

**October 20, 2010**  
**Relay Missouri Advisory Committee**  
**200 Madison Street**  
**Jefferson City, MO**

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**>>MALE John Van Eschen.**

**>>FEMALE Dana Parish.**

**>>MALE Barry Critchfield.**

**>>FEMALE Barbara Garrison.**

**>>MALE Eric Dearmont.**

**>>MALE Lewis Mills.**

**>>FEMALE Linda Baker, Executive Director, Governor's council on Disabilities.**

**>>FEMALE Dennis S., account manager, RelayMO.**

**>>FEMALE Introducing ourselves? My name is Sherry Mason. I'm a late deafened adult.**

**>>FEMALE I'm Leslie turner, VR counselor in Springfield, I represent hard of hearing.**

**>>MALE Rick T., here on behalf of the Missouri Telecommunications Industry Association.**

**>>MALE I'm Marty M., assistive technology of Missouri, administrator of Telecommunications Access.**

**>>FEMALE I'm Tracy, I don't have any great title, I call you by name, but I represent audiology and speech pathology.**

**>>FEMALE First we need to welcome Sherry. Welcome.**

**>>FEMALE Dennis, I don't know what that means?**

**>>FEMALE We're glad to have you here. And I'm sure you'll be a great asset to our committee. Thanks for coming. We're going to start with the program update. And that will be Marty.**

**>>MALE Yes, I went to the Brain Injury Conference in St. Charles, so I need to leave early. I wanted to just update everybody on a couple things. I think most folks knew that we have a new coordinator for the CapTel telephone program, Stacey Brady, and she had been a deaf and hard of hearing specialist with Vocational Rehabilitation, so she's doing a great job. She is down in Springfield now at the Aging Conference, but normally, just from now on she'll also be attending the meetings here. She's also doing some training for some outreach centers, making sure they're familiar with all the different devices, in Kansas City, and another one down in Springfield, and a big one in North Kansas City.**

**We've looked, we're looking at some new equipment from Dynavox for**

persons who use augmentative communication devices. There are connections and there's actually an infrared connection that doesn't need to be hooked up to the communication device so that somebody can use their device and talk into the telephone and have a conversation with the individual on the other end so there's two different devices that we'll be including in the program.

Other than that, I think everybody, mostly you know there is a photograph of every single device in the program on our website. There's a brief description of the device, and what it does, so make sure that people use that as a resource. One thing that Stacey is working with is some of the phones, there's been some issues with some of the CapTel connections in some parts of the state, just depending on what types of telephone service they have. There's been some connection problems with some of the other phones, too, so we're kind of checking to other states to see if they have similar problems, and Illinois was having some, so we're kind of trying to nail those down to see how other states are dealing with those, whether they need some type of filter or connections or that type of thing so that's one of the things she's been working with.

We're also looking at other states, looking and studying other states in terms of providing wireless equipment. There's 12 states out of 47 programs, state programs that are providing wireless right now. About

half those states, those 12 states started a new pilot projects, starting off slow to kinda see what some issues were.

In terms of the 12 states, the equipment they're using most frequently as far as the phones or PDAs is the jitter bug phone, and that has a lot of features, both for hard of hearing and for vision, has a large key pad, has a real good powerful speaker on it. It has bright color screen. You can go through a menu that's just yes or no, instead of going through a bunch of complicated instructions so if somebody just wants to do one step at a time, like I do sometimes, you know you can push yes or no and it will take you to the menus to make it a lot easier.

Also it has a voice dial feature, so if you can't dial a phone, you can voice dial. So Jitterbug is the second most used device of PDA. There are Blackberry, I included Mane just provides pagers only. In talking to and one of the things we're looking at this next year is a possible pilot project to look at you know what some of the issues would be in terms of covering some wireless devices.

I talked to a lot of states. Some of their numbers were off because if folks had a problem paying for it, it's a service, it's not necessarily that it's the PDA or the telephone, sometimes they give it away free, they still have to pass a credit check for a two-year plan, generally. Now Jitterbug, you don't have to have a plan so that's another good thing

about Jitterbugs, so the big thing is if somebody can't afford something, it's not necessarily the device, it's the plan so that's one thing that I'm looking at also.

There are some companies that are providing data-only plans so if somebody just has a text, maybe getting into voice, and some are as low as \$30 a month, which is an improvement over \$64 or \$44, so those are the kinds of things we're looking at, and hopefully, kind of have an idea of what we're going to do by March or April of next year.

Anybody have any questions?

>>FEMALE I'd be happy to be involved with the pilot.

>>FEMALE I had a question, and I think we'll get back to this, we'll touch on this a little bit more later and that is the subject of Jeff P., who I know we had some discussion with, as we all know he resigned from the committee. Hopefully we'll get together later, and I didn't know about --

How would a pilot program be conducted?

>>MALE Well the states have done it, they've taken a certain geographic area like one or two cities, maybe an urban city or a rural area, and conducted just in those areas.

>>FEMALE I know when we did the CapTel pilot, there were 100 phones throughout Missouri and I'm not sure, I can't remember how

those individuals were chosen.

>>MALE With CapTel?

>>MALE With 100 CapTel phones for about a year and a half.

>>MALE Well yeah and then after that? Just took the lid off.

>>FEMALE I'm just wondering how you would distribute it? How you would choose?

>>MALE Basically, I think, most case Red Schoendienst done geographically, a certain geographic area, maybe St. Louis and maybe a rural area or a couple different locations, and then everybody in that area would be eligible for it.

>>FEMALE So individuals contacting the CapTel program? Would that then be part of the eligible participants?

>>MALE If they meet the other eligibility criteria.

>>FEMALE LINDA: Are you going to make an announcement? I know some of the testers, so are you going to make an announcement, because I know you can do this because St. Louis has all kinds of institutions for the deaf, and are you going to make some kind of announcement?

>>MALE No this is early stages. We don't have any announcement to make. Don't have any, this is like I say the really early stages.

>>MALE If I could ask, what information do you hope to get from a pilot study? I mean if you're talking about Jitterbug and Blackberry devices?

>>MALE Get an idea about usage, Nebraska, the first year their

project, they were doing a PDA, and I think they did a total of nine, and we want to get an idea of whether, generally, people have to go to get their device. They sign up for their service, probably sign up for their service, they have to go through a credit check, so a lot of people aren't able to pass the credit check. In some states, like Utah, the eligibility rate is up to 100 percent of poverty, so those people really don't have a lot of money and yet they have to pass a credit check, you know, and have a pretty good credit balance and have to be able to afford the monthly fee for the service so you want to see what kind of glitches that might pop up, maybe that were unexpected. And get an idea about what the demand is, too. The cost.

>>MALE RICK Would the Blackberry or the Jitterbug device that you would have, would it be identical to the device that anyone could get if they walked into Verizon or AT&T?

>>MALE Jitterbug is specialized. Blackberry, no. The only thing that might be different is if somebody only wanted to get a text-only service and that was available, you know if somebody was deaf and wanted to get text-only service but the device itself, no.

>>MALE RICK The jitterbug would be identical to what they could get through AARP or something like that?

>>MALE I guess I'm a little puzzled. It seems to me that the folks who could pass a credit check and who would benefit from using it are already doing that. They're already connected and are using those devices. Mo-tab is basically targeting low income folk who typically

can't afford 70 or 80 bucks a month, and somebody is one of the large providers. If that's going to be the criteria, aren't we automatically eliminating folks that have already been eliminated?

>>MALE Cap tap doesn't have a low income eligibility, it's fairly generous compared to other states. Two people in the family, 60,000 thousand dollars each, five thousand above that, or for each additional person, up an additional five thousand dollars, so TAP Isn't among the bottom programs as far as income, so I wouldn't say it's targeted necessarily toward low income folks. Is that the extent? I mean it's what we call low income? Relative I guess.

>>MALE I guess what I am saying, a family has a 60 thousand dollar income chances are they already have a Blackberry or a device. The folks that don't are typically those folks that are getting minimum wage or SSI.

>>FEMALE Credit scores are there.

>>MALE They're not going to qualify for anybody's -

>>MALE Right, that's one of the reasons why some of these programs have started off so slowly.

>>FEMALE.

>>FEMALE Safe link, [safelinkwireless.com](http://safelinkwireless.com), for a household that may not have a cell phone, if they receive government assistance, they qualify for a free phone? 60 minutes per month, so that's part of the program that is the interval so does it take into consideration if they're eligible applicants but two of my clients receive that because they

receive Social Security benefits and other services and so far, they started 68 minutes, they have the option to pay for more minutes.

>>FEMALE 16 or 60?

>>FEMALE Up to I think 200 minutes, but government assisted that they are receiving.

>>FEMALE I don't know, I think we should identify who we are, this is Tracy. I'm just excited today hear and I know others would be excited today hear that you guys are looking into trying these wireless devices, I think it's great. I guess my question is I wouldn't want to you pilot something that didn't have a possibility of being included in the Missouri Relay programs.

>>MALE I'm sorry?

>>FEMALE TRACY I guess I'm confused and Dennis' face is making me even more confused, but I guess I'm wondering if you're going to pilot something like that, has there been any discussion of how that would be supported, minute-wise or usage-wise, if the pilot was successful? Does that make sense?

>>FEMALE LINDA I think if this pilot program is successful, just like the TAP program, would it be part of the different devices that you give to people of low income?

>>FEMALE The jitterbugs and Blackberries.

>>FEMALE If it is part of that, how are those services supported afterwards. That's what I'm trying to ask.

>>MALE How are the services supported? Snoop LINDA The pilot

**program is successful, like right now you offer cell phones to people with low income. If the pilot program is successful, will it become under the umbrella of the TAP program?**

**>>MALE Yes.**

**>>FEMALE LINDA Yes. So that means some of the funds come from us, us meaning the surcharge?**

**>>MALE Not for the equipment. The relay committee has nothing to do with the equipment. That's Missouri Assistive Technology is the equipment.**

**>>FEMALE TRACY But my question is -**

**>>MALE The surcharge?**

**>>MALE The relay and equipment surcharge.**

**>>FEMALE TRACY I guess my question is that once that, and this is a great step forward, but let's say it does move forward and that equipment gets out there, then Relay funds support the service for those devices, correct?**

**>>MALE Right.**

**>>FEMALE TRACY So has there been any discussion about costs of those?**

**>>MALE That's another thing we've been looking at in the pilot is trying to look at what the expenses would be, what the costs are likely to be and that's one of the reasons why we want to do a pilot?**

**>>MALE DENNIS You envision this for the equipment. The service is not going to be covered by TAP?**

**>>MALE MARTY** Correct, and they aren't in any other state except one, where I think they are. [Inaudible]

**>>MALE MARTY** I don't think so.

**>>MALE** Have you, in regulatory law, we do a lot of pilots for a lot of different things. Have you gotten so far as designing the pilot, in terms of what unknowns you're trying to make known and that kind of thing? Because okay.

**>>MALE MARTY** That's the purpose, the purpose of the pilot. What are we trying to find out?

**>>FEMALE TRACY** Sorry, I don't mean to ask so many questions but I don't understand, I need to understand implementation of the pilot program, but if in the pilot program, you're only going to pilot things that can be carried by the Relay funds, correct?

**>>MALE MARTY** The fund is the relay and equipment distribution fund, and yes, we would have to, we couldn't provide anything outside of that fund. I'm still not sure.

**>>FEMALE TRACY** Say you give a Blackberry to John. Okay Barbara.

**>>FEMALE LINDA** Say you give me one.

**>>FEMALE TRACY** Linda, but say we give out a Blackberry, and the pilot program is successful and it costs \$25 or \$60 a month to support that Blackberry.

**>>MALE** No what are you talking?

**>>FEMALE** The service plan for that.

**>>MALE** They don't pay for service.

**>>MALE MARTY** Not anything to do with the service plan. We don't pay for that.

**>>MALE** Same as with the equipment.

**>>FEMALE** Same as any of the other service.

**>>MALE** You pay for the telephone service.

**>>FEMALE TRACY** That's why it's great to have you here and talk about this because when we talk about the fund balance and moving forward and surcharges, I think it would be wise of us to figure out what you're piloting and what that might eventually mean to the expenses of the fund, should those pilots be successful.

**>>MALE MARTY** That is why we're doing the pilot, that is why we would do a pilot. One of the main reasons would be to figure out what the expenses would be. That would be probably right up there No. 1.

**>>FEMALE TRACY** Do you have an idea, because we'll be discussing the fund balance, we'll be discussing where we're at and what's coming down the pike, and surcharge changes, etc. Do you have an idea of the timeline of these pilots?

**>>MALE MARTY** If we decide to go ahead, it will sometime after March, but I would say sometime next year.

**>>FEMALE TRACY** We probably wouldn't be able to factor in any potential future expenses until our meeting in a year?

**>>FEMALE LINDA** 2012?

**>>MALE MARTY** Probably, but I don't anticipate that if the surcharge stayed the same as it was right now and if the legislature doesn't raise

the fund, then there would be any issue. Four and a half million dollar balance right now, right?

>>MALE JOHN What I was gathering from the comments, the pilot program really wouldn't have that much additional cost associated with it.

>>MALE MARTY Not the pilot, no.

>>FEMALE TRACY It's not the pilot that I was thinking about. It's the same discussion that we had about CapTel, I don't know how many years ago it's not the pilot, the fear factor, what if we get CapTel and everybody is using it all the time, what that means. I was just wondering timeline.

>>MALE MARTY And I think like I said, looking at other states so far, I think the limitation would be pretty slow. I don't see people jumping at this and now everybody wants a wireless device.

>>FEMALE TRACY If Jeff were here, he would tell you that they were.

>>MALE MARTY Jeff hasn't done the research and a lot of time there's been issues.

>>MALE Another thing with wireless in particular is that you can offer plans that have a limited number of minutes so that you can almost, by design, limit the cost exposure of the firmware.

>>MALE MARTY We provide the phone. In most of the states, we're not able to negotiate lower cost plans, say a provider who provides a phone and a service, but yeah, the phone itself would be the only thing that might impact the phone is service, beyond the consumer's own

**budget. They'd be paying for the service. Make sense?**

**>>MALE JOHN This is commissioner Kevin Gunn. [greetings]**

**>>FEMALE DANA Happy birthday!**

**>>FEMALE TRACY Glad you could stop by.**

**>>COMMISSIONER GUNN I wanted to. I know the chairman could not make it today, so I wanted to come welcome you and thank you for your hard work. You're dealing with many challenges, technological and other ways, and we appreciate your work and we hope you're working well with our staff and they're giving you what you need. I know the public counsel's office is important to participate as well. We're here to do what we can to assist and to make sure that you have the resources that you need and the users have the resources that they need and will continue to do that. I'm going to sit back here and listen a little bit and pretend I'm not here. I can't stay very long, unfortunately, but I'll wander out and I'll be quiet, and I know you have lunch, oh it's here but I don't want to interrupt, but I want you to know that this is important for the commissioners to pay attention to what's going on here and we thank you very much for your hard work.**

**>>FEMALE TRACY It's nice of you to stop by and my name is Tracy, the chair of the committee and I would like to comment that John and Dana do a wonderful job for us, they actually get on our tails a little bit about trying to fill vacancies and accomplish what we're supposed to accomplish, so they do a fabulous job and I know that everybody would agree with that. Thank you.**

**>>MALE And Eric, too!**

**>>FEMALE DANA The beard.**

**>>FEMALE TRACY Great job, he's a lawyer! [LAUGHTER]**

**>>FEMALE TRACY His contributions to the last meeting were significant and helpful and the final verdict on Dana will be after lunch! [LAUGHTER]**

**Anyway, Marty just gave a presentation about some things that he's accomplished and going to accomplish over the next year of the TAP program, interesting and helpful, and we were kind of wrapping up where we were with comments about that. Does anybody else have any questions or comments for Marty?**

**>>MALE JOHN We had them farther down on our agenda, but this new bill, that just went into effect, the 21st century communications and video accessibility act, do you see that bill as really changing the types of equipment that is distributed today? Do you see that as impacting the program?**

**>>FEMALE TRACY Can I interrupt for one second? For the people that don't know what the 21st century communications And Video Accessibility Act is, could somebody describe what it is?**

**>>MALE MARTY In three words or less.**

**>>MALE John I don't know that I'm the person. I know there are some people that are probably very familiar with it.**

**>>FEMALE LINDA All TV, media, should be accessible to people who are hard of hearing and deaf, speech-disabled, and I know you have a**

micro chip to access captions on TV, but now there's a push for everything to be captioned.

>>FEMALE But tape and live, right?

>>MALE And the internet.

>>FEMALE LINDA I think it's going to be more movies are going to have that option. They already in St. Louis, you have an option to go to movies and see rear window captioning, but there's only one movie theater in St. Louis that you can see the captioning, open captioning.

>>FEMALE TRACY What I am gathering is, it's taking the old law or Act and updating it? To current technology?

>>FEMALE LINDA It's compatible, and.

>>FEMALE Hearing aid compatible, T-coil.

>>FEMALE LINDA That's what I understand.

>>MALE MARTY Phones will have to be cell phones will have to be hearing aid compatible. Any TV program that was captioned, if they put it on the web, sometimes it loses its captions, if it's captioned on TV and somebody puts the video on the web, it has to be captioned.

>>FEMALE LINDA YouTube, there's a suit against YouTube saying they have to be captioned, but a lot of times somebody will send me a link to YouTube and I can crank it out if I'm by myself and I can live with it but for other people, there's a cc that you're supposed to click on it and it's supposed to open up captioning.

>>MALE MARTY When they're putting the u tube video together, they're putting the captioning in -- YouTube -- also they'll do more

with low vision, blind, in terms of video description, so when there's a movie or something, there's a dead spot in the movie, there will be video description for someone that is blind to tell them what's going on so a requirement for a lot more stations and a lot more markets to have video description hours. There's money set aside for equipment, telecommunications equipment for deaf and people that are deaf and blind. There's \$10 million set aside for that. For internet deaf and blind. We are an equipment provider for both deaf and blind, so I'm not sure exactly where money comes from. I wish they would just open it to just states, especially other states that have more need for persons who are just deaf, or persons who are deaf-blind or persons who are just blind. I don't know if they'll spend the 10 million on people that are deaf/blind.

>>FEMALE LINDA That's a population that is growing, deaf/blind, so I think that's why they advocated for money for that.

>>FEMALE TRACY So now I understand it better, what was your question?

>>MALE JOHN I wanted to get Marty's perspective on how that new bill might impact the equipment that is distributed?

>>MALE MARTY It shouldn't have any impact. They have the money set aside for the deaf/blind equipment, we already have that but in terms of changing anything or mandating any types of different equipment, it doesn't do that.

>>FEMALE TRACY It sounds like it has more of an impact on

**businesses?**

**>>FEMALE LINDA Business you say?**

**>>MALE JOHN That's what I am hearing.**

**>>MALE Video providers, equipment manufacturers.**

**>>MALE MARTY There are several advisory panels with corporations, consumers, in terms of mandating, and the FCC has a lot of leeway in terms of the number of hours that they say have to be video captioned. They have a lot of decision making-authority that that bill has left to them so it's going to be real important, when they get that consumer input, that those folks are really strong on this committee, so when they set them up nationally to make policy.**

**>>MALE I assume there's a timetable on the equipment to phase it in over some period of time?**

**>>MALE MARTY Yeah there are several time frames that are set up, and that's laid out in the statute, so it's phased in, a lot of it, over a series of years.**

**>>FEMALE TRACY I'm assuming you want to leave.**

**>>MALE MARTY I don't want to leave.**

**>>FEMALE TRACY Does anybody have any more questions or issues that they might have for Marty?**

**>>MALE JOHN Do you foresee your budget changing anywhere in the next year? I'm asking just because of the discussion that we'll have in this meeting about surcharge and the fund balance?**

**>>MALE MARTY I don't. I think that even if we do the pilot, would I**

see that falling within our current budget, so no, I don't see, we wouldn't have to ask for an increase or appropriation.

>>MALE JOHN The same budget as in prior years?

>>MALE MARTY Yep.

>>FEMALE TRACY Which is a real positive thing. Any comments?

>>MALE MARTY If you have any questions, give me a call. Our toll free number is 800-647-8557. So if you think of anything else, feel free to give me a holler.

>>MALE JOHN This Stacey Brady, is she?

>>MALE MARTY She took gay Jones' spot, she's out doing outreach and training ever since she started this summer so if you have any questions about equipment. If you hear about anything maybe isn't working quite right for a consumer, then absolutely, have them give her a call, or call our toll-free number.

>>FEMALE TRACY Thanks Marty. Do you have lunch here?

>>MALE MARTY No, I don't think so.

>>FEMALE TRACY It is quarter till 12:00. Thanks, Marty. The next item on the agenda is the sprint report, which I don't know about you all, Marty, but I know the Sprint report will take a significant amount of time and quite frankly, I would be very hungry throughout your report.

>>MALE Take a break in the middle.

>>FEMALE TRACY We have an option of going ahead and doing lunch since it's here or going to maybe a smaller shorter topic, which in my

mind might be No. 6, electing new vice-chair. How do you feel? Do you want to break for lunch?

>>FEMALE BARB Working lunch?

>>FEMALE TRACY We all get lunch and then move to item 6 because that would be a good discussion to have throughout lunch. Does that sound okay? We'll go ahead and get our lunch.

.

>>FEMALE TRACY We're going to make this a working lunch and I want to note that Sherri is having a hard time putting names with faces, so if you could please say this is Tracy, your name, before you start speaking, hopefully that will help Sherri get oriented. So the topic that we were going to talk about over lunch was electing a vice-chair. Does anyone have any comments, suggestions? Jeff was our vice-chair. John, I see you grabbing your binder here. Do you have any, what do you call them criteria that we have to meet?

>>MALE ERIC If I could interject, I think the only criteria outside of the voting requirements are the fact that under the by-laws the vice-chair needs to be one of the nonpermanent members of the council or staff.

>>MALE Not me.

>>FEMALE LESLIE Who has the list for nonpermanent members?

>>MALE JOHN Nonpermanent, yes. That would be, just to run through the list, to would be Michael Boyd, Leslie Turner, Sherry

**Mason, Barbara Harrison, Gracie Mitchner, Linda baker, those are all the appointed members.**

**>>FEMALE TRACY Barry is not on there?**

**>>MALE JOHN Barry is considered a permanent member.**

**>>MALE RICK I wanted to ask, among those nonpermanent members, who, other than Tracey would have seniority on service? Maybe that would be a good person for vice-chairman?**

**>>MALE JOHN That would be Leslie.**

**>>MALE BARBARA I nominate Leslie.**

**>>MALE JOHN Leslie was appointed in March 2005.**

**>>FEMALE TRACY Barbara has nominated Leslie, and I would like to second that. Leslie?**

**>>MALE LESLIE Four or five years?**

**>>FEMALE.**

**>>MALE ERIC Till death do us part.**

**>>FEMALE LESLIE I'll probably only stay until the end of this appointment because of all the obligations. I've got one year left, next October. So that's one year.**

**>>FEMALE LINDA Who is the next one?**

**>>FEMALE TRACY Either you or Barbara.**

**>>MALE JOHN It's actually a 3-way tie between Michael Boyd, Margaret Garrison and Linda Baker. All three of you, according to this, came in July 2008. Is that correct?**

**>>FEMALE TRACY Do either of you have a desire, hopefully, to serve**

**that role? Linda or Barbara? Would someone like to nominate Barbara?**

**>>MALE RICK What became of Leslie's nomination?**

**>>FEMALE TRACY She pretty much.**

**>>MALE RICK Did she withdraw? I'll nominate Barbara.**

**>>FEMALE LINDA I second it.**

**>>FEMALE LINDA Okay.**

**>>FEMALE LESLIE I appreciate the nomination, but it would be too short if I were nominated. I want Barbara to do well.**

**>>MALE BARRY I move the nominations cease.**

**>>FEMALE TRACY Do we need discussion about Barbara now? Or can we just go ahead and vote?**

**>>MALE JOHN I'll leave it to Eric, he's procedure.**

**>>FEMALE.**

**>>MALE ERIC We can, if that's what you would like to do.**

**>>FEMALE TRACY All those in favor of Barbara serving as the role of vice-chair? [Voting aye and no]**

**>>FEMALE TRACY Congrats, Barbara.**

**>>FEMALE BARBARA Glad to help out.**

**>>MALE ERIC Is it possible to note for the purposes of the transcript that the vote was unanimous. Sorry. Thank you.**

**>>FEMALE TRACY Should we move on to vacancies? Then we can rest for a few minutes.**

**>>MALE JOHN We had two committee vacancies. One is the deaf position and the other is an at-large position. The deaf position has**

been vacant for some time. I think it was held by Steven Foster. The at-large position is Jeff Prayles. So I don't think that the at-large position really has any definitive qualifications behind it. It could be anybody, really. The deaf position is the person, obviously needs to be deaf.

>>FEMALE LINDA Deaf or does that come under the umbrella hard of hearing?

>>MALE JOHN I would say that it would not be the same as hard of hearing.

>>FEMALE TRACY Because we have a hard of hearing position, right?

>>MALE JOHN That is Leslie R. We actually have two deaf positions on the committee. The other deaf position is held by Michael Boyd. So if you need some help in filling those?

>>FEMALE LESLIE I can think of a few that I could contact in Kansas City. Delinda, she's at St. Joe, she's director of St. Joe Communication Center. Delinda M. She's a busy lady. But she's busy but I could contact her.

>>MALE JOHN At large?

>>FEMALE LESS -- LESLIE Deaf position.

D-E-L-I-N-D-A B-E-L-L-E-N-G-E-R.

>>MALE BARRY One L one A.

>>MALE JOHN B-E-L-A-N-G-E-R.

>>FEMALE LESLIE A lady in St. Louis, Sarah Morse, she works at the -- she's now a case manager for Barnes-Jewish Hospital, the deaf

program now, is that right? So a couple people I could contact to see if there's any interest in the position.

>>FEMALE BARBARA Tom B. Just retired as assistant superintendent position at MSD but he's Deaf.

>>FEMALE TRACY Capital D-deaf.

>>FEMALE TRACY I think I suggested this before. I could come up with a name for the at-large position, but it would be from the St. Louis area and I don't know what our balance is or if you care about the balances, where people are from, because in the past, we've talked about St. Louis, Kansas City versus rural. Does anyone have any thoughts about that? How, do we need to be balanced in any way?

>>FEMALE LESLIE I think it would be a good idea parent of deaf children, because they're using technology, I think you have one from Springfield area, that I could ask to be interested because I'm part of a deaf awareness group, she's president and I'm vice-president and she's advocacy, we take care of the southwest area and I could ask her if she would be interested.

>>FEMALE TRACY Great idea to have a parent myself.

>>FEMALE LINDA I don't know personally know parents, but the president of the hearing loss association ski in St. Louis has been in contact with parents at the Moog School in St. Louis where a lot of children are there who have implants, but I asked, there's probably some people in the Hearing Loss Association, there is one, but there's quite a few people in the Hearing Loss Association that might be

interested. The Kansas City group, too, and people who are hard of hearing.

>>FEMALE TRACY I think it's a great idea to have a consumer, being a parent, that's how I got involved in this group in the first place, so I think that would be a good idea, too. So the people that I have heard that have some people in mind are Linda and Leslie. And Barbara. So could we ask that you have those names, contact those names and if they're interested, get those names to John within what kind of a time period?

>>MALE JOHN Oh, I don't know, what's reasonable?

>>FEMALE TRACY Couple weeks?

>>FEMALE LINDA Couple weeks.

>>MALE JOHN By the end of the month. Snoop LINDA After the first week of November, because October is coming up really quick.

>>FEMALE TRACY How about by middle of November, Thanksgiving?

>>MALE BARRY Do these appointments need to be made by the governor's office or are they just appointed directly to the committee?

>>MALE JOHN I think as a committee we'll talk about who we'd like to recommend to the commission. The commission then appoints the members, and I think the Commission sort of turns to the Advisory Committee for guidance on what we think. They'd like to know about the people and they typically, the appointments are brought up in an agenda meeting, a person's bio is circulated to all five commissioners and it's placed on the commissioner's agenda and when it comes up,

they discuss it, and vote it, and usually issue an order or something formal that makes note of that appointment.

>>MALE RICK I have a question for Eric. If we get these names before us, can we meet by email and have a consensus that we can pass on to the commission? So that we can kind of move this along and folks can participate next time?

>>MALE ERIC I do have some concerns proceeding like that. As far as the open meeting is concerned, see what he has to say.

>>MALE I think in this instance we're not really officially providing the commission with like a vote on members. We're simply saying some of the members of the Advisory Committee have suggested some potential new members, and we'd like the commission to consider this, so I don't think we would be doing anything --

>> TRACY We're just chatting, we've done this before, I think. We were just chatting about it, and then letting John know, if you want to bring a name forward or not.

>>MALE ERIC It doesn't cause me great concern but I think we're talking about trying to decide on two people to recommend to their commission so that there would have to be a bit of back and forth discussion. Does that give you any more cause for concern or not?

>>MALE Not at this point, for one thing, we have frequently, you know the, the first go-around heard names of people that turn out not to be available so maybe out of the list of four or five names, we'll get 0 or 2 or 1. If we get to the point where we have a discussion of weeding

people out and picking others instead of others, that might cause a concern. We're not to that point yet?

>>MALE ERIC So I'm going to avoid giving you a real answer at this point and say that until we've identified some candidates who are agreeable and viable, it's probably fine to communicate via email and once we've done that, maybe.

>>MALE RICK Well and if that's the procedure, that's great. Here's a suggestion, though, that we might want to try. As Lewis pointed out, sometimes we have names suggested and those people don't have an interest or can't serve but we have two spots open, right? And if we have let's say three candidates, we could avoid stumbling over that problem by saying, "Here are three candidates all of whom are qualified," and then let the commission select two out of three. After all, they're the ones that appoint the people, not us. That way that takes that criteria, well we rejected somebody. Maybe we ought to serve as the clearinghouse to say, "Here are qualified candidates. You make the selection."

>>MALE ERIC I think that's an excellent suggestion. I know since I've been involved I don't think we've been presented with a situation where we have multiple people.

>>MALE RICK I can't easily choose between two or three people going on a resume.

>>MALE ERIC I guess we can just see what we get. I think that's an excellent suggestion, in the event that's what we do end up with.

>>MALE We'll all be sure to tell the commissioners that you punted to them. [LAUGHTER]

>>FEMALE TRACY Okay we have a plan.

>>MALE JOHN Just so I am clear, Leslie, who are you going to be contacting again? Who are you going to be contacting again?

>>FEMALE I can contact Delinda, Linda Cheek and Sarah Moore.

>>FEMALE BARBARA I'll contact Tom Bastion.

>>FEMALE LINDA I don't have names, I can, through the Hearing Loss Association I will get names. And of course I most likely would know the people, except for the parents. Parents, no.

>>FEMALE TRACY And Barry?

>>MALE BARRY I'll wait until, I'll be seeing Delinda tomorrow at conference in St. Joseph. I can talk to her if you would like. I had a question, has there ever been a deaf/blind person on the committee?

>>MALE JOHN No.

>>MALE DENNIS Not that I am aware of.

>>FEMALE LINDA And there is a lady, last name is Har -- do you know her, Dennis? She's very active in organizing the deaf/blind group in St. Louis. She's a lady that's originally from the State of Ohio. Her last name is H-a-l-e I believe.

>>MALE DENNIS Not that I recall.

>>FEMALE LINDA She's been very active in organizing deaf/blind group, and she attends the Hearing Loss Association meetings. And she might be a good candidate to have.

**>>FEMALE TRACY** I think that's a great suggestion. What I think we need to do is go back to our offices, homes, whatever, and provide suggestions of potential candidates to John, or contact them and if they're interested, provide the names to John by November 15.

**>>FEMALE BARBARA** Along with a short bio?

**>>MALE JOHN** That would be good.

**>>FEMALE TRACY** Okay take a 15-minute break and then we'll be listening to Dennis at 12:30. Does that work with everyone?

**>>MALE DENNIS** Fine.

**>>FEMALE TRACY** Okay it is 12:32 and we're ready to reconvene, now that Eric is here and we're all legal.

**>>MALE DENNIS** Thank you, Tracy, I appreciate it and thank you all for coming today and it was good to see the commissioner today.

Basically, what I want to do is give you a quick summary of what's going on with RelayMO. I'm a technology guy so I like to play with the newest stuff that's out there. I was asked earlier to show off, what it would be like to do a mobile video connection, from say my EVO here to another video phone, and this is all over the cell phone network, and so somebody could get one of these today, and get a cell phone and be able to make video to video calls so if you were looking at the phone right now you would see me signing back and forth. It also uses video

relay service so I can take the EVO phone in Jefferson City, make a phone call, sign to an interpreter, she'll voice for me and vice versa and that's available today.

.

>>FEMALE TRACY Dennis, that thing that you have on the table is big for the sake of -

>>MALE DENNIS Just for demonstration, it's called a mobile video phone but it's one of the many that are out there for the purpose of showing you guys anything is possible. All right. What I would like to talk about today, a little bit, I passed out presentation so if you want to follow along on paper as well, but in general, I'm just going to see if I can spend 20 minutes at the most just talking about what's been going on with RelayMO. The four things I want to cover today are here on the screen and give you highlights on what's been going on for the past six months. These are all these events, this is about half of what we've done. We've been all over Missouri, north, south, east and west. My goal back in April was to have more than 20 events outside of Kansas City and St. Louis. We did pretty good on that. We met about 7,000 people got exposed to RelayMO through booths, events, picnics, newsletters. Those are just that I can attribute to directly. We've done other advertising by newsletters.

>>MALE JOHN Do you yourself go to most of these events?

>>MALE DENNIS I do some and I have other people who are consultants for me who actually do travel for me and they actually go

to those events and report back to me so it's about half and half. We did 21 events between April and October. 14 of those events were outside of the St. Louis and Kansas City, my goal was to get 20. They were pretty big, Deaf Awareness Week in Springfield and we also had some events that were basically down in Poplar Bluff.

The goal there was to kind of just spread the awareness out. The idea is that we're not just able to do the major metropolitan areas but also get those that are kinda out of the way. So I brought in consultants who are also going to be focusing more on the community. We did a newsletters and that was sent out to about a thousand people, and as we get those out there, where more and more people are joining the newsletter. If you didn't get a copy back early this summer, I can send you a copy. We'll have a new one sent out later this month.

We've got Sherry Mason, and thank you for joining us today, Sherry. We did several print ads, program books as well as things like the Missouri American Legion. It's hard to find them in here. RelayMO front page, stuff like that. As I mentioned earlier, outreach consultants that are currently doing outreach on behalf of me, they're specially-trained and just going out there and educating people about TTY, CapTel and of course about the internet relay services. We've got some new outreach material. You've all seen this [indicating pamphlet] but I want to show you one that we're doing specifically for speech to speech as well as TRS so this will be in our booth going forward. Some of the other technologies for wireless and mobility, those are what

people are more interested in learning than the traditional TTY-based stuff.

Last meeting, I talked about having a TDD public service announcement and when I talked to Marty from the equipment program, we determined it would be much better if we would do more targeted, instead of broadcasting television ads so we decided to go ahead and hire more subcontractors so that's what the outreach consultant are. They do the targeted smaller community type of events.

The other one we did, specifically for RelayMO now, was about CapTel. As I told you earlier this year, we had the newer CapTel phone come out, the 800-model and that really gained in popularity, I was hoping Marty would talk about how many he's distributed since but it looks like just this year alone of CapTel phones in the State of Missouri we have about 150 CapTel phones out. Most of those are the CapTel 800 model.

We just finished the RelayMO annual report and after this meeting, I'm going to send you guys an actual nice laminated, that kind of stuff annual report, so I haven't given you guys an actual copy today but I will send it out after this meeting so you have an annual report for the fiscal year 2009. FCC updates, it seems like in the agenda we have some discussion time with the Public Service Commission but I will be able to speak to some of the items and just quickly bring them up here.

**FCC notice of inquiry for VRS was related to the FCC wanting to review how the VRS, video relay industry is working, things like how are they getting paid? Is there a better way to prevent waste or fraud with the relay service for video relay? There have been a number of arrests and a number of fines imposed on companies that are providing video relay service, so we want to get you updated and understanding what the FCC is trying to do.**

**Also we discussed the CapTel mandate. I brought it up at the last meeting, basically CapTel is not mandated as a state relay service. 49 states and the District of Columbia and the federal government are providing CapTel. The single lone state that is not providing CapTel today is state of Delaware. However, any time a state relay service could decide they no longer want to provide CapTel, so there's a CapTel mandate in front of the FCC trying to get opinions and feedback from people, should we make it a mandated service.**

**>>FEMALE LINDA Why doesn't Delaware have a relay?**

**>>MALE DENNIS My understanding is that they don't want to increase their surcharge at CapTel service into it, so the way Delaware does their service is they're only providing TTY and speech to speech and they don't want to add CapTel, an additional cost to them. It's optional, it's not required by the FCC at this time.**

**>>FEMALE TRACY And I assume you're not going to cover this on the FCC item later, if you are we don't need to discuss it.**

**>>MALE DENNIS All that, yes?**

**>>FEMALE TRACY The CapTel mandate?**

**>>MALE DENNIS It's on the agenda.**

**>>FEMALE TRACY Okay.**

**>>MALE DENNIS Also on the agenda was the rule-making on 800 numbers for video relay and IP relay and we'll cover that later but the idea behind that is that when you get a device like mobile video phone, that it has to have a phone number associated with it. That's required by the FCC, if you want to use it for VRS. Some video relay providers provide 800 numbers so you get both a local telephone number and an 800 number and I'll be able to explain that when we have the discussion of what the difference is and the impact.**

**>>MALE JOHN If you want to go ahead and talk about these things, go ahead.**

**>>MALE DENNIS That's fine. It's not really intense, but basically prior to November 2008, there was no requirement to give telephone numbers to video devices, so if I got something like this, I didn't have a telephone number associated with it. I had an IP address, I had a name. After November 2008, FCC required that you get a telephone number, but it didn't specify whether you had to have a local telephone number or a ten-digit or a toll free number so some companies gave out both. What happened is some customers liked the toll free number so they gave out the toll free number to all their friends and family, people who contacted them. The FCC requires that a 10-digit number be portable. That means if I got this video phone and I**

wanted to use it with sprint VRS, now I want to use it with another telephone company. People with normal telephones who have service with AT&T, who have service with their local telephone company can take that telephone number and port it to another telephone company. The FCC is required to do the same thing for your mobile video phone. Take your ten digit number and take it another relay provider. The 800 numbers are not required to be ported, so that means that if I were to be with a certain company and I have an 800 number with them, and I want to change it, the relay company could tell me, "No we're not going to port your 800 number." That means that person would be stuck with that company, otherwise they'll have to tell everybody they have a new 800 number which is inconvenient. The FCC order is to make sure the 800 numbers can be ported and to assure that you always get a 10-digit telephone number with your mobile video phone. So in order to register to get a 10-digit number, tell them your address for 911 information and then you get that telephone number, that means if you take it anywhere, they will at least have some idea if you called 911 where your location is. So there's this order in the FCC asking for, stating what they want with 10-digit telephone numbers. Currently there's temporary waivers with that, just the way that the system was set up was you didn't have to have it, a 10-digit telephone number in the first place. The FCC wants to make sure that everybody who has a mobile video phone has a 10-digit phone number, again for 911 purposes. Any questions on that?

**>>MALE JOHN** When I looked at that notice of proposed rule making, I got the impression that the FCC was saying, "Look, it's inefficient use of telephone numbers for a video service user to have both a ten-digit telephone number and an 800-number," and the FCC really wanted to phase out 800-numbers for this purpose. So they wouldn't have to open up another toll free/800 code or whatever. I really didn't understand how, I mean do you agree with that, that the FCC wants to get rid of the 800 numbers?

**>>MALE DENNIS** Video relay companies want a differentiate tore. Everybody gets the same service. You have a device to connect to a video relay service, get an interpreter, make phone calls, for free. You don't pay for it so there's no way to differentiate on price so the video relays differentiate themselves by features. One feature is a free 800 number so this is how they differentiate themselves from companies that don't give out free 800 numbers.

**>>MALE JOHN** To me it sounded like from a regulator's point of view, yeah, it sounds like a good idea, that we can conserve telephone numbers and still provide an equivalent federal service. That sounds like a good idea.

**>>MALE DENNIS** It all came back to the 911 issues that 800 numbers weren't very good at telling where their location was and since you're giving out two or three numbers per user, it just would eat up so many of those telephone numbers so quickly.

**>>FEMALE LINDA** Okay for 911 purposes, okay, I have a 314, which

is St. Louis area. But I'm in a 573, so if there's an emergency, how are they going to locate me?

>>MALE DENNIS What happens when you call 911, the video interpreter asks are you at the location where you registered? Are you at the Governor Office Building? No, and then you would be able to tell them.

>>FEMALE LINDA You would be able to tell them.

>>FEMALE TRACY Hopefully.

>>FEMALE LINDA Hopefully I can talk. Because I'm thinking of what if something happened to my speech?

>>MALE DENNIS If you were unable to sign or speak, then it would be very difficult.

>>MALE JOHN Sprint provides video relay service, right? Is sprint one of those companies that hands out 800 numbers?

>>MALE DENNIS It is optional so you can ask to pick and get an 800 number but we don't give both at the same time and give you the 10-digit. If you want 800 number we'll give it to you. It's not reimbursable by the FCC so we would be charged extra. We wouldn't be able to get reimbursement from the FCC for it, so it's an additional cost to sprint to do that but the reason we do is because other companies are already doing it so in order to maintain parity, we have to offer it.

>>FEMALE TRACY Could we go back, since we're discussing as we go here, yes, that.

**>>MALE DENNIS I can go with these reel quick. Notice of inquiry for VRS. This is a big issue with relay service today. And basically on July 1, a little before the middle of the year, the FCC made an order that stated, "We need to change something in the video relay service industry." The reason for that is because one company got into, got 26 arrests from the F.B.I. and Department of Justice and all that stuff, 26 arrests, two other companies got fines in the millions of dollars because they were doing things with video relay service that weren't explicitly said were not supposed to be done, but as a general rule, you weren't supposed to do. Example would be I hired people from China to make, to get these devices and make phone calls all day long. I pay those people \$10 an hour. Which is really nice in China wages, but the relay service, that pays the video company \$340 an hour. \$10 for \$340 an hour. Sounds like a good deal so some companies were doing that. Some other companies would have where they would make a phone call, they would put up a privacy screen. The interpreter would put up a privacy screen and nobody would sign or interpret or anything for hours on end, just leave the connection running, basically meter running, they get money but there would be no interpreting. There would be interpreters abusing the service and what they would do is they would call themselves through their device at their office, call themselves, they keep calling back until they got themselves, then they would take a break. The FCC was able to review all these things and figured, "You know what? It's time to just really try to change how**

**the industry works." So they put out a big order and a big question, they want comments, feedback about what needs to be changed. It was maybe about 50 to 100 questions about what specifically do you think needs to be changed about video relay service?**

**>>FEMALE TRACY I'm sorry help me out here in this espionage stuff. A company would make a VRS connection, in your first example, and then charge the FCC per minute for that connection, and use the connection for what purpose?**

**>>MALE DENNIS Sometimes they would connect to pod casts and it would just pod cast for hours.**

**>>MALE It's called traffic pumping, as Dennis said, you're just spinning the meter, charges.**

**>>MALE JOHN Did these companies get penalized?**

**>>MALE DENNIS Millions of dollars but in the rules of the FCC it didn't specifically prohibit that, by the letter of the law as it was written, it was not explicitly prohibited but the idea, the purpose behind it, the spirit of the law, it wouldn't fly so they went back, fined them. There were international to international calls, so the FCC specifically for U.S. citizens to make calls anywhere or anywhere to U.S. citizens but they were able to determine Canadian people calling England, and the companies were permitting that. So all these kind of things are being asked like, "What is the appropriate compensation? Should we pay companies \$6.50 an hour? Should we pay them less? Pay them on a different rate?" With TRS today is about 96 cents per minute, I think**

that's right, 96 cents or so for a TRS minute. With VRS, industry wide is 6 dollars a minute, huge difference, huge incentive to possibly abuse it. So that's again why the FCC is asking what is right for the VRS industry and he courage to you look at it and ask me any questions. The idea is by next year, there will be changes in the way video relay service is done, and if you want any input on that, I suggest you speak up, give the FCC your opinions. Any questions regarding notice of inquiry?

>>MALE JOHN One thing in that inquiry, there is a little paragraph in there where it looks like the FCC is considering transferring financial responsibility to the states.

>>MALE DENNIS That was one of the questions. Thank you for reminding me about that. All along, it's been a question of should it be the jurisdiction of the FCC paying from their something fund, which is an internet fund, meant to fund calls between states, where federal has jurisdiction or should it be turned over to the states because now we have the ability to determine local telephone number, like I mentioned earlier, now each device has to have a telephone number. I have to give my address, which would give me a local telephone number, which means I now am essentially a member of that state, if I make a phone call, I can tell is it a local phone call, is it a long distance phone call, interstate phone call? All that is now possible, but the FCC has been getting pushback from other companies stating, "Well it should always be reimbursed by the federal government because of competition." The way the states are currently set up today, most of

them only have one relay provider for all their services. In the video relay service industry, there are nine official certified relay companies that do video relay service but there are a whole bunch of other ones that are not certified, that get reimbursed by what's called white labeling, and white labeling is where they take their minutes. They give it to one of those certified companies and say, "Here, will you bill this to the FCC for me?" In exchange you take a portion of those reimbursement and then pay us the rest, so they're basically crediting their minutes to that certified company. So those small companies, they're not certified, they may not be following the rules, they may or may not, and then they're giving those to the certified companies and certified companies are going, "Well I have all these minutes, here you go, give me reimbursement and give me your portion."

>>MALE RICK That's a fascinating subject and you're doing a great job covering it. I'm curious, and you may have said this and I may have missed it, who certificate phis the video relay carriers?

>>MALE DENNIS Two ways to get certification. First is state. Sprint is a state-certified relay provider so we provide all the service because the state has certified us. Second is have the FCC directly certify you. It's been done by I think about half of those companies right now, so half of the VRS companies don't have any TRS or CapTel services but they petitioned the FCC to be certified.

The FCC put a moratorium on any new certified providers about last year so all these new companies that have been trying to enter the

market can't get certification until this whole thing is cleared up.

>>MALE RICK My second question is you mentioned this white labeling that an uncertified carrier goes to a certified and said, "Here's my minutes, bill them, cut me check." Couldn't the FCC certainly just prohibit that, since they're the administrator of the funds?

>>MALE DENNIS They could. The problem is all of these companies are saying they want to have white labeling continue. It's a source of revenue for them. As long as the certifying companies, I guess, oversee the uncertified companies, it is a risk on the cert. companies' part if the FCC comes back and says, "These minutes aren't allowed, we're going to fine you for that," then that's entirely on the certified companies.

>>FEMALE TRACY I noticed that you were saying state to state, but the FCC pays for Missouri to Missouri relay calls, too, right?

>>MALE DENNIS For VRS, yes, and IP today but they do not pay for TRS or CapTel. So that's kind of the overview of video relay service, they had a lot of scrutiny. The reason for it is because five years ago, the relay service fund that was paid by the federal government was maybe about 100 million a year. It's grown ten times to a billion dollars a year, and one company tends to get most of that, so they're trying to figure out if this is something legitimate or if it's something that was driven up or needs to be fixed and that's kind of what they're doing.

>>MALE JOHN Over the past several years, we've seen decline in

relay usage. Is it fair to say that maybe that's being replaced with video relay?

>>MALE DENNIS Positively yes.

>>MALE JOHN Relay users, users that used to use relay are switching to video relay? Is that what you think is happening?

>>MALE DENNIS That is 100 percent true statement and yes. A device like this [indicating] mobile device is, to deaf people, a lot more functionally equivalent than a TTY. They're signing in their native language, they're going faster, they're able to not be, go ahead and SK, any of that is not with video relay. It's an inconvenience to use the TTY, so I asked Marty how many TTY we're distributing per year and he says it's virtually none. If nobody is getting any new TTY and everybody is getting free video phones, there's an estimated hundred thousand video phones in the United States that have been distributed to people, versus TTYs that aren't going out, then it seems like there's a huge takeover by video relay services, just more functionally equivalent.

>>FEMALE TRACY Are the hundred thousand phones, is this phone included in that, because I have a video on this phone? I mean?

>>MALE DENNIS The software.

>>FEMALE TRACY So this counts as one?

>>MALE DENNIS The software that I was going to show you just came out this past month so absolutely, but I would definitely talk about that.

**>>MALE RICK** One small point on that. The video phones, that one there on the desk is a wireless device. Is there one that works on a wire line network as well that have been distributed?

**>>MALE DENNIS** The most popular video phone is VP 200 from Sorenson and uses a bundle that you hook up to the TV, and use whatever size TV, standard cables, and that's what we estimate is anywhere from 50 to 100 thousand of those have been distributed. These are just another kind of model that are out there, definitely not as popular.

**>>MALE JOHN** Do you know how much usage occurs like intrastate video usage today, like I know how much sprint handles in traditional relay, roughly 70,000 minutes a month or so. Do you know how much would be handled in video relay today?

**>>MALE DENNIS** Are you asking a percentage or for a number of minutes?

**>>MALE JOHN** A number. You know, these would be video calls that if the FCC does want to transfer costs over to the state, I would suspect they would tell the states, "Look, we want you to pay for video relay calls that originate and terminate within your state." So I'd kind of like to know do we have any idea what volume we're talking about in terms of video?

**>>MALE DENNIS** Based upon our estimates that we've experienced, it looks like less than half a minute minutes a month.

**>>MALE JOHN** Half a million? That would be originate and terminate

**in Missouri?**

**>>FEMALE TRACY Wait a minute, excuse me.**

**>>MALE DENNIS It's because the number of video phones that have been put out there is tremendous. The number of calls that are made through video relay service is huge. Even with that in consideration, that's without taking just, calling from a video phone to another video phone. We've seen that, for every ten minutes of people that they call on a regular to video relay service, it's ten times that for video to video, so yeah we're estimating somewhere around 500,000 minutes.**

**>>MALE JOHN That's video calls that originate and terminate in Missouri?**

**>>MALE DENNIS Our peek in Missouri, we had I think it was what 150,000 or 200,000 minutes.**

**>>MALE JOHN That's not counting like video calls that might originate in Missouri and terminate in some other state?**

**>>MALE DENNIS I'm sorry, it was including that, so yeah.**

**>>FEMALE TRACY But it doesn't matter where they terminate because where they originate is where they're charged to, right?**

**>>MALE DENNIS It's where they're attributed to, because the FCC would take care of that.**

**>>FEMALE What's 400,000 times \$6.50? I can't do it.**

**>>MALE BARRY A lot.**

**>>MALE JOHN Do you have any idea about video calls that originate and terminate within Missouri, the quantity?**

**>>MALE DENNIS** I don't at this minute but let me find out for you.

**Snoop LINDA** If he's saying half a million calls, did he say within a month?

**>>FEMALE STACEY** Half a million minutes.

**>>FEMALE LINDA** 250, that's still a lot of calls.

**>>MALE JOHN** The rate that sprint or any video service provider gets compensated for handling the video relay call is what?

**>>MALE DENNIS** \$6, actually it was on my slide right here. This is a good idea to go into this. The FCC changes their rates annually, what they pay for interstate calls. Focusing just on video relay service, they have tiers and the reason for that is because the FCC noticed that there were three different categories of relay providers that are certified. There's one dominate provider that is approximately or estimated out there is 80 percent of the market, so out of that one billion dollar figure, 80 percent of that is one dominant provider. There are three or four providers that are larger than 50,000 minutes and the FCC thinks there's scales of economy. But these are less than a cent apart so there's not much efficiency gain at all, but essentially these eight other providers are getting compensated about \$6.23 per minute for this fiscal year.

**>>MALE ERIC** Obviously we're asking these questions because they're related to a topic we are going to discuss in a few minutes and that's what we want to do as far as the surcharge recommendation going forward. Anyway you look at it, our potential exposure intrastate

exposure, I'm hearing is very large, be with at 6.23 a minute or even \$5, very large, to say the least. Do you have any idea or insight on the likelihood that this happens, one? And two, if it is going to happen, what type of time frame we might be looking at?

>>MALE DENNIS Part of the notice of inquiry is what kind of timeline that people want to have. Now sprint's position is that it should happen as soon as possible because the technology is possible. There are other parts of the industry that believe it should never happen, so if we were to be a reasonable estimate would be within the next three to five years and I've been saying that for probably the last three to five years.

What was your second question?

>>MALE ERIC Just to clarify, it's sprint's position that it should happen and that it should happen as soon as possible?

>>MALE DENNIS Yes.

>>MALE ERIC So from your perspective, it probably will happen, the shift, or is that not an accurate characterization?

>>MALE DENNIS I don't know if it will happen. The question is that the FCC seems to be going in that direction, yes.

>>MALE ERIC Is it fair to say that if it does happen, you think we're probably looking at three to five years?

>>MALE DENNIS Three to five years, yes.

>>MALE ERIC Thank you, that's helpful.

>>MALE DENNIS CapTel mandate, as I briefly covered, CapTel is

available in 49 states and D.C. and federal government. It's not mandated so anybody could decide they no longer wanted to have CapTel. Most customers love CapTel, they want to keep CapTel, so they are providing CapTel. CapTel is a huge industry right now. It's bigger than TTY and speech to speech today. So if you were to look at the comparisons between TTY and CapTel, nationwide, CapTel is bigger than TTY relay. The CapTel has been around since 2002. A number of advocacy groups have been continually pushing for CapTel to be mandated. The Missouri Public Service Commission recently joined NAZRA so I was going to give you an opportunity to speak about that but there's a push towards getting it mandated and what that would mean is certain things like there's no caps associated with distribution of phones. Anybody could take their CapTel phone from anywhere and use it in any state. It would be essentially equal to 711 TTY services. Today it's not like that because the CapTel phone may not work in certain states. Any questions with regard to the CapTel mandate?

>>FEMALE TRACY The only state it would not work in is Delaware, correct?

>>MALE DENNIS Currently it would not work in Delaware, right.

>>FEMALE TRACY So the only aspect that a mandate would change is that Delaware would have to offer it?

>>MALE DENNIS Not necessarily. In some states like California you cannot take it out of state. It belongs to the state of California. It will check if it's out of state, you cannot make a telephone call on it. And

**you have to get another CapTel phone in that state that you are in in order to use it.**

**>>FEMALE TRACY The CapTel mandate, whether it's there or not, would not affect us?**

**>>MALE DENNIS Correct. That's kind of the interesting dry stuff. Now I'm going to get into some of the traffic trends. As John mentioned earlier, decline in TTY relay. Less than 30,000 calls in September TTY speech to speech. It was up to a one hundred thousand earlier. They are going to video or internet service. Those are not reimbursed by the state, they're reimbursed by federal. CapTel was on the upclimb.**

**>>MALE RICK Sorry, but I want to make sure I'm on track here. You said TRS is reimbursed by the state program? VRS, video, is reimbursed by the federal program? Even in cases where two people are in the same, one is in St. Louis and one in Kansas City and it's handled by the sprint relay, but that cost is a federal cost, doesn't come out of state funds?**

**>>MALE DENNIS That is correct.**

**>>MALE ERIC To clarify my understanding, even a portion of the TRS rate is reimbursed by the federal fund, in the event it's an interstate call.**

**>>MALE DENNIS That is correct. CapTel call volume. CapTel was on the upclimb, on the upswing. It is actually lower this year and I can explain why. In August of last year, we came out with the CapTel 800 i phone which is an internet-based phone. That is reimbursed by the**

**federal government, not reimbursed by the state government.**

**Therefore, this is the NCCA reimbursement so NCCA as of March 2008 said IP, internet CapTel is reimbursed by NCCA. Anything that goes through internet that is CapTel gets reimbursed by NCCA, never reimbursed by the state. We launched web CapTel, and as you can see, it's just kind of normally going along here. When CapTel 800i was released, it took off nationwide, just exploded. So many people were getting that, they were not using their CapTel phones from their state, and the reason for that is the CapTel 800i phone is faster. It's quicker connection time. You don't have to have two lines in order to receive a call and get captioning. With the standard state CapTel line, you have to have two phone lines if you want to receive a call and automatically get captions. With one phone line, you have to call an 800 line first. With the 800i it uses internet to get the captions so when somebody calls you, the captions would happen very quickly on the internet. Phone. You have a conversation. So it took off.**

**It went from less than 200,000 minutes in August of last year, four times that now, so people who had their CapTel phones from Missouri decided to get the CapTel 800i and now there's fewer minutes being reimbursed by the state because NCCA is reimbursing the IP CapTel services.**

**We have about 125 phones distributed from the 800i this year. I was going to ask Marty if he had any additional knowledge to share. 150. 125 were from the equipment program. The equipment program**

**purchased them, distributed them and the net benefit was there was less cost to the state overall because those are now being build to the NCCA fund, reimbursed by the FCC which is fine, just as long as people get access to the service. Today we've got about 775 CapTel phones from the state equipment program that are distributed that are state reimbursable, and that was about that same number last year. It's kind of leveled off. More of the phones from the equipment program are CapTel 800i phones. That's why you haven't seen those numbers go higher for CapTel, which again, it has less impact on the state relay fund.**

**One of my focuses I've been trying to work on is speech to speech. Speech disabled, not so much hearing disabled but speech disabled. We're still pretty flat on the CapTel, sorry, on the speech to speech. The red is the 2009 and the blue is 2010. So we're still working on identifying an outreach person for speech to speech, working with speech pathologists, language pathologists, those kind of people. So we're still working on that. That's still one of my goals.**

**What's been billed to the State of Missouri relay fund, back in 2003, we had almost 400-0000 minutes. Now in almost the end of 2010, it's almost, just over a million minutes, so and in the span of seven years, it's gone to 1/4 the size it used to be. Again VRS, IP, and IP CapTel have all been reimbursed by the federal government. If those would ever change, those would have to come back in to the state relay fund.**

**>>FEMALE TRACY I guess the key question for our next topic is can**

we get the information that tells us how much the FCC is reimbursing now and if it would change, how that would impact that graph?

>>MALE DENNIS I would need to get the number of minutes for you and then identify if there's anything that specifically is Missouri, what is interstate, etc. I will make sure I get that for the next meeting. I will do that for VRS, IP relay and IP CapTel.

>>MALE ERIC I have a semi-related question but do you have any perspective on how much lead time the FCC usually gives states, let's say, to implement sweeping changes?

>>MALE DENNIS It varies depending upon the requirement. The biggest requirement that they did recently that had a major impact was the change from 45 per minute word typing speed to 60 and that increased the costs. They gave the states about one year to implement it. Now with this it's a bigger impact, even if they were to implement today, they would still give a lead time of one to two years to the state. So I do not expect them to go tomorrow, "You have to start paying for all this stuff."

Questions?

All right I want to try to wrap this up in 10 minutes, talking about new stuff that's going on. All right ANI billing for CapTel. Prior to this past month, if you had a CapTel phone, from the State of Missouri and you took it out of state and you made a call, from outstate to here, it would be attributed to Missouri, but billed to the NCCA fund. Now if you go to another state, and you use your CapTel phone there, that state will pay

for it. Same thing if somebody out of state came here and used their CapTel phone instate, then the State of Missouri would pay for it. Now there is more ownership on Missouri for what's in Missouri, with jurisdiction of Missouri and other states can keep their own jurisdictions. It's left over from the CapTel trial where each CapTel phone has a serial number on it, and each serial number was assigned to a particular state. What happened with that is that now states were confused about who was supposed to pay for each service. It wasn't similar to TTY relay where you dialed a phone number for the state. That's who actually pays for this. You get the relay service. You get relay Kansas. Anything that is attribute today that gets build to the State of Missouri. Very little impact, makes things clearer, when we ask about who is responsible for paying for what, but less than one percent of calls are affected. It has made things slightly cheaper for the State of Missouri.

>>MALE JOHN I might just add that I know we had on the agenda but the commission did vote to switch to ANI billing for CapTel a couple of weeks ago, and it will probably go into effect in about a month, and we felt that it required an amendment to the contract that the commission has with sprint to just memorialize that. It really is just CapTel calls are paid for, for roaming CapTel users. CapTel users that roam from around, go out of state. That's where this issue comes into play.

>>MALE DENNIS Correct. As I mentioned earlier, very high uptake on the CapTel 800i. It's saved money for the Missouri relay fund because

more of those are going to the NCCA fund. CapTel 800, that phone actually became a part of the equipment program this year. People liked that better than the older CapTel phone which had just an LCD screen and it's very hard to read and people are using that now. That brings me to one of these, this was just announced yesterday at the NSRA conference, and I want to pass this out. I think Tracy you will be very excited about this one. We announced yesterday we're going to have sprint wireless CapTel. It's going to be on sprint's android phones and if you have a sprint phone, down load the app and make phone calls with captions. It will have an actual CapTel number on it so all you need to do is have a separate phone number just for the CapTel, run the APP and you can make and receive calls with CapTel on it.

>>FEMALE LESLIE Does it work on Blackberry?

>>MALE DENNIS No just on android.

>>MALE RICK On the 800i does that require the consumer to have internet broad band to make the service work?

>>MALE DENNIS Yes, it does, so you have an 800 connection and a hard connection.

>>FEMALE LINDA Can we be captioning back and forth very quickly, it's like instant?

>>MALE DENNIS It's like regular CapTel on your phone.

>>MALE JOHN How is it paid for? How is it wireless.

>>MALE DENNIS NCCA fund, not state reimbursement.

**>>MALE ERIC** Regardless of origination and termination? It's always reimbursed 100 percent by NCCA?

**>>MALE DENNIS** Always through the internet because FCC classifies it as internet.

**>>FEMALE STACEY** So how can this have two phone numbers?

**>>MALE DENNIS** When you down load the app as long as the app is running it will have its own phone number. When somebody calls that phone number, we have a router in our system that it will end up at your phone. It will be different from your cell phone number.

**>>FEMALE TRACY** So this would have two phone numbers?

**>>MALE** A phone number for captions as long as the caption app is running. As long as you don't have it running, it doesn't have a second phone number.

**>>FEMALE LINDA** Okay I have a question about this. I'm watching her using this phone but what's that thing around her neck?

**>>MALE** Dennis not to hold up to your ear, you reading it, and you have a blue tooth, neck loop, to be able to read and talk at the same time. Hopefully you're not driving while you're looking at this?

**>>FEMALE** So that's a neck loop?

**>>FEMALE TRACY** Linda, I was wondering how I could do that?

**[LAUGHTER]**

I was wondering how I would read and talk.

**>>MALE DENNIS** The benefits of this to the state, again, anybody who gets this app on their phone, if it replaces their CapTel phone that is

being billed to the state, the state would save funds in this way. Cell phones are extremely popular. The CapTel phone has been held back, or limited to being wire lined so this will enable the customers to be able to use their phones more often, and I hoped to talk with Marty about this but we expect the number of CapTel phones distributed from TAP. Customers can get cell phones off, talking to Marty about the whole pilot program, but reduce the number of CapTel phones.

>>MALE ERIC Will the numbers that are associated with the CapTel feature of this phone, will they be recognized geographically?

>>MALE Input your address and they'll give you a number associated with your location.

>>MALE ERIC It's definitely good today but again might impact our exposure in the event that they did move to more on a geographic basis reimbursement scheme?

>>MALE DENNIS And the future, but not today, yes.

>>FEMALE TRACY I mean all this sounds great. I think that what you continue to get, which is good is we're looking really good budget-wise and we're decreasing our costs and not using as many as TRS minutes and what not and shifting more things to the STC and NCCA but we're kind of delaying the inevitable, because the cost will eventually all come back and then we're going to go from a level that has been making us look like we're really good to.

>>MALE ERIC Right and we can discuss this now or later, I don't want to overstep any bounds by these comments but my concern is

that I agree it's probably inevitable, but if we do too good in managing our resources, which we have done here lately, that piggy bank may not be there when the inevitable becomes a reality is the situation that we're faced with right now.

>>FEMALE TRACY Exactly.

>>MALE DENNIS Cellular technology, phones, and people are wanting them to be more accessible. One of the things sprint is working on is accessible pak which means somebody could have a sprint phone and then down load a program that will make it completely accessible to somebody with hearing loss, vision loss, deaf/blind, so we're developing that kind of technology so people can make it easier to get accessible phones and that's in part with the 21st Century Accessibility Act. If I have just one minute left, again our next six months, we expect to have 20 additional events outside of Kansas City, Missouri. We're focusing on senior sit tense, people who are out there, active, and are involved in aging associations, things like that, and of course also trying to make sure we have all the board members filled up. That's it for me.

>>FEMALE TRACY Any questions?

>>MALE JOHN You mentioned a little bit about the public service announcement discussions with Marty's group and the equipment program, and I know we've talked about the public service announcement prospect prior committee meetings. Is that sort of off the table now or is that something that's you said you were looking at

**more community-specific events. I just didn't know where sprint stood with this?**

**>>MALE DENNIS We need the cooperation of the equipment program so we need to make sure we're working closely with them T didn't seem that was the best way for them to support us, so equipment program, we have better opportunity focusing on what they do best and what we do best which is educating the community, having people call them and overwhelm their staffing didn't seem to be the best choice so we decided let's do the community events, where we're better able to direct them as needed to the equipment programs. Some of them may have different needs, instead of seeing a TV ad and going, "I want to call them and have them answer all my questions." So it's something we're still interested in doing, we think that's the best thing to do. We've done 15 TV public service announcements in other states this year, and they have a phenomenal response rate. We're able to track what TV shows they were seeing, or where the announcement is made and the people who actually need it are actually calling, but it takes staffing to, on the phones, to get those calls and the equipment program just isn't in a position to do that right now so we definitely want to have it when the opportunity comes up again of the we're going to continue talking to TAP.**

**>>FEMALE TRACY Great thank you Dennis. Now we're going to move to the staff report which John?**

**>>FEMALE DANA I'll give it a shot. Latest fund balance is around 4**

and a half million. In Jan, staff filed a motion for commission to review the surcharge from 13 cents to 11 cents. It was not acted upon. Staff is working on information to present to the commission once again.

>>MALE JOHN One of the reasons why we're doing that, I know when Dennis talked about the switch to ANI billing and presented that to the commission, they said, "Okay, it became aware to the commissioners what the fund balance is," which Dana said is four and a half million dollars. And I know commissioner Davis in particular, in that meeting, spoke up and said to his fellow commissioners that we really need to take a look at that relay fund and decide something, and it was reminded to the commissioners that there still was a pending case, which has been opened for some time now, and I know we've talked about it for a year or so, I think it's been open for a year and a half, and where we p when I say we, I'm talking about the commission staff is recommending that the surcharge be reduced from 13 cents to 11 cents, and in prior advisory committee meetings, committee members expressed some concern about that, and feedback was encouraged and they did provide it -- committee members -- and that was presented into the case file, and I think that feedback is, I think, been influential for the commissioners in not taking any action to reduce the surcharge. I think based on that agenda discussion, they are interested in relooking at that, and I think they are also very interested in knowing what the advisory committee thinks about reducing the surcharge. Four and a half million dollar fund balance, is in some

people's eyes, quite large, and consequently, and this was something that during the last legislative session, the RelayMO mow fund, as well as several state funds were looked at and targeted for I guess raiding by the State of Missouri where I think they were looking at drawing out 200-0000 from the fund and have it go towards the state budget -- drug out two million from the fund, and that didn't happen, because we're at a point where we're looking at refreshing the record in that case, and I think Dana has been crunching the numbers, and.

>>MALE Are you talking about that, because I have a question about it, so we'll go into it.

>>FEMALE DANA If we kept it at 13 cents by June of 2012, I think we would be a little over five million. If we reduce it.

>>FEMALE Barb ARE Current spending and current input because have we factored into the equation the drop of the number of land lines?

>>MALE JOHN Yeah we did. As a matter of fact, we are assuming that land lines are declining at the rate of about 14,500 lines per month, and that's sort of back of the envelope capitalization. We look at the receipts that come in, we know that each line pays 13 cents, how many lines is that? And that gives us a number, and each month we can see, it sort of varies a little bit, depending on what certain companies submit receipts into the fund, but by and large, that's what we're looking at, where the lines are declining by 14,500 lines per month.

>>MALE So if we're looking at the trends that we currently see, if

those continue, we're looking at the fund growing by how much every year?

>>MALE ERIC I think it's more than that.

>>MALE JOHN According to, looking at this, Dana, it looks like each month, the fund might grow by \$40,000 a month. And that would gradually decline over the next year and a half so that the fund would still be increasing, but it would be more like 35,000 dollars per month as opposed to now is probably \$42,000 a month.

>>MALE RICK When you say it's grown by that amount, in other words, when all the income, all the expenses for the month are reconciled, you've got a positive balance of \$42,000?

>>MALE JOHN I don't know if now is a good time to go over. You've passed this out?

>>FEMALE DANA I did not. I'll have to make copies. I didn't know if you wanted it passed out or not.

>>MALE RICK Net income of that every month or gross income amount?

>>MALE JOHN That's net amount. Basically, we're looking at -- if people would like that, we can make copies. Revenues on this side, and revenues, that's the amount of money that companies bill and collect, the 13 cent surcharge that's on all the bills. A certain amount of money that comes in of the right now that's right around 320,000 dollars. We do get interest from the fund, and that's about 3,000 per month, so those are the two items that is the revenue side, and the expense side

are the relay expenses, which are averaging about 62,000 in expenses per month. CapTel expenses, which are about 72,000 per month. The equipment program gets paid out of this fund. Their piece is about 141,667 per month. There's a very minimal expense associated with this committee, \$178 a month. The state does pull money out of the fund, some sort of, and that amounts to about \$5,000 a month.

>>MALE BARRY The state?

>>MALE JOHN I'm not sure what the best way to describe that.

>>MALE RICK Administrative overhead. Shared administrative services.

>>MALE JOHN It started a couple years ago.

>>MALE RICK Voodoo economics is what I call it!

>>MALE JOHN But that is money that the state says, "Hey, we have certain expenses that we have to have covered."

>>MALE When you update the recommendation of the commissioner, are you going to have a recommendation of this is the sort of range of a balance that we think the fund ought to have in it, and if you change the fee, surcharge by X amount, you'll get to that range within certain period of time? I think the universal service fund where they say, "Here's a target range, here are the factors that we think will play out over the next year, so either keep the surcharge here or move it there."

>>FEMALE DANA That's very similar to the motion, the staff rec that we filed in January had that.

**>>MALE JOHN** What Lewis is talking about is should there be a target.

**>>MALE** Minimum and maximum, I think you need to worry about both because the political way, you don't want it to be too big.

**>>MALE JOHN** We really haven't come up with a maximum yet. The minimum that we've been looking at is something in the range of 9 months' worth of expenses we'd like to fund to have at least a minimum balance of nine months worth of expenses which right now, that's averaging out about \$280,000 total so I think we're looking at a minimum fund, we think the fund ought to really be more like down to 2.8 million, in that range, at the minimum. Probably more like 3 million, or 3.5 million is what we're looking at. We feel that's still plenty of money. If things do happen at the federal level where they want to start transferring financial responsibility over to the states, then there would still be time to adjust the surcharge and so forth. But as a staff commissioner, I feel somewhat obligated that we've got to keep pushing for providing information to the commission in the event that they want to make a decision. So I wanted to bring this up before the advisory committee. I would like to talk a little bit about some of the assumptions that we're using in these calculations to see, and that's just a few basic assumptions that go into this.

**>>MALE.**

**>>FEMALE TRACY** Can you just list the assumptions so we make sure they're -

**>>MALE JOHN** We've already talked about one that's on the revenue side. We're assuming that access lines are going to decline at the rate of \$14,500 a month. That's based simply on what we're seeing in receipts. What we're seeing coming in are slightly smaller over time, and if that trend continues, we're looking at, we think \$14,500 decline is reasonable.

**>>MALE RICK** Just a question to clarify that. Some of those declines in access lines are wireless substitution? Some are cable VOIP substitution. In other words somebody had a service through AT&T or Fidelity, whomever and now they have their home phone through COMCAST or whoever. A couple years ago the legislature made a requirement to provide voice Internet providers to pay into the fund as well. Are they doing so?

**>>MALE JOHN** Yes.

**>>FEMALE TRACY** If I have my phone through charter, I'm paying into the fund?

**>>MALE RICK** You should be paying the same charge that a Telecom wireless.

**>>MALE JOHN** Wireless companies do not pay into the fund.

**>>FEMALE TRACY** So in a year, the percentage, do we have an idea of the percentage of access lines to wireless lines?

**>>MALE JOHN** No, we don't have quantities about wires.

**>>MALE** My guess is, and Rick, correct me, that the bulk of them are wire line to wireless rather than wire line to VOIP.

**>>MALE RICK** I would think, the lines are being substituted, I would hazard a guess what is percentages but more are going to wireless than going to cable but some portion of those substituted lines are going to cable providers which is really not a loss -- net loss to me but not net loss to the fund. The ones that would be net loss to the fund would be wire line to wireless.

**>>MALE JOHN** This would be considered a net loss, 14,500 loss. That would be the decline on a monthly basis.

**>>FEMALE TRACY** You know this has a round-about relation, what we're talking about, but I certainly have not dropped the ball and not kept up with this. Has there been any discussion regarding the 911 surcharge to wireless?

**>>MALE JOHN** I haven't heard anything further on that. I know it's been discussed over at the legislature and there's concern about things like number of public service answering phones in Missouri, there's way too many PSAPs in Missouri and that number needs to decline for this issue, before we're free to discuss over there in the state capitol. I'm hearing this secondhand.

**>>MALE RICK** In answer to your question, that has been an issue for the legislature in each of the last ten sessions. It will be again in 2011. The PSAPs, Public Service Answers Points that John mentioned, the public safety community is going to make another attempt, I believe this next year, to get the legislature to approve, in some fashion, a tax on wireless phones for 911. I don't know how successful they will be.

**We are working with them to work through some points about the legislation that we have concern with, but I don't know how successful they'll be in convincing the legislature to authorize the tax because it is a rather large tax increase, about 50 million a year tax increase.**

**There's a newly formed group, called the Missouri 911 Directors Association, an association of local 911 center operators, and the woman by the name of Lisa Slyke is the chairman of the group. She's with the 911 service in Gasconade county.**

**>>FEMALE TRACY Sherry and whoever else, just to kind of bring all the points around so that it makes sense. I mean the surcharge, we're talking about the fund balance and how it's too great, but we're also talking about federal support that might get shifted to us, which would affect how the fund balance would -- what the fund balance would be, and then we're also talking about the reduction in access lines, which is revenue for the fund balance, and it all comes around to also what is going to happen as those access lines drop, and there's a higher and higher percentage of wireless lines and there's always been a thought that eventually, the fund would be supported by wireless lines and it was suggested that when 911 was moving or trying to get something done in the legislature, that we would probably want to piggyback on that issue. So back to the surcharge.**

**>>MALE JOHN Well that's one assumption that was used in the calculations which was a decline in access lines. What were the other ones, Dana?**

**>>FEMALE** Actually I don't recall right now.

**>>MALE JOHN** Anticipate a decline in relay usage.

**>>FEMALE** And CapTel as well.

**>>MALE JOHN** CapTel we assumed there would be no change. And when we did this update last January, we assumed that CapTel would increase a little bit. We haven't seen that, and I think Dennis explained why, but in any event, we were assuming that CapTel usage would remain the same, we thought was conservative. We actually are seeing a slight decline in CapTel minutes.

**>>FEMALE TRACY** Dennis substantiated that quite well because the decline, to me, seemed to be because we shifted a lot of the minutes to the federal funding, not because of the drop in CapTel use, but because of a shift in minutes, and so I don't think, I mean I think we're kind of shooting, except for looking at the fund balance, but I don't really think we can make any prediction until we have a better idea of what the federal fund is paying for, and what we might be paying for the future, because that number is kind of a big cloud out there. Any comments?

**>>FEMALE BARBARA** I think that's what's held us up for the last year and a half, in looking at this. It's the unknown. But if you look at the difference in the current 13 cent surcharge and the projections, it reduces that to a 11 cent surcharge, it still leaves us with a hefty fund balance, and I was one of those that was more for leaving it alone rather than reducing it but economic times have changed and I think it

would behoove this committee to seriously consider the two cent reduction.

>>MALE I agree with Barbara. I think given the kinds of discussions that went on in the legislature last year and what went on this year, if we're at a point towards the end of session when they're scrambling for money and our fund balance is still growing, fairly rapidly as opposed to declining slightly, as it done on the 11 cent surcharge, I think they're going to once again consider raiding the fund, so I think if we can show it declining just a little bit, I don't think the decline that the staff is projecting under a 11 cent surcharge is going to cripple us even if the feds start shifting more money to the states because they'll do it slowly, and I think that's a much smaller risk than the risk of having our very own friends here in the state take all their money away, or a big chunk of it. That's my two cents. [LAUGHTER]

>>FEMALE TRACY Thinking about a strategy for protection and security.

>>FEMALE BARBARA The other thing is that it's just like FTE or positions. You don't want to give them up because getting them back is hell, you're almost assured not to get them back once you give them up. Giving up this two cents to me is a lot better than having the legislature do some serious damage to the fund.

>>MALE RICK I would agree with Lewis and Barbara. It seems counter intuitive that the best way to protect the fund is to lower the surcharge but honestly it is because if the balance keeps growing, it

will be a target.

>>MALE JOHN Let me throw out this option, too, that I wanted to bring out before the committee and see what they thought of that. Another option might be to tell companies to suspend billing and collecting the surcharge for several months, in which case they would simply not bill and collect the surcharge, for say three months, four months, whatever.

>>FEMALE TRACY I would think Eric might -

>>MALE RICK On behalf of my members, I would suggest that may not be a good idea, because not the 13 cents a month is a lot of money, but if it's on one month, it disappears for four months, reappears, our customer service reps will spend hours telling our customers was we didn't make a mistake. The state wanted us to suspend it and blah, blah, blah and I think that would be a nightmare.

>>MALE For every one customer that notices the 13 cents goes away there will be 25 that notice it coming back.

>>MALE RICK Marketing and customer nightmare.

>>MALE BARRY I'm taking it from the perspective that Dennis brought up earlier, and I realize there's no way to predict what the FCC is going to do, but I assume that there's going to be a phase in or a time period, if the decision is made, to roll those costs over to the states. We've got an election coming up here in a couple of weeks and from all indicators, it sounds like Congress is going to become a little more conservative. Is there.

**>>FEMALE TRACY** And what does that mean?

**>>MALE BARRY** Could the FCC simply decide that this is now a state responsibility? Six months from now? And since -- **>>FEMALE**

**LINDA** I think they're going to take a hard look at what states can do versus what feds can do, and I think I agree with him about I'd rather, I was one of those people that wanted to leave the surcharge alone, too, but am because I'm also responsible for a state agency, and I see a drastic decline in my budget, and I would love to have that money, but given I said that, I think it would be, and because I do deal with the legislators, that maybe this is a time to reduce, but what my concern is, you say you get a \$42,000 in profit every year, but as line usage declines, that means the revenue is going to decline, is that correct?

**>>MALE JOHN** Yeah we're seeing a decline in revenue. We also are seeing, I would say a decline in expenses as well, and then it's a matter of which is declining faster?

**>>FEMALE LINDA** Maybe I'm making a motion here, in order to find a compromise and say do we have to give, from 13 to 11 cents but can we say 11 on half?

**>>FEMALE TRACY** Correct me if I am wrong. I think what Linda is trying to say and what she's making me think of, is there any way that we could make a suggestion that would keep us neutral, not growing or declining? Because then we kind of accomplish the goal of not becoming more of a target and also I believe Barbara has a comment.

**>>FEMALE BARBARA** The thing that worried me the most about reducing the surcharge was not having that cushion and not being able to bump it back up to 13 if we needed to and I think that's what we're all concerned about. But we don't have that luxury. And it would be very strong or very compelling support to go back and increase it to 13 again if the feds shifted that responsibility to the states. Does that make sense?

**>>FEMALE LINDA** I was just kind of concerned about if we reduce it, how much, are we able to, can't predict, I'm trying to find a compromise.

**>>MALE RICK** I remind us all, that we are an advisory committee to the Commission and it seems as though, to simplify our usefulness, our expediter usefulness to the commission, I would suggest as a body, we either endorse the staff's recommendation of the recommendation, with their analysis, or we don't do anything. I don't think it would be productive, because we don't have the resources, to figure out yet another way to reduce it or increase it or whatever. And I think that's where we as a body can be the most useful to the commission to either point them in the direction that the staff is going, or be neutral, and not go off in some other direction. And when it's appropriate, and if it's appropriate, madam chairman, I would make the recommendation that we as an advisory committee endorse the staff's recommendation to reduce the surcharge from 13 to 11 cents.

**>>FEMALE BARBARA** Second.

**>>MALE JOHN** What I'm going to recommend is we're crunching the numbers right now. I think this discussion right now has been helpful. I don't think we'll consider the option of suspending the surcharge for a little bit of a time period. I'm not hearing anybody say, "Hmmm that's interesting, let's pursue that." I'm hearing just the opposite, so that's good feedback. We'll go that route but I think what we'll do is probably email everybody, that way you can see all the, I don't know, assumptions. The relay expense, it escapes me right now, what assumption we used for that.

**>>MALE 178,** it's flat.

**>>MALE JOHN** Well that's CapTel. The CapTel is flat. So is the equipment program. **>>MALE** I thought you were talking about -

**>>MALE JOHN** The something expenses are based on TRS usage and we're seeing that continue to decline and there's the same rate of decline that we predict and that's based on looking back over the last year to year and a half, and seeing what monthly decline is, and trying to be conservative about that.

**>>FEMALE TRACY** And that was so well put, John. We're not behind and I really appreciate what Rick as said as well [tractor outside] there's no question to make any, you've already made the suggestion for use of surcharge? And the commission is in a holding pattern on that?

**>>MALE JOHN** They are in a holding pattern. They are looking for an update from the commission staff, based on the discussion at that

**agenda meeting several weeks ago.**

**>>MALE ERIC Very recently.**

**>>MALE If I can add to that, I think one of the reasons that the commission is in a holding pattern is because when the staff initially filed its recommendations to reduce it, not that the advisory committee as a whole but several members of the advisory committee told the commission, "We think that's a bad idea," so there was not a majority of the commission that wanted to move forward, so I think if we can, as a committee, come to a consensus on that, I think it would be helpful for the commission to hear from us.**

**>>MALE ERIC I absolutely agree. Commissioner Gunn emphasized that he was interested in the opinion of the committee, even to the extent that it was different from the opinion of staff. They take your opinion very seriously in this matter, so it's part of my job to Troy and sell staff's recommendation to the commission. If you do agree with 11 cents, I would love to be able to say we've discussed this with the committee and as of X date, they were all in support of that, so I have that on one hand but to John's comment, I understand that you all need to have our assumptions in front of you and have a good understanding about what that reduction, recommended reduction is based upon.**

**>>MALE RICK I really feel it's our duty to make a recommendation. That's why we're around. [Everyone talking simultaneously]**

**>>MALE JOHN The recommendation is before staff to reduce from 11**

cents and what they shall be provided with, it shows reduce it to 12 cents, you know. The projection until the end of June. And we go to 10 cents, 9 cents, 11 cents. I don't know if the staff is really, we consider other surcharge levels, too.

>>FEMALE TRACY If I could ask, I guess, Eric, Lewis and Rick, would it be, it seems like we have a few pieces of information that we kind of need to fill in the blanks with. One is something, one is the assumptions, and I'm wondering if we're getting a different feel for what the committee is, I think, the tone of the committee, this meeting, than it was last meeting, and it seems like in this meeting, we might be moving more towards staff recommendation or modification of that. Would it be all right for us to plan on getting those assumptions and then as a committee, email with each other and then have me give you a response? Would that be okay, as the chair?

>>MALE ERIC It's comes down to whether or not that's a vote? I mean and I have some concerns with proceeding like that.

>>MALE RICK Is that a document that we could just get now and look at?

>>MALE ERIC The assumptions?

>>MALE RICK You've made a staff rec, can we get that.

>>MALE ERIC In the process of making an updated staff rec. I have the one for January.

>>MALE JOHN That's in the case file. But these are really just hot off the press. We don't have the memo that goes along with it or anything

like that. My preference might be to give us a couple days and we can finalize that and then get it out to everybody, hopefully it will be fairly self explanatory and see what -

>>MALE RICK Once we do that, we really can't act on it anyway.

>>FEMALE TRACY I guess the question would be, I mean I think Barbara has expressed her opinion, I certainly have my opinion is coming full circle and I think Linda has expressed an opinion. I'm not sure about Barry, and Sherry and Leslie. But because we have some missing pieces, what would be a way that we could communicate and get back to staff, within three or four weeks?

>>MALE ERIC I think we have a few options. One we could try to reconvene some type of telephone meeting. We tried it last year and I personally wasn't crazy about it, but it is an option.

Two, we could -- we could say, "Here's what we're working with. If you have an opinion, if you disagree with us, please respond to us by date certain and we'll be happy to file that." That's what we did last time and I think that's a little bit different than having a motion, a type of official endorsement type of thing.

>>FEMALE TRACY Certainly Sherry, poor Sherry is getting her first education today, but.

>>FEMALE BARBARA She's still smiling, so she's okay.

>>FEMALE TRACY Yeah she's got a cookie! But isn't it the chairman's role to communicate to staff what the committee feels, and if I got information and shared it with the committee, and got an

overall opinion, couldn't I be the conveyer of information to staff?  
We're not voting, we're just stating the overall opinion of the committee is this.

>>MALE ERIC I think that practically works but I don't think that trumps some other considerations.

>>MALE RICK Are there committee members that are seeking further information before they make a decision? In my opinion, I've heard enough logical explanations that it's a smart move to reduce it from 13 to 11. Are there others who need more information?

>>FEMALE TRACY I'm going to speak for myself. I have heard a lot more information and it seems like it would be a smart strategy to reduce the surcharge. But my missing piece of information are the assumptions and the potential raiding of the fund. I don't know anything about how that works.

>>FEMALE BARBARA You're not going to get any information about potential rating. That ax is dropped.

>>MALE RICK That's what we were saying. That, in my mind, is the thing that pushes me over the line is that we will protect, helped to protect the fund by reducing it as a target from the legislature.

>>FEMALE BARBARA That's what's driving my thoughts.

>>MALE RICK As far as the potential for that, every time, it's been my experience, every time that we have a challenge fund, or challenged state budget, you know, a tight budget, the impetus for those types of targeted rates and all that type of stuff, funds sweeps, that's when we

see it and the more difficult it gets to balance that budget, the more likely the legislature is to sweep those funds. Conversely, in good years, that interest in sweeping the funds goes away. And that's kind of almost empirical data that you can look at over the last 10, 15 years and that's what the legislature does. And as they say at the capitol, pigs get fed and hogs get slaughtered so if your fund gets big enough, it will get slaughtered.

>>MALE I think there's a huge difference, even if it's only small dollar difference, it's a huge difference in perception between a fund that is still growing, year after year, when the legislature is looking to raid a fund that is actually shrinking. I think that makes a big difference.

>>MALE BARRY By accepting that reduced rate, are we basically supporting the legislature in reducing taxes? Are we basically telling the legislature that, you know, well we, not this committee but the Public Service Commission is supporting reduction of taxes to Missouri citizens? And conversely, should it get to the point where suddenly we realize that this fund is losing significant amounts of money, are we then going to be tagged with a tax increase?

>>MALE From my perspective, would I say if this is a surcharge, it's not really a tax. The tax is generally levied on people, generally, to support things generally. This is a targeted.

>>MALE BARRY From a politician's point of view. Anything is a tax increase.

>>MALE For certain politicians, you're right. Anything that you want

to call a tax increase, you can call a tax increase. I think there are counterveiling arguments to make.

>>MALE RICK And Barry, when the legislature set this fund up through the statutes, they gave the commission the discretion to adjust surcharge based on need and I think there's a range in statute, I believe, so if there's any finger pointing to be done in a future surcharge it would be to the commission, not to the legislature.

>>FEMALE LINDA Would the advisory committee have enough information today to make a vote, because I'm concerned that come late January, the legislative session is going to start and we don't need to, right in the middle, I think April is our next meeting, and I'm concerned that's going to be too late, if we vote, and so I would like to make a motion that do we have enough information to vote today?

>>FEMALE BARBARA I do.

>>MALE Ricky do.

>>FEMALE TRACY Sherry, do you want to share any thoughts?

>>FEMALE SHERRY No.

>>FEMALE TRACY I just thought of a question, and by June 2012, we're losing 10,000 a month, is that correct?

>>MALE JOHN If the surcharge gets reduced, we're predicting the fund balance would decline about 8500 a month.

>>FEMALE If we extrapolate out to 2013, does that double?

>>MALE John June 2012 was picked because that's at the very end of the contract with sprint. In July of 2012, a new contract goes into

effect, and I have to admit, I think we've got a very good rate right now for relay service reimbursement for CapTel reimbursement. That's going to go up. Whether it's going to significantly impact the expenses of the fund, it's difficult to say. I don't know what the reimbursement rates are that are being awarded these days, but I'm sure it's going to be higher than what we currently have.

>>MALE DENNIS Depends upon the requirements. But you're right, it would be difficult to predict up until that date, after that date.

>>FEMALE BARBARA In 2012, the state is going to desperately be looking at every bit of money they can come up with because all the stimulus monies are gone. So that even more impacts, I think, the need for us to go ahead and support the recommendations of staff to the commission on reducing this.

>>FEMALE LINDA In 2012, budget is going to be looked at in January, so we're already looking at 2012.

>>FEMALE TRACY I believe we're at a point nobody needs more information, except for me, but that's okay. I think we're at a point where at least what I am feeling from the committee is that someone needs to, I don't think we have a motion on the floor.

>>MALE RICK I made it and Barbara seconded.

>>FEMALE TRACY And the motion was?

>>MALE RICK That the advisory committee support staff's recommendation to the commission to reduce the surcharge from 13 cents to 11 cents per month.

**>>FEMALE TRACY Ready to vote? All those in favor of the motion? All those opposed? So.**

**>>MALE ERIC Can we note that for maybe do a hand count for the benefit of the record. All those in favor of Rick's motion to support staff's recommendation of the reduction in surcharge? I count seven, is that right?**

**>>FEMALE TRACY Opposed.**

**>>MALE ERIC One opposed, and staff abstaining from its own position, and three no vote.**

**>>FEMALE TRACY The committee is recommending that we support staff's suggestion to reduce the surcharge from 11 cents.**

**>>MALE JOHN What I will probably do is reflect that in the staff memo and share that with everybody, and we'll see what people think.**

**>>MALE RICK Is it possible, when you send that to the commission, is it possible to send it to the members of the Relay Advisory so we can see, because that will have all the -**

**>>MALE JOHN What I think we'll do is send it to the committee before we send it to the commission. That way it's still a work in progress, and people want to discuss things or change some of the information or changing the assumptions that are in it, we can. That's something that I find that very valuable and worthwhile. I guess I'm still, I think I've gotten a lot of feedback today. I guess there's still opportunity to provide more feedback and hopefully after you see a draft of what we've planned to send to the commission and realizing**

it's still in draft form, that if you want to provide us with feedback, we'll take it, and go from there. Try and keep the committee informed as to what we're going to do, what we're recommending, and what's going to be sent to the commissioners.

>>FEMALE TRACY That sounds great, sounds like the best of both worlds because we've made the ingestion and then -

>>MALE JOHN I think it would be helpful for the commissioners to know the general thinking of the advisory committee.

>>FEMALE TRACY Dana this was originally your section of need presentation? Did we cover every issue or every point on your staff report?

>>FEMALE DANA Yes. Wait.

>>MALE JOHN As least as to surcharge, there are a couple things we wanted to mention to the committee. One is that Missouri Public Service Commission has joined NSRA, national association of state relay administrators. Dennis mentioned that you just went to their annual conference, this past week. We were unable to go due to the state restriction on travel, so we didn't attend. It was in North Carolina?

>>MALE DENNIS That is correct.

>>MALE JOHN How was it.

>>MALE Dennis fantastic, in Durham.

>>MALE JOHN What this association is, is various state commissions, administrator, relay funds, we're on an email distribution list now

where they share and disseminate information. I think we're more up to speed on things that are going on, at least the federal level, with relay-related issues. I think that's very beneficial. There's a guy that I find, he sends out a lot of emails, Bob Casey out of Florida, he really seems to be the association's point person on matters and I got to admit, he's pretty good, and I found the association to be very helpful, and when we talk to commissioners about switching to ANI billing, well NSRA served all states and we have a list that was provided, and we have a list of which are ANI for CapTel and which were on the old equipment serial number method, and that was good information to have, and it would be more difficult for us to try and gather that on our own, but hopefully, that will be a good thing in terms of being a part of it.

The other thing that we just wanted to mention, Dana, Walt and I attended the sprint STARS conference in June and I know Barry you showed up.

>>MALE BARRY I went to the movie.

>>MALE JOHN That was the first time we had attended the sprint Stars conference which is the annual conference that Sprint puts on, as I understand it, for states that use Sprint as their relay service, and I thought it was a very good conference. We got a lot out of it, in a variety of different ways. I found it interesting, interacting with the other states, as to some of their concerns, interests, and so forth, when it comes to relay service.

**>>MALE RICK** Must have been in Missouri.

**>>MALE JOHN** It was in Kansas City, and normally it's somewhere else? Right.

**>>MALE DENNIS** Usually all over, because again, our administrators are all over, so happened this year it was our 20th anniversary of relay services so we wanted to have it back where we pretty much set it up and Missouri was one of the first states so we wanted to have it here.

**>>MALE JOHN** One of the things that I learned from the conference, and we'll be probably wanting to talk about the new RFP that we'll be putting together next year for relay, is maybe simplicity is a good thing when it comes to RFPs, and I think that's one thing that I don't know, we want to talk about, but I know some states have just gone with basically a one-page RFP that says, "Hey, we have a proposal for anyone that's interested in providing relay CapTel service that complies with all federal requirements." And if you can do that, that allows some flexibility for relay providers to bid and perhaps in the end we will get a better per-minute rate, versus trying to specify, in great detail, every little thing that you want the relay service provider to do which some states take that. So anyway that's it.

**>>FEMALE TRACY** Okay thank you. Sherry made a suggestion during the break that was a great one and that was, I think, I don't know which person would be the best to do this. Could you email a contact sheet of all the committee members, and the spot they fill and where they're from, and how to communicate with them, just a little thing.

**Does anybody have any other issue they'd like to bring up today? As my brain remembers it -- yes Linda?**

**>>FEMALE LINDA I might as well announce it now. I think it is in May or April, it's late April or May, Walk For Hearing is going to be held in St. Louis, but I can't tell you whether it's St. Charles County park or St. Louis County park. I want people to know Walk For Hearing is the fundraiser for the St. Louis chapter and I know that the Kansas City chapter is going to join us so it's an opportunity to sponsor Walk For Hearing and I'm going to have a team, so you can sponsor me, that's fine, but I'm looking for, you know, big commitments for Walk For Hearing because it's our only fundraiser and what we use that money for is we're trying to get more youth involved in the Hearing Loss Association and we pay for registration, lodging, to go to the national Hearing Loss Association meeting, which is in, this year, 2011 it will be in Washington D.C., and the second source where we use that money is to pay for the website and pay for equipment that people may need. I just want to keep, since the next time we are going to meet, it may be too late.**

**>>FEMALE TRACY Unless anyone has anything to bring up, you usually bother us about when the next meeting will be.**

**>>MALE JOHN Any ideas? Probably in mid April sometime.**

**>>FEMALE BARBARA My birthday is on the 15th, we can get together and celebrate.**

**>>MALE BARRY Yeah we should celebrate. [LAUGHTER]**

>>MALE RICK It's a Friday, too.

>>FEMALE DANA No.

>>MALE JOHN Wednesdays?

>>FEMALE LINDA I prefer Wednesdays.

>>FEMALE TRACY When you sent out an email saying hey can we change it to this day, everybody responded, but it's hard for me to do my calendar. We can shoot for the 13th.

>>MALE 13th or 20th.

>>FEMALE LESLIE Do you know where the Power Up Conference in April?

>>FEMALE TRACY 15th or 22nd?

>>MALE RICK 13th and 20th are Wednesdays.

>>FEMALE 13th and 20th, and check our calendars and see which one works for everyone, does that sound good? Any other comments?

>>MALE ERIC Again here?

>>FEMALE LINDA 15th of April here in Jefferson City?

>>MALE JOHN Right now we are. If you have any problems, bring it up in the email.

>>FEMALE TRACY Thank you for everyone's input, this is a great day, great meeting, Dennis, fabulous presentation, does anyone want to move to adjourn the meeting?

>>FEMALE BARBARA Move to adjourn.

>>FEMALE Second.

>>FEMALE Do we need a vote? Meeting is adjourned.