE -- HOW CAN HE OBJECTIVELY
FIGURE OUT IF WE'RE ACTUALLY
SERVING THE PEOPLE WE SHOULD BE
SERVING? I MEAN A LOT OF DEAF AND

HEARING-IMPAIRED PEOPLE OUT IN THE
STATE THAT WE HAVEN'T TOUCHED.

DENNIS, DO YOU KNOW THAT?

MR. SELZNICK: WE HAVE BEEN
DEVELOPING MAPS AND I THINK THAT'S
ACTUALLY A PART OF THE ANNUAL
REPORT. LET ME SEE IF I CAN FIND

106

WHICH PAGE IT WAS ON. I THOUGHT WE
INCLUDED POTENTIALLY A MAP OF WHERE
WE MAKE IMPACTS IN THE STATE OF
WHERE PEOPLE ARE USING THE RELAY
SERVICE. WE'VE BEEN STARTING TO
USE SOME OF THAT INFO TO BETTER
TARGET HOW WE'RE DOING OUTREACH.
SO THAT AT LEAST GIVES US A VISUAL
IDEA OF WHERE WE'RE MAKING AN
IMPACT ON AND WHERE WE NEED TO
FOCUS NEXT. THAT'S JUST ONE ASPECT
OF IT.

MS. MISHLER: I GUESS ONE WAY
TO ANSWER THAT QUESTION IS TO KIND
OF TO GET AN ESTIMATION ON THE
NUMBER OF DEAF AND HEARING IMPAIRED
ADULTS THAT SHOULD BE LIVING IN
MISSOURI AND THE NUMBER THAT WE'RE
SERVING TO FIND OUT. WE MIGHT BE

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SERVING 70% OF THE AVAILABLE
POPULATION. WE MIGHT BE SERVING
30%. WE DON'T KNOW THAT. I THINK
THAT'S IMPORTANT.

MR. SELZNICK: PART OF THE
CHALLENGE IT IS NOT JUST SPRINT WHO

107

IS PROVIDING RELAY SERVICES. WE
HAVE COMPETITION THAT ALSO IS
PROVIDING RELAY SERVICES THAT ARE
NOT COVERED BY THE STATE, INTERNET
RELAY SERVICES SO WE HAVE NO
VISIBILITY INTO HOW WELL THEY ARE
DOING, WHAT AUDIENCE THEY ARE
REACHING. WHETHER THEY HAVEN'T
REACHED THEM AT ALL, THAT THEY ARE
USING THEIR SERVICES. IF WE
PROVIDE A SERVICE IT MAY NOT BE
WHAT THEY ARE LOOKING FOR, FOR
EXAMPLE THE VIDEO RELAY SERVICE.
PEOPLE MAY CHOOSE THAT OVER TTY
SERVICES. BUT WE CAN DO THE BEST
WE CAN WITH WHAT WE HAVE.

MS. MISHLER: SO I GUESS, I
THINK WHERE WE'RE KIND OF.

MS. GARRISON: IF YOU ARE

LOOKING FOR NUMBERS, GENERALLY 10%
OF YOUR NORMAL POPULATION IS HARD
OF HEARING, IS IT 2%?

MS. CARTRITE: 1% OF THAT 10%
IS DEAF. THAT'S JUST A GENERAL
RULE OF THUMB.

108

MS. MISHLER: SO IN KIND OF
TRYING TO GET AN ACTION PLAN FOR
PROVIDING OR MAKING A GOOD DECISION
OR PROVIDING GOOD INFORMATION TO
THESE FOLKS SO THEY CAN MAKE A
DECISION ABOUT THE SURCHARGE.
MAYBE WE NEED TO COMMUNICATE WITH
MARTY. WE NEED TO FIGURE OUT WHAT
WE'RE GOING TO SUGGEST OR SEE WHAT
-- WHERE HE IS AT WITH THE
EQUIPMENT DISTRIBUTION. BUT MAYBE
WE NEED TO GET AN ESTIMATE OF
NUMBERS IN MISSOURI AND FIGURE OUT
WHAT PERCENTAGE OF THAT 10% WE'RE
SERVING.

MS. GARRISON: IS THAT
SOMETHING THE COMMISSION CAN HELP
OUT ON? THE NUMBER OF DEAF AND
HARD-OF-HEARING PEOPLE IN THE
STATE.

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MR. GARRETT: STATEWIDE,
MISSOURI COMMISSION FOR THE DEAF
DOESN'T HAVE THOSE NUMBERS AT THIS
TIME. THE PROJECT IS ON-GOING. WE
WEREN'T REALLY MONITORING THAT AND

109

GATHERING THAT INFORMATION BEFORE.

MS. BAKER: I KEEP PUTTING MY
HAND UP AGAIN. IT IS ESTIMATED,
ACCORDING TO THE CENSUS THAT WAS
DONE, THIS IS NOT SPECIFICALLY TO
DEAF AND HARD OF HEARING. BUT THE
CENSUS STATE THAT WE HAVE 720,000
PEOPLE IN THE STATE OF MISSOURI
THAT ARE LABELED DISABLED. THAT
CAN INCLUDE PEOPLE WHO ARE DEAF AND
HARD OF HEARING. SO A GOOD RULE OF
THUMB, AT LEAST 8% OF THE
POPULATION MIGHT HAVE DEAFNESS OR
HARD OF HEARING IN THE STATE OF
MISSOURI. SO IT IS JUST TO BE
CONSERVATIVE, 5% OF 720,000 IS?
WHATEVER THAT IS.

MS. GARRISON: 3,000 SOMETHING.

MS. MISHLER: I KNOW WE CAN'T
SAY OVERALL HOW MANY PEOPLE WE'RE

SERVING BUT HOW MANY PEOPLE IS
MISSOURI RELAY SERVING?

MR. SELZNICK: WE WOULD HAVE TO
LOOK -- WE HAVE WHAT'S CALLED MPA,
WHICH IS A REPORT THAT LABELS THE

110

PHONE NUMBERS, INDIVIDUAL PHONE
NUMBERS OF USERS MAKING OUTBOUND
AND INBOUND CALLS. I WOULD HAVE TO
TAKE A LOOK AT THAT. WHAT WE DO IS
WE SAY EACH UNIQUE PHONE NUMBER
BELONGS TO A UNIQUE USER. THAT'S
THE ASSUMPTION WE WOULD GO OFF
FROM. FROM LOOKING AT THAT WE
COULD TELL YOU PROBABLY ROUGHLY HOW
MANY USERS WE SERVED. I HAVEN'T
LOOKED AT THAT REPORT RECENTLY TO
KIND OF GIVE YOU AN ESTIMATE.

MS. MISHLER: DON'T YOU ALL
THINK THAT WOULD BE INFORMATION
THAT WOULD HELP US DECIDE IF RELAY
SURCHARGE -- I THINK WE NEED TO
KNOW HOW MUCH OF THE POPULATION
WE'RE SUPPOSED TO BE SERVING THAT
WE'RE SERVING.

MS. GARRISON: THAT IS
IMPORTANT.

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MS. MISHLER: YOU CAN GET US
THE NUMBER OF THE PEOPLE THAT WE'RE
SERVING THROUGH RELAY.

MR. SELZNICK: WE CAN GET THAT.

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MS. GARRISON: THROUGH SPRINT
RELAY.

MS. MISHLER: RIGHT. WE KNOW
WE CAN'T GET THE TOTAL NUMBER.

MR. MILLS: MAYBE A RELATED
QUESTION IS TO THE FOLKS AT THE TAP
PROGRAM, DO THEY HAVE ANY PLANS TO
INCREASE EXPENDITURES? WE CAN FIND
OUT WHAT PERCENT WE'RE SERVING OR
NOT SERVING. IF IT MAKES NO
DIFFERENCE TO THEM IF THEY ARE NOT
GOING TO SPEND ANY MORE MONEY
DEPENDING TO THE ANSWER TO THAT
QUESTION, THAT MAY NOT HAVE A BIG
IMPACT ON WHERE WE WANT THE FUND
BALANCE TO BE.

MS. MISHLER: I DON'T KNOW IF
IT'S APPROPRIATE FOR LINDA TO ASK
THOSE QUESTIONS OR IF THAT'S MORE
OF A QUESTION FOR DANA OR JOHN TO
ASK OF MARTY, OF WHAT HIS

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PREDICTION OVER THE NEXT YEAR OR
TWO IS AS FAR AS EXPENSES. DOES HE
KEEP THAT INFORMATION?

MR. VAN ESCHEN: WE CERTAINLY

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COMMUNICATE WITH MARTY AND WE CAN
ASK HIM ABOUT HIS BUDGET AND ALL OF
THAT AND PUTTING ALL OF THIS
INFORMATION TOGETHER. I THINK IF
THERE'S A DESIRE AMONG THE
COMMITTEE MEMBERS FOR MARTY TO
EXPAND THE PROGRAM AND MAYBE HAVE
AN IMPACT ON INCREASING THE BUDGET,
THAT'S SOMETHING THAT WOULD BE
BETTER SERVED IF YOU OR LINDA WOULD
COMMUNICATE THAT. I WOULD RATHER
BE MORE NEUTRAL. I DON'T WANT TO
PROPOSE IT. I THINK IT WOULD BE
MORE EFFECTIVE IF IT CAME FROM YOU
GUYS.

MS. MISHLER: OKAY. I MEAN
THAT'S SUCH AN IMPORTANT PIECE
BECAUSE THAT'S MORE THAN HALF OF
OUR EXPENSES.

MS. CARTRITE: FOR EXAMPLE,
TOO, WHEN WE TALKED ABOUT DENNIS
MENTIONED THESE PSA COMMERCIALS OR

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ANNOUNCEMENTS, EITHER ONE, I MEAN
PAID OR UNPAID, IF THEY ARE PAID,
THEIR EXPENSE NOW WE CAN SHARE WITH

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THE STATE, DEPENDING ON IF YOU
ALLOW THE INTERNET-BASED SERVICES
TO BE ANNOUNCED, IF YOU WANT JUST
THE LAND LINE SERVICES ANNOUNCED,
THAT'S UNDER THE MISSOURI
RESPONSIBILITY, THAT'S FINE TOO.
BUT THAT WILL HIT -- WE'VE LEARNED
THROUGH MARKETING ANALYSIS THAT'S
THE BIGGEST WAY TO REACH PEOPLE.
THAT COSTS MONEY, ESPECIALLY IN THE
BIG MARKETS LIKE ST. LOUIS OR
KANSAS CITY OR WHATEVER, WHEREVER.

MS. GARRISON: THE ELECTION
WILL BE OVER TOMORROW, THEY WILL BE
LOOKING FOR ADVERTISING MONEY SO
MAYBE THEY WILL GIVE YOU A REDUCED
RATE.

MS. CARTRITE: WE DIDN'T RUN
THEM DURING THE ELECTION CAMPAIGN
BECAUSE OF THE COST. SO THAT'S
SOMETHING TO CONSIDER. BUT WE'VE
NOT DONE HERE BECAUSE OF THE --

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MR. SELZNICK: BECAUSE OF
WORKING WITH TAP TRYING TO FIND
SOMETHING THAT THEY ARE WILLING TO

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SUPPORT. YOU HAVE TO, FOR CAPTEL
YOU HAVE TO GO THROUGH THE
EQUIPMENT PROGRAM TO GET THE CAPTEL
PHONES. WE'RE NOT FOUND A SOLUTION
THAT WORKS FOR BOTH THE EQUIPMENT
PROGRAM AND FOR SPRINT.

MS. MISHLER: I DON'T
UNDERSTAND THAT, DENNIS. WHAT DO
YOU MEAN YOU HAVEN'T FOUND A
SOLUTION? I MEAN --

MS. GARRISON: BECAUSE THE NEW
CAPTELS REQUIRE WIRELESS.

MS. CARTRITE: NO. WE HAVE
LAND LINE TOO, BOTH.

MS. GARRISON: OKAY. I INCLUDE
WIRELESS, THE NEW CAPTELS I INCLUDE
WIRELESS. MY KNOWLEDGE WE'VE NOT
BEEN INTERESTED IN BUYING ANY
EQUIPMENT THAT'S WIRELESS.

MS. CARTRITE: WE HAVE NEW
CAPTELS THAT ARE JUST LAND LINE
TOO. THAT'S WHAT I'M SAYING. YOU
CAN HAVE THE NEW CAPTEL PHONE WITH

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THE ANSWERING MACHINE BUILT IN AND
ALL OF THAT, THAT'S JUST LAND LINE

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BASED TOO. SO WE DON'T HAVE TO
FOCUS ON ANYTHING WIRELESS IF YOU
DON'T WANT TO, BUT YOU COULD.

MR. VAN ESCHEN: YOU KNOW,
WE'VE TALKED ABOUT PUBLIC SERVICE
ANNOUNCEMENTS PREVIOUSLY. I THINK,
AT LEAST FROM MY STANDPOINT,
THERE'S AN INTEREST IF WE DO PUBLIC
SERVICE ANNOUNCEMENTS, THAT WE'RE
ALL IN AGREEMENT ABOUT THE PUBLIC
SERVICE ANNOUNCEMENTS. THAT
INCLUDES THE EQUIPMENT PROGRAM
BECAUSE FOR THE EQUIPMENT PROGRAM
IN PARTICULAR, WHEN YOU RUN
COMMERCIALS, PUBLIC SERVICE
ANNOUNCEMENTS, THINGS LIKE THAT, IT
DOES AFFECT THE EQUIPMENT PROGRAM.
I THINK THE EQUIPMENT PROGRAM'S
PERSPECTIVE IS WE ONLY WANT TO
DISTRIBUTE EQUIPMENT TO QUALIFIED
INDIVIDUALS. IF THESE PUBLIC
SERVICE ANNOUNCEMENTS ARE WORDED IN
SUCH A WAY THAT WOULD ENCOURAGE

PEOPLE THAT IS PERHAPS WOULD NOT
QUALIFY FOR THE EQUIPMENT, THEN

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THAT RAISES A CONCERN FOR THEM. IT
PUTS A BURDEN ON THEM IN JUST
RESPONDING TO THOSE INQUIRIES.
THERE NEEDS TO BE SOME SORT OF
CONSENSUS AS TO IF YOU DO PUBLIC
SERVICE ANNOUNCEMENTS, WE ALL WANT
TO BE ON BOARD.

MS. MISHLER: IT SEEMS TO ME WE
DON'T KNOW WHAT PERCENTAGE OF THE
POPULATION THAT WE'RE SUPPOSED TO
BE SERVING WE'RE SERVING. WE DON'T
KNOW THAT PIECE. WE NEED THAT
PIECE. WE NEED INFORMATION ABOUT
EXPENSES FOR THE EQUIPMENT PROGRAM,
WHERE THEY HAVE GONE AND WHERE THEY
INTEND TO GO. WE NEED TO DISCUSS
IMPLEMENTING OR THE POSSIBILITY OF
IMPLEMENTING MORE ADVANCED DEVICES
THROUGH THAT EQUIPMENT PROGRAM. IS
EVERYONE IN AGREEMENT WITH THOSE
COMMENTS?

MS. GARRISON: 100%.

MS. MISHLER: SO WE HAVE A LOT
OF INFORMATION THAT WE NEED TO GET.

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I ' M HAPPY TO MEET WITH MARTY.

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WHERE IS MARTY LOCATED?

MR. VAN ESCHEN: HE IS OVER IN THE KANSAS CITY AREA.

MS. MISHLER: HE TRAVELS AROUND A LOT, CORRECT?

MR. VAN ESCHEN: YEAH.

MS. MISHLER: I WOULD BE HAPPY TO SIT DOWN AND MEET WITH MARTY OR LINDA, MAYBE YOU CAN. EITHER WAY THAT IS A BIG PIECE OF INFORMATION THAT WE NEED TO GET.

MS. BAKER: IF HE IS WILLING TO COME TO ST. LOUIS I CAN MEET HIM IN ST. LOUIS OR JEFF CITY OR YOU CAN PUT HIM ON A SPEAKER PHONE.

MS. MISHLER: RIGHT. AND I ' M HAPPY TO CONTRIBUTE TO THAT MEETING AND HELP OUT IN ANY WAY.

MS. BAKER: SO YOU STILL WANT ME TO INITIATE SOMETHING AND SAY THE THREE OF US NEED TO BE?

MS. MISHLER: I THINK SO.

MS. GARRISON: IT ' S A GOOD START.

MS. MISHLER: I THINK TALKING

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ABOUT REDUCING THE FUND BALANCE.
IT IS TOO HIGH BUT TALKING ABOUT
HOW WE CAN REDUCE IT. WE DON'T
KNOW IF WE'RE SPENDING IT
CORRECTLY. WE DON'T KNOW THOSE
PIECES OF INFORMATION.

MR. VAN ESCHEN: THE TOPIC OF
WIRELESS DEVICES BE DISTRIBUTED IN
THE EQUIPMENT PROGRAM, WE'VE TALKED
ABOUT IT FOR A LONG TIME.

MS. GARRISON: YEARS.

MR. VAN ESCHEN: IT IS
SOMETHING THAT PEOPLE ARE VERY
INTERESTED IN. IT IS TIME TO DO
SOMETHING ABOUT IT. IF SOMETHING
NEEDS TO BE DONE, IT OUGHT TO BE
DONE NOW.

MS. MISHLER: DENNIS OR
MICHELLE, CAN YOU PROVIDE US WITH
JUST A NUMBER OF STATES THAT
PROVIDE WIRELESS DEVICES, IS THAT
INFORMATION?

MS. CARTRITE: I CAN.

MS. GARRISON: OR IF IT WOULD
BE EASIER THE ONES THAT DON'T.

MS. CARTRITE: IT IS PROBABLY ABOUT HALF AND HALF, I THINK. YES, I CAN GIVE THAT LIST.

MS. MISHLER: SO THAT INFORMATION AND THEN THE NUMBER OF PEOPLE UTILIZING RELAY SERVICE.

MR. SELZNICK: IN FACT, I THINK WE MAY HAVE PROVIDED THAT IN THE PAST. LET'S SEE IF WE CAN DO AN UPDATE TO THAT.

MR. MILLS: THE VOUCHER PART MAY FIT INTO THAT TOO. SO I WOULD SAY IF THE STATE PROVIDES VOUCHERS THAT CAN BE USED FOR WIRELESS DEVICES, THAT WOULD BE THE SAME AS THE STATE PROVIDING WIRELESS DEVICES.

MS. BAKER: I LIKE THE VOUCHER IDEA BECAUSE IT GIVES PEOPLE AN INFORMED CHOICE BUT A LIMIT. HERE IS A VOUCHER FOR X NUMBER OF DOLLARS.

MS. CARTRITE: TEXAS IS A GREAT EXAMPLE.

MR. TELTHORST: IT GIVES YOU

THE ABILITY NOT TO KEEP EVERY DEVICE IN THE WORLD IN INVENTORY, ESPECIALLY FOR WIRELESS, A VOUCHER SYSTEM WOULD SEEM TO WORK PRETTY SMOOTHLY RATHER THAN ALL SORTS OF EQUIPMENT.

MS. MISHLER: DOTTIE, DO YOU HAVE SOMETHING TO ADD?

MS. CARTRITE: THAT'S RIGHT. TEXAS HAS A GREAT VOUCHER EQUIPMENT DISTRIBUTION PROGRAM, FOR EXAMPLE. YOU LOOK ON THE TEXAS RELAY WEBSITE. IT IS CALLED STAP.

MR. SELZNICK: IT IS EVERY FOUR YEARS, I BELIEVE.

MS. CARTRITE: THAT YOU CAN REPLACE EVERY FOUR YEARS.

MS. MISHLER: I HAVE A QUESTION FOR JOHN AND DANA, I BELIEVE. I KNOW THAT THE SURCHARGE CAN BE CHANGED, AT CERTAIN INTERVALS. DO YOU KNOW THAT OFF THE TOP OF YOUR HEAD, EVERY OTHER YEAR?

MR. VAN ESCHEN: IT HAS TO BE LOOKED AT AT LEAST ONCE EVERY TWO

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YEARS BUT NO MORE FREQUENT MY THAN
ONCE A YEAR.

MR. MILLS: WE CHANGED IT MOST
RECENT IN MARCH OF '11, RIGHT?
AND.

MR. TELTHORST: I THINK THE
REASON FOR THAT IS SO PROVIDERS WHO
HAVE TO COLLECT THE TAX DON'T HAVE
TO RE-ADJUST THEIR BILLING SYSTEMS
EVERY TEN DAYS OR SIX MONTHS TO
MOVE IT UP AND DOWN. I THINK
THAT'S THE REASON WHY THERE'S THAT
WINDOW.

MS. MISHLER: SO I THINK THE
MESSAGE TO THE PSC ABOUT THE
SURCHARGE THERE ARE PIECES OF
INFORMATION THAT WE ARE VERY
UNCLEAR ABOUT, THAT WE NEED TO GET
THE INFORMATION AND WE NEED TO
RELOOK AT THE EQUIPMENT
DISTRIBUTION PROGRAM AND FIND OUT
HOW THEY ARE SPENDING THE MONEY AND
IF WE'RE MEETING THE NEEDS OF THE
PEOPLE THAT WE NEED TO MEET BEFORE
WE CAN SAY ANYTHING ABOUT THE

SURCHARGE. WOULD YOU ALL AGREE WITH THAT?

MS. GARRISON: YEAH.

MS. MISHLER: ANY MORE COMMENTS ABOUT THAT TOPIC? WE HAVE A TO DO LIST, DENNIS, LINDA, MARTY AND I.

MR. VAN ESCHEN: PURSUING THE EQUIPMENT PROGRAM, THINGS LIKE WIRELESS DEVICES, IF THERE'S ANYTHING WE NEED FROM US, LET US KNOW. WE WANT TO HELP IN ANY WAY WE CAN, I JUST THINK THAT IT WOULD BE BEST IF OTHERS WOULD SORT OF TAKE THE LEAD ON THIS ONE.

MS. MISHLER: UNDERSTOOD. NEXT TOPIC, ANY OTHER COMMENTS ABOUT THAT? DID WE TALK ABOUT -- WE DID TALK ABOUT THE FCC RECERTIFICATION.

MR. VAN ESCHEN: THAT WAS DISCUSSED.

MS. PARI SH: MICHELLE DISCUSSED IT. I BROUGHT THE FCC NOTICE THEY SENT BACK IN JULY GIVING THE DEADLINE. THAT WAS IN THE FILE ABOUT THE FIVE-YEAR

RECERTIFICATION.

MR. VAN ESCHEN: WE ACTUALLY
HAVE FILED THAT YET?

MS. MCCLOWRY: I THINK IT'S
BEEN MAILED. WE COULDN'T FILE IT
ON THE WEBSITE. THE FILE WAS TOO
BIG. I WAS TEXTING MY SECRETARY.
I'M NOT SURE.

MS. PARISH: OTHER STATES
ENCOUNTERED THE SAME PROBLEM. THE
DOCUMENTS WERE SO LARGE.

MR. VAN ESCHEN: DO YOU KNOW IF
THEY ANTICIPATE ANY ISSUES THERE?
WHAT WE CAN DO TOO IS PROVIDE A
LINK TO WHAT'S FILED WITH THE FCC.
IF YOU CARE TO SEE WHAT THE FILING
PACKAGE IS, YOU CAN CHECK IT OUT.

MS. MISHLER: QUITE HONESTLY,
IT FRIGHTENS ME WHEN YOU SAY THE
FILE IS TOO BIG. DANA, DO YOU WANT
TO TALK ABOUT THE VACANCIES?

MS. PARISH: SURE. I HAVE
INFORMATION ON THAT AS WELL SO I
WILL PASS THAT AROUND. IT LOOKS
LIKE WE STILL HAVE THE HARD OF

HEARING POSITION VACANT AND THEN WE ALSO HAVE YOUR POSITION, SADLY, COMING UP NEXT YEAR. MARCH OF 2013 YOUR TERM EXPIRES. SO WE NEED TO DISCUSS THAT. DOES ANYBODY HAVE ANY LEADS OR ANY NAMES POSSIBLY FOR THE HARD OF HEARING?

MR. GARRETT: ERNEST IS ASKING. YOU SAID THERE WAS A JOB AVAILABLE FOR HARD-OF-HEARING PERSON AND WHAT?

MS. PARISH: TRACY'S IS EXPIRING NEXT YEAR, MARCH 2013.

MS. BAKER: I NOTICE I'M IN THE SPEECH IMPAIRED CATEGORY. IS IT POSSIBLE THAT I COULD FILL THE HARD OF HEARING CATEGORY AND LEAVE THE SPEECH IMPAIRED CATEGORY OPEN. BECAUSE OTHERS AND MYSELF MAY HAVE SOME RECOMMENDATIONS. AND ALSO WHAT HAPPENED TO THE MARY HALE WHO WAS DEAF AND BLIND? I THOUGHT SHE WAS.

MS. MISHLER: SHE WAS AT ONE MEETING.

MS. BAKER: SHE CAME TO ONE MEETING, YOU SAID?

MS. PARISH: I DON'T THINK SO. THAT IS JANET GRUER. JANET CAME TO THE LAST MEETING. SHE WAS NEW. SHE IS STILL WITH US. SHE JUST HAD A PRIOR ENGAGEMENT TODAY. DEBORAH, ON THE OTHER HAND, SHE'S ALSO NEW. BUT TODAY IS HER THIRD MEETING THAT SHE'S MISSED. MARY HALE.

MS. BAKER: I THOUGHT I HEARD THROUGH E-MAIL BUT TRACY MIGHT BE ABLE TO HELP BECAUSE SHE DOESN'T DRIVE, OBVIOUSLY. SHE'S ON LIMITED INCOME. SHE'S BASED IN ST. LOUIS. SHE IS A VERY GOOD ADVOCATE FOR THE DEAF AND BLIND COMMUNITY. HALE. AND I THOUGHT SOMEHOW HER NAME WAS SUBMITTED AND HER RESPONSE WAS IF DRIVING FROM ST. LOUIS TO JEFF CITY COULD BE ARRANGED AND I THOUGHT I HEARD TRACY WAS GOING TO WORK WITH HER. I'M NOT TRYING TO PUT YOU ON THE SPOT.

MS. PARISH: I KNOW THAT I

TRIED WORKING WITH OUR INTERNAL ACCOUNTING DEPARTMENT TO TRY TO WORK SOMETHING OUT. WE HADN'T COME TO AN AGREEMENT YET. THEN I THINK THAT'S MAYBE WHEN SOMEBODY FROM ST. LOUIS POSSIBLY, THAT WAS BROUGHT UP, IF ANYBODY WAS COMING FROM ST. LOUIS MAY BE WHERE YOUR NAME CAME IN POSSIBLY DRIVE MARY.

MS. BAKER: MY OTHER THING IS WHEN WE HAVE QUARTERLY MEETINGS, IS IT POSSIBLE THAT MARY COULD CALL IN AND BE ON THE PHONE? YOU ARE MISSING AN OPPORTUNITY.

MS. PARISH: I THINK THAT WOULD BE EASIER.

MS. MISHLER: WHEN I COULDN'T COME TO A MEETING I CALLED IN.

MS. BAKER: I REALIZE WE ONLY MEET TWICE A YEAR. FOR MARY MAYBE WE CAN LOOK AT HAVING HER CALL IN.

MS. PARISH: OKAY.

MR. GARRETT: THE ONLY THING FOR HARD OF HEARING, I DON'T KNOW THAT WOULD BE LIKE THE BEST AND

MOST EFFECTIVE. I DON'T KNOW. I NEED TO ASK HER DIRECTLY. I CAN SEE THAT SHE'S HARD OF HEARING BECAUSE EVERYBODY HAS DIFFERENT TONE. I DON'T KNOW.

MS. BAKER: I'M NOT SAYING IT IS THE BEST FOR MARY, THE SCENARIO. MAYBE WE CAN OFFER IT AND SEE IF SHE WANTS TO WORK WITH THAT. MAYBE SOMEONE CAN BE WITH HER. IT COSTS LESS TO FIND SOMEONE TO HELP HER TO DRIVE VERSUS MAYBE SHE COULD HAVE SOMEONE SIT WITH HER AND TELL HER WHAT'S GOING ON.

MR. VAN ESCHEN: JUST SO I'M CLEAR. MARY IS DEAF AND BLIND?

MS. BAKER: SHE'S ACTUALLY HARD OF HEARING. SHE HAS A COCHLEAR IMPLANT AND SHE HAS A SERVICE ANIMAL AND SHE'S BLIND. I'M NOT SAYING THE TELEPHONE IS THE ANSWER FOR MARY. I'M JUST EXPLORING THE OPTION BECAUSE SHE DOESN'T DRIVE.

MR. VAN ESCHEN: HOW DOES THAT WORK JUST COMMUNICATION WISE WITH

SOMEBODY LIKE THAT?

MS. BAKER: SHE ACTUALLY READS
CART IF IT'S IN A BIG FONT. AND
SHE LOOKS AT IT VERY CLOSE. SHE'S
NOT TOTALLY BLIND. SHE HAS A
LITTLE VISION.

MS. CARTRITE: THERE ARE ALSO
TACTILE INTERPRETERS. SHE RESTS
HER HANDS ON THEIR HANDS IF SHE
USES IT.

MR. GARRETT: SHE DOES NOT
SIGN. WHAT I WAS THINKING FOR
COMMUNICATION WITH THE PHONE, WHAT
SHE CAN DO, SO YOU COULD DO ESP,
SERVICE PROVIDER SITTING NEXT TO
HER, THAT WOULD MAKE IT MORE, THE
MEETING MORE ACCESSIBLE TO HER.
THAT, OF COURSE, WOULD DEPEND ON
THE PERSON BEING AVAILABLE TO HER
AT THE TIME.

MS. PARISH: HOW DOES THAT
WORK? THIS WAS MY DILEMMA TOO.
I'M STILL LEARNING FROM YOU ALL,
WHICH I GREATLY APPRECIATE. THIS
IS THE PART THAT WAS HARD TOO IS

TRYING TO FIND SOMEBODY OR I GUESS
THE WAY WE COULD GET HER HERE TO
ATTEND THE MEETINGS WITH US OR
EVEN, LIKE YOU SAID, BY PHONE.
WHAT YOU WERE JUST EXPLAINING HOW
DOES THAT WORK?

MR. GARRETT: IT IS SOMEONE
THAT IS ACTUALLY ASSISTING HER AT
THE TIME. FOR EXAMPLE, YOU HAVE A
DEAF AND BLIND PERSON, IT IS
SOMEONE THAT SITS NEXT TO THEM AND
THEY GO INTO A RESTAURANT AND
SOMEONE SITS NEXT TO THEM, THEY CAN
EXPLAIN FOR THEM WHAT'S GOING ON.
IT IS LIKE A PERSON THAT IS AN
ASSISTANT, A DIRECT PERSONAL
ASSISTANT THAT SITS RIGHT NEXT TO
THEM AND EXPLAINS TO THEM OR SIGNS
TO THEM, WHATEVER THEY NEED. IT IS
A PERSON THAT HELPS THEM WITH THEIR
COMMUNICATION AND OTHER ASSISTANCE
THEY MAY NEED. IF A PERSON IS
DEAF/BLIND THEY HAVE AN ASSISTANT
THAT IS RIGHT NEXT TO THEM AT ALL
TIMES. AND THAT PERSON IS THERE TO

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ASSIST THEM. LIKE, FOR EXAMPLE, IF SHE NEEDS TACTILE, WHATEVER IT IS THAT SHE MAY NEED, THE ASSISTANT WOULD BE ABLE TO HELP PROVIDE COMMUNICATION WITH MARY BECAUSE THEY WOULD BE RIGHT NEXT TO HER.

MR. MILLS: WOULD MARY ARRANGE FOR THIS ASSISTANT OR WOULD THE ADVISORY COMMITTEE ARRANGE FOR THAT?

MR. GARRETT: WELL, WE WERE TALKING ABOUT SOMEONE HAD TO DRIVE HER, SHE WOULD NEED SOMEONE TO DRIVE HER. WE WOULD TO PROVIDE ACCESS SERVICES FOR HER, DO YOU UNDERSTAND?

MR. MILLS: RIGHT.

MR. GARRETT: SO THAT WOULD MEAN THAT HER ASSISTANT WOULD HAVE TO TAKE THE DAY OFF IN ORDER TO PROVIDE ACCESS SERVICES TO HER TO GET HER HERE IF THEY WERE GOING TO DRIVE HER TO THIS MEETING ON THAT DAY.

MS. GARRISON: I THINK THE

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ANSWER TO YOUR QUESTION WAS THAT MARY HERSELF WOULD KNOW SOMEONE LOCALLY THAT COULD DO THAT, BUT WE WOULD BE RESPONSIBLE FOR PAYING FOR THEIR SERVICES.

MR. MILLS: RIGHT. OKAY.

MS. MISHLER: MICHAEL.

MR. BOYD: I COULD BE OF ASSISTANCE FOR HER, LOOK FOR SOMEONE IN THE ST. LOUIS AREA THAT WOULD PROVIDE THAT SERVICE FOR HER. NO PROBLEM. I COULD ASSIST IN LOOKING FOR SOMEONE, MAYBE THEY COULD FIND OUT LIKE WE COULD BE AT A CENTRAL LOCATION, FIND OUT WHERE TO GO PICK HER UP AND THEN PROCEED ON TO BRING HER HERE TO THE MEETING.

MS. BAKER: SHE LIVES IN SOUTH COUNTY OFF OF LEMAY FERRY.

MS. GARRISON: IF SHE COMES TO A MEETING HERE, YOU NEED TO LOOK AT THE ADDITIONAL EXPENSE OF TWO OTHER INTERPRETERS FOR DEAF/BLIND SO THEY CAN SWITCH OFF EVERY 15 MINUTES

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BECAUSE IT BECOMES EXHAUSTING,
EXHAUSTING TO INTERPRETERS. YOU
NEED TWO MORE INTERPRETERS.

MR. GARRETT: ALSO A PERSON
WITH LOW VISION, I DON'T KNOW WHAT
THE WORD IS.

MS. GARRISON:
ASSISTIVE-LISTENING DEVICE.

MR. GARRETT: SO WE WOULD HAVE
TO SEE IF THAT'S AVAILABLE, THE FM
UNIT IF THAT'S AVAILABLE TO ASSIST
HER WHEN SHE ARRIVED AT THE
MEETING.

MS. GARRISON: CAN SHE USE AN
FM SYSTEM AND DOESN'T NEED AN
INTERPRETER?

MR. GARRETT: SHE CAN USE IT.
I'M NOT SAYING THAT SPECIFICALLY.
WHAT I'M SAYING IS SHE DOESN'T USE
INTERPRETERS PER SE BECAUSE SHE
DOESN'T SIGN HERSELF.

MS. BAKER: RIGHT. SHE COMES
TO THE HARD-HEARING ASSOCIATION
MEETINGS. SHE READS THE CART AND
SHE ASKS THE PERSON TO SPEAK ON A

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OUR HEARING LOSS MEETINGS. I KNOW SHE'S A PATRON OF THE MUNI BECAUSE I PROMOTE ASSISTIVE-LISTENING DEVICES AND SHE USES THE ASSISTIVE LISTENING DEVICES AT THE MUNI. ASSISTIVE-LISTENING DEVICES ARE FM SYSTEMS THAT THE CAPITOL HAS. YOU CAN PROBABLY BORROW IT FROM THE CAPITOL ON THE DAY THAT YOU HAVE YOUR MEETING. THAT'S WHY I'M SAYING THERE IS AN INCREASING NEED TO HAVE A FUND SET ASIDE FOR ACCOMMODATION COSTS SUCH AS INTERPRETERS, CART, ASSISTIVE-LISTENING DEVICES, LOOPING, THAT'S A NEW DEVICE.

MS. MISHLER: IS A DANA, I THINK IN THIS DISCUSSION WE'RE REALIZING THAT THERE ARE WAYS FOR HER TO BE INCLUDED IN THE MEETING, EITHER BY STAYING IN ST. LOUIS. I'M CERTAINLY HAPPY TO DRIVE HER IF I'M COMING OR SHE CAN RIDE WITH ME. I THINK ERNEST AND LINDA WOULD BE

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HAPPY TO WORK WITH YOU.

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MS. PARI SH: THAT SOUNDS GOOD.

MS. MI SHLER: I N ORGANIZING
WHAT WE NEED.

MS. PARI SH: WE' LL VISIT THAT.

MS. MI SHLER: I THINK WE HAVE
THE MONEY TO DO IT. THAT WAS A
JOKE.

MS. BAKER: DON' T FORGET
MICHAEL OFFERED TO BE OF ASSI STANCE
TOO.

MR. MI LLS: TO LOOP BACK WHERE
WE STARTED, I NEVER DID UNDERSTAND
THE ANSWER. HAS SHE BEEN APPOINTED
TO THE COMMITTEE OR IS SHE
INTERESTED IN PERHAPS SERVING?

MS. PARI SH: NO. SHE' S
INTERESTED IN SERVING.

MS. MI SHLER: I WANTED TO ALSO
SAY DANA, DEBORAH, DOES SHE WANT --
DOES SHE NOT WANT TO BE INCLUDED IN
THIS GROUP?

MS. PARI SH: LAST SHE HAD
RESPONDED TO ALL OF US SHE WAS
GOING TO ATTEND TODAY SAYING IT

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WOULD BE HER FIRST MEETING. I' M
NOT SURE WHAT HAPPENED. I' VE NOT

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HAD A CHANCE TO CHECK MY E-MAIL.
MAYBE SHE'S CONTACTED ME THAT WAY.

MS. MISHLER: MAYBE SHE'S HAD A
PERSONAL SITUATION POP UP. WE
OUGHT TO GIVE HER AN OPPORTUNITY TO
SAY YES, I WANT TO BE INCLUDED OR
NO, THIS ISN'T WORKING OUT. MAYBE
SHE JUST NEEDS AN OPPORTUNITY TO BE
ABLE TO SAY THAT.

MS. PARISH: OKAY.

MS. MISHLER: AND I'M HAPPY TO
LOOK FOR A SPEECH PATHOLOGIST OR
AUDI OLOGIST. SO I CAN LOOK AT
THAT.

MS. BAKER: IF YOU WOULD LIKE,
I MIGHT KNOW SOME PEOPLE WHO ARE
SPEECH IMPAIRED THAT COULD FILL --
I WILL TAKE THE HARD OF HEARING
VACANCY AND THEN SOMEONE NEEDS TO
FILL THE SPEECH IMPAIRED. MICHAEL
MIGHT KNOW OF SOMEONE IN PARAQUAD.
THERE ARE OTHER CENTERS FOR
INDEPENDENT LIVING THAT HAVE

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INDIVIDUALS THAT ARE CLASSIFIED AS
SPEECH IMPAIRED. WE DON'T USE THAT

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LANGUAGE.

MS. MISHLER: DO WE NEED TO
LOOK FOR ANYONE ELSE, DANA?

MS. PARISH: NO. THAT WOULD BE
IT.

MR. VAN ESCHEN: JUST SO I'M
CLEAR. MARY HALE; IS THAT CORRECT?
IS IT MARY HALE?

MS. PARISH: YES.

MR. VAN ESCHEN: SHE WOULD FILL
WHAT POSITION?

MS. BAKER: I GUESS YOU COULD
CALL HER -- I DON'T KNOW.

MS. MISHLER: I'M SORRY. I
DIDN'T HEAR THE QUESTION.

MR. VAN ESCHEN: MARY HALE,
WE'VE TALKED ABOUT. I JUST WANTED
TO BE CLEAR ON WHAT VACANT POSITION
SHE WOULD FILL.

MS. MISHLER: BECAUSE IF
LINDA --

MS. BAKER: MAYBE SHE'S AT
LARGE. WE ALREADY GOT THE AT LARGE

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TAKEN CARE OF. TECHNICALLY SHE'S
NOT CONSIDERED -- USUALLY IT IS
SOMEONE WHO HAS CEREBRAL PALSY OR

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HAD A STROKE THAT'S CONSIDERED
SPEECH IMPAIRED.

MS. MISHLER: I THINK WE OUGHT
TO WAIT UNTIL DANA GETS THE ANSWER
FROM DEBORAH BECAUSE IF DEBORAH
DOES NOT WANT TO PARTICIPATE, THEN
SHE COULD FILL THAT SPOT.

MS. BAKER: DEBORAH?

MS. MISHLER: DEBORAH SALAZAR.

MS. BAKER: OH, OKAY.

MS. MISHLER: ANY OTHER
COMMENTS OR ANY OTHER TOPIC FOR
DISCUSSION? NO? SO I THINK WE ALL
HAVE A LIST OF THINGS TO DO. IT IS
UNFORTUNATE SOMETIMES WE MAKE AN
EFFORT TO HAVE THIS MEETING AND
THEN IT IS UNFORTUNATE IF WE FEEL
LIKE WE HAVEN'T DONE ANYTHING WHEN
THE NEXT MEETING ROLLS AROUND. SO
LET'S ALL TRY TO DO OUR TO DO LIST
AND COMMUNICATE ABOUT THOSE
ANSWERS. NICE JOB, DANA. SO WE'RE

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BACK TO OUR LAST TOPIC, WHICH IS
FIGURING OUT WHEN WE CAN HAVE OUR
NEXT MEETING, WHICH I THINK APRIL

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20TH IS MY TAP DANCING PERFORMANCE.

KIDDING.

MS. GARRISON: WE NEED TO SEE THAT.

MS. MISHLER: WE CAN MEET IN ST. LOUIS. ANY SUGGESTIONS ON TUESDAY WORKED OUT PRETTY WELL. WE HISTORICALLY MET ON WEDNESDAY. I DON'T KNOW.

MS. GARRISON: TUESDAY IS BETTER FOR ME.

MS. MISHLER: I DON'T KNOW WHAT THE REASON FOR WEDNESDAY WAS EXCEPT THAT IS IN THE MIDDLE OF THE WEEK. IS EASTER IN APRIL TOO?

MS. PARISH: IT IS IN MARCH THIS YEAR.

MS. MISHLER: DOES ANYONE HAVE A PREFERENCE, TUESDAY OR WEDNESDAY? DOES IT NOT MATTER? BARBARA?

MS. GARRISON: PREFERENCE WOULD BE TUESDAY.

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MS. MISHLER: LINDA.

MS. BAKER: APRIL IS LEGISLATIVE SESSION, SO I NEED TO LOOK AT MY SCHEDULE BECAUSE I HAVE

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WEBINARS AND WE DO LEP TRAININGS.
SO LEGISLATIVE SESSION -- LET ME
CHECK WITH APRIL.

MS. MISHLER: MICHAEL, DO YOU
HAVE A PREFERENCE, TUESDAY OR
WEDNESDAY WHILE SHE'S LOOKING?

MR. BOYD: IT DOESN'T MATTER,
TUESDAY OR WEDNESDAY, IT DOESN'T
MATTER WITH ME. IT'S FINE EITHER
WAY.

MR. GARRETT: TUESDAYS ARE FINE
WITH ME IF I DON'T HAVE A CONFLICT
WITH THAT, THE COMMISSION LOVES
TUESDAYS.

MR. TELTHORST: TRACY, AT ONE
TIME A COUPLE OF YEARS AGO WE TRIED
TO MATCH OUR MEETING DATE UP WITH
SOME EVENT THAT WAS HAPPENING IN
THE HEARING-IMPAIRED COMMUNITY. I
CAN'T REMEMBER THE NAME OF THE
EVENT, DEAF SOMETHING. I CAN'T

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REMEMBER.

MS. MISHLER: DEAF SOMETHING.

MR. TELTHORST: IS THERE
ANOTHER EVENT LIKE THAT PERHAPS

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THAT'S COMING UP THAT WE COULD? IF
PEOPLE WERE TRAVELING TO THAT THEY
COULD PIGGYBACK THIS ON TO IT?

MS. MISHLER: LET'S LOOK ON THE
OUTREACH THING BECAUSE I KNOW THAT
SPRINT PARTICIPATED IN THAT. WAS
IT THE POWER-UP CONFERENCE?

MR. TELTHORST: IT MIGHT HAVE
BEEN POWER-UP.

MS. MISHLER: WE DON'T KNOW THE
DATES. LINDA, CAN YOU -- WHY DON'T
WE TRY TO GET A TENTATIVE DATE AND
THEN WE CAN GO BACK AND LOOK INTO
WHETHER OR NOT THERE'S A CONFERENCE
IN APRIL THAT WE WOULD LIKE TO
PIGGYBACK IT TO. IT WASN'T
POWER-UP BECAUSE POWER-UP WAS IN
COLUMBIA. IT WAS A COUPLE OF YEARS
AGO. LINDA, DID YOU FIGURE OUT IF
THERE WAS A TUESDAY IN APRIL THAT
WORKS?

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MS. BAKER: INTERESTING ENOUGH
I CAN DO APRIL 17TH AND APRIL 24TH.

MS. MISHLER: THOSE ARE
WEDNESDAY. CAN YOU DO THE 16TH OR
THE 23RD?

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MS. BAKER: NO. DOES ANYBODY KNOW WHEN POWER-UP IS BECAUSE I HAVE GOT APRIL 16TH, BUT I THOUGHT MAYBE IT IS APRIL 9TH. I'M NOT SURE.

MS. MISHLER: MAYBE WE SHOULD SAY AND I DIDN'T AVOID DENNIS.

MR. SELZNICK: YOU WERE TALKING ABOUT MERGING EVENTS. I THINK THERE'S ONE IN APRIL, SO I'M LOOKING FOR NEXT YEAR TO SEE IF WE CAN MERGE IT WITH SOMETHING BECAUSE IT SOUNDS FAMILIAR.

MS. BAKER: I BELIEVE POWER-UP IS APRIL 15TH AND 16TH.

MS. MISHLER: WHERE IS IT?

MS. BAKER: WHERE IS IT AT? COLUMBIA. SO IF YOU MEET IN COLUMBIA.

MS. MISHLER: IF YOU ARE DOING

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THE 15TH AND 16TH IN COLUMBIA.

MS. BAKER: I COULDN'T BE HERE FOR THE ENTIRE TIME. I NEED TO MAKE MY PRESENTATION.

MS. MISHLER: COULD YOU DO THE

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17TH HERE?

MS. BAKER: THE 17TH I'M OKAY. USUALLY THE WEDNESDAYS ARE BETTER THAN TUESDAYS. I KNOW BARBARA SAID TUESDAYS. WEDNESDAYS ARE USUALLY BETTER DURING SESSION.

MS. MISHLER: DANA, WHY DON'T WE TENTATIVELY SAY WEDNESDAY, APRIL 17TH.

MS. PARISH: OKAY.

MS. MISHLER: THEN MICHELLE, CAN YOU COMMUNICATE WHEN POWER-UP IS?

MS. SANGSTER: THE NEXT ONE? I DON'T KNOW ABOUT THAT. I HAVEN'T HEARD ABOUT THAT ONE YET. THERE IS AN EVENT. APRIL 4TH THROUGH 7TH, BUT THAT'S A THURSDAY TO A SUNDAY, AND IT'S MISSOURI SPEECH/LANGUAGE HEARING ASSOCIATION ANNUAL

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CONVENTION AT OSAGE BEACH. THAT'S A THURSDAY TO SUNDAY. SO I DON'T HAVE INFORMATION ON POWER-UP YET.

MS. MISHLER: AND YOU GUYS WILL NEED TO BE SPEAKING THERE, RIGHT?

MS. SANGSTER: MY CONTRACTOR IS

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ACTUALLY.

MS. MISHLER: SO DO WE WANT TO TENTATIVELY SAY THE 17TH?

MS. PARISH: THAT'S FINE.

MR. TELTHORST: DID YOU HAVE A QUESTION ON WHEN THE POWER-UP CONFERENCE IS. IT IS APRIL 14TH THROUGH THE 16TH AT THE HOLIDAY INN EXECUTIVE CENTER IN COLUMBIA.

MS. MISHLER: LINDA WAS SAYING THAT SHE'S SPEAKING AT IT. LET'S TENTATIVELY DO WEDNESDAY, THE 17TH, AND I WOULD ASSUME THAT WOULD BE BACK HERE IN JEFF CITY AGAIN. THANK EVERYBODY FOR COMING ESPECIALLY SINCE WE CHANGED THE DATE AT THE LAST MINUTE. DOTTIE, IT WAS NICE TO MEET YOU. MICHELLE, WE'RE HAPPY YOU ARE WITH US.

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