

OCTOBER 2011

1

ROUGH DRAFT

MISSOURI RELAY
ADVISORY COUNCIL MEETING
WEDNESDAY, OCTOBER 19, 2011
AT GOVERNOR'S OFFICE BLDG.
JEFFERSON CITY, MISSOURI

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2

MS. PARISH: LET'S JUST GO
AHEAD. I WILL JUST RECAP. I HAVE
GOT AN EXPENSE REPORT, A BLANK
EXPENSE REPORT WITH ME IF ANYBODY
NEEDS TO TAKE ONE OF THESE WITH YOU
TO FILL OUT, YOU CAN DO SO. WE
HAVE GOT CHAIRMAN GUNN VISITING FOR
AN A FEW MOMENTS, AND WE'RE JUST
WAITING FOR TRACY MISHLER TO GET
THE MEETING STARTED. JOHN STEPPED
OUT FOR A MOMENT. MAYBE SHE BENT

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TO THE FIRST FLOOR SINCE THAT'S
WHERE WE'VE HAD THE LAST FEW TIMES.

MR. SELZNICK: ALSO THE MCDHH
EXECUTIVE DIRECTOR SAID HE WOULD BE
HERE.

MS. PARISH: YES, THAT'S
CORRECT. ERNEST GARRETT, AND HE IS
COMING FROM ANOTHER MEETING SO HE
WILL BE HERE AS SOON AS HE CAN, AND
LEWIS HAS GOT TO STEP OUT AT SOME
POINT AS WELL FOR ANOTHER MEETING.
I THINK THAT'S EVERYTHING THAT I
HAD. THERE'S ALSO COFFEE IN THE
BACK IF ANYBODY WOULD LIKE SOME

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CAFFEINE.

MR. MILLS: DO WE HAVE ANYTHING
THAT WE'RE GOING TO BE VOTING ON
TODAY? I DON'T THINK WE DO.

MS. PARISH: WE WILL BE TALKING
ABOUT SOME VACANCIES. THAT'S THE
ONLY THING I CAN THINK OF.

MR. MILLS: WE MAY HAVE
DIFFICULTY MAINTAINING A QUORUM.

MS. PARISH: YES.

MR. VAN ESCHEN: I DIDN'T SEE
HER.

CHAIRMAN GUNN: BEFORE YOU ALL
BEGIN, MY NAME IS KEVIN GUNN,
CHAIRMAN OF THE PUBLIC SERVICE
COMMISSION, AND I REALLY JUST

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WANTED TO COME DOWN HERE AND THANK
YOU ALL FOR YOUR SERVICE ON THE
BOARD. RELAY MISSOURI ISN'T AN
ENORMOUS PART OF WHAT WE DO, BUT IT
IS ONE OF THE MOST IMPORTANT THINGS
WE DO. IT CONNECTS PEOPLE TO ONE
ANOTHER AND TO SOCIETY WHERE THE
FOLKS THAT WOULDN'T NORMALLY
NECESSARILY BE ABLE TO DO THAT. IT

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IS AN INCREDIBLY IMPORTANT
FUNCTION. SO I JUST WANTED TO COME
DOWN TO REITERATE THE COMMISSION'S
THANKS FOR YOUR SERVICE. YOU MAKE
GREAT DECISIONS, AND WE PAY
ATTENTION TO WHAT YOU HAVE TO SAY.

I REMEMBER WHEN WE WERE
TALKING ABOUT SOME OF THE FINANCIAL
CHANGES THAT WERE BEING CONSIDERED,
WE WAITED UNTIL THE RELAY MISSOURI
WEIGHED IN AND DECIDED -- BEFORE WE
DECIDED WHAT WE WANTED TO DO. IT
IS VITALLY IMPORTANT, YOUR WORK, WE
PAY ATTENTION, IT IS YOUR TIME, AND
NOTHING IS MORE VALUABLE THAN THAT.
SO WE APPRECIATE YOU GIVING IT TO
US AND GIVING US THE BEST ADVICE
THAT WE CAN ON HOW TO MAKE SURE
THAT RELAY MISSOURI WORKS THE WAY
IT SHOULD BE AND FOR THE MOST

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AMOUNT OF PEOPLE REALLY SERVES THE
PEOPLE THAT IT IS SUPPOSED TO
SERVE. SO YOU ARE IN GREAT HANDS
HERE, BUT AGAIN, THANKS VERY MUCH.
IF YOU NEED ANYTHING, DANA AND OUR

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FOLKS WILL BE HERE TO HELP, BUT
AGAIN, THANK YOU ALL FOR YOUR
SERVICE, AND I HOPE YOU HAVE A
GREAT MEETING TODAY, AND I LOOK
FORWARD TO MAKING SURE WE GET THE
VACANCIES FILLED AND MAKE SURE WE
HAVE A FULL COMMITTEE IN ORDER TO
KEEP DOING THE GREAT WORK. SO
THANK YOU ALL VERY MUCH. I
APPRECIATE IT.

MS. PARISH: WE'RE GOING TO GO
AHEAD WITH THE MEETING. TRACY WILL
VISIT US, HOPEFULLY, SHORTLY.
WE'VE GOT THE EQUIPMENT PROGRAM
UPDATE. STACY, ARE YOU GOING TO
GIVE IT?

MS. BRADY: YEAH. WE HAVE GOT
A LOT OF THINGS GOING ON RIGHT NOW.
WE WANTED, FIRST OF ALL, TO GET
BACK TO YOU ALL ABOUT SOME OF THE
ISSUES THAT HAD COME UP DURING THE
LAST COMMITTEE MEETING. AND THAT
WAS WHERE WE WERE HAVING DIFFICULTY
WITH CAPTIONS COMING UP IN CERTAIN
PARTS OF THE STATES. WE BELIEVE WE

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HAVE THAT ISSUE RESOLVED. SO WE'VE BEEN WORKING CLOSELY WITH A LOT OF OUR OFFICES TO VERIFY THAT THAT IS HAPPENING. BUT WE BELIEVE WE'RE NOT HAVING ANY PROBLEMS WITH THE CAPTIONS COMING THROUGH ANY LONGER. THAT WAS THAT.

THE DEAF/BLIND, THE FCC RECENTLY ANNOUNCED THE GUIDELINES FOR THE DEAF/BLIND EQUIPMENT PROGRAMS, AND WE HAVE OBTAINED LETTERS OF SUPPORT, MISSOURI ASSISTIVE TECHNOLOGY IS WILLING TO BE THE PROVIDER FOR THOSE SERVICES. THE LETTERS OF SUPPORT ARE FROM HELEN KELLER, THE MISSOURI COMMISSION FOR THE DEAF AND HARD OF HEARING, SOUND AND SIGHT, MISSOURI COUNCIL FOR THE BLIND, THE DEAF/BLIND TECHNICAL ASSISTANCE PROGRAM AND THE NATIONAL FEDERATION OF THE BLIND OF MISSOURI, AND WE'RE LOOKING AT A LOT OF DIFFERENT TECHNOLOGY OUT THERE. WE'VE ADDED A FEW NEW PHONES TO THE PROGRAM.

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WE STILL HAVE THE TAP FOR INTERNET PROGRAM THAT'S PROVIDING A LOT OF

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THE TECHNOLOGY FOR THE COMPUTER PORTIONS. AND WE'RE ALSO LOOKING AT DISTRIBUTING THE DEAF/BLIND COMMUNICATOR AND HAVE RECENTLY BEEN IN TRAINING FOR HOW TO USE THAT TECHNOLOGY SO THAT OUR DEAF/BLIND POPULATION IN MISSOURI IS ABLE TO USE THEIR COMMUNICATION THROUGHOUT THE STATE AND WITH OTHERS IN ANY SITUATION.

AND LASTLY, WE'RE STILL LOOKING AT WIRELESS, YOU KNOW, WHAT OTHER STATES ARE DOING. NEXT WEEK I WILL HAVE A LOT MORE INFORMATION ABOUT WHAT'S GOING ON BECAUSE I WILL BE ATTENDING TEDPA WHERE ALL THE STATES WILL BE GETTING TOGETHER AND DISCUSSING WHAT THEY ARE DOING IN OTHER STATES TO HELP THE POPULATION OBTAIN THE TECHNOLOGIES THEY NEED, INCLUDING THE DEAF/BLIND AS WELL AS WHAT'S GOING ON WITH WIRELESS, WHAT IS WORKING AND

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WHAT'S NOT WORKING. IS THERE ANY QUESTIONS?

MR. VAN ESCHEN: WHERE ARE YOU GOING NEXT WEEK?

MS. BRADY: IT IS FOR THE TEDPA, TECHNICAL -- WHAT IT IS IT IS THE TECHNICAL EQUIPMENT

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DI STRI BUTI ON PROGRAMS ALL GETTING TOGETHER TO DI SCUSS THE DI FFERENT TECHNOLOGY. IT IS OUT OF STATE.

MR. VAN ESCHEN: HOW CLOSE ARE YOU TO DECIDI NG WHETHER TO START DI STRI BUTI NG WI RELESS EQUI PMENT?

MS. GARRI SON: THAT WAS GOI NG TO BE MY QUESTI ON.

MS. BRADY: WE' RE STI LL LOOKI NG. THERE IS SO MUCH COMI NG OUT AND SO MUCH TECHNOLOGY CHANGI NG. IT IS REALLY HARD TO GET A GOOD GRASP ON WHAT' S GOI NG ON. WE' RE ALSO LOOKI NG TO SEE HOW OTHER STATES ARE DOI NG THEI R PROGRAMS, A LOT OF THEM ARE VOUCHER STATES. YOU GO BUY IT AND WE REI MBURSE YOU. SOME STATES HAVE CERTAIN PHONES SO

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IT IS REALLY HARD TO SAY WHERE WE' RE AT WITH THAT PROCESS. WE ARE STI LL WORKI NG WITH THAT TO FI ND OUT BECAUSE A LOT OF CHANGI NG AND HOW THAT IS WORKI NG. A LOT OF THE PHONES AREN' T AS SAVVY AS THEY NEED TO BE FOR A LOT OF I NDI VI DUALS. THEY ARE COMI NG A LONG WAYS, BUT THE SMART PHONES ARE REALLY OUT OF REACH FOR A LOT OF PEOPLE BECAUSE OF THE WI RELESS PLAN THAT THEY HAVE

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TO MAINTAIN WITH THAT.

MS. GARRISON: HAVE YOU SET --
THIS IS BARBARA. HAVE YOU SET ANY
TIMELINES?

MS. BRADY: MARTY AND I HAVE
BEEN TALKING ABOUT THAT. RIGHT NOW
WE HAVE NOT GOT A TIMELINE IN
PLACE. AGAIN, NEXT WEEK I SHOULD
HAVE A LOT MORE INFORMATION ABOUT
WHAT'S GOING ON AFTER I ATTEND THE
CONFERENCE AND SEE HOW OTHER STATES
ARE CONTINUING THEIR PROCESS.

MR. VAN ESCHEN: THERE'S TRACY.

MS. MISHLER: SORRY.

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MR. SELZNICK: STACY, HAVE YOU
CONTACTED ARKANSAS AND KANSAS, HAVE
YOU FOUND INFORMATION FROM THEIR
PROGRAMS?

MS. BRADY: WE'VE CONTACTED
ALMOST ALL THE STATES ABOUT WHAT
THEIR PROGRAMS ARE DOING. THERE
ARE QUITE A FEW PROGRAMS THAT ARE
STILL BEHIND, AND THE WIRELESS JUST
BECAUSE OF DIFFERENT REASONS,
SOMETIMES THERE ARE CONTRACT ISSUES
AS WELL. SO WE HAVE BEEN AGAIN
CLOSELY MONITORING WHAT OTHER
STATES ARE DOING TO FIND THE BEST
SOLUTION FOR THE MISSOURI
RESIDENTS.

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MR. VAN ESCHEN: I KNOW THE EQUIPMENT PROGRAM AND WHETHER WIRELESS EQUIPMENT OUGHT TO BE DISTRIBUTED OR NOT IS OUTSIDE THE SCOPE OF THIS COMMITTEE. BUT I KNOW WHEN I TALKED TO MARTY, HE HAS EXPRESSED SOME CONCERN ABOUT THE FACT THAT FUNDING FOR THE EQUIPMENT PROGRAM SOLELY COMES FROM THE RELAY

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MISSOURI FUND, WHICH IS ONLY FUNDED FROM LAND LINE.

MS. BRADY: CORRECT.

MR. VAN ESCHEN: PROVIDERS, AND THERE IS SORT, I DON'T KNOW, IT DOESN'T SEEM RIGHT THAT THE EQUIPMENT PROGRAM STARTED DISTRIBUTING WIRELESS PHONES WHEN THE WIRELESS INDUSTRY IS NOT CONTRIBUTING TO THE EQUIPMENT PROGRAM OR RELAY MISSOURI SERVICE, FOR THAT MATTER. BUT I KNOW MEGHAN, SHE'S LOOKED AT THE STATUTES. I WOULD HAVE TO SAY FROM OUR PERSPECTIVE WE DON'T REALLY SEE THAT BEING A PROBLEM, BUT I DIDN'T KNOW IF OTHER PEOPLE HAD THOUGHT ABOUT IT OR HAD FEELINGS ABOUT IT OR HAVE NOT.

MS. BRADY: I BELIEVE MISSOURI

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IS THE ONLY STATE WHERE WIRELESS IS
NOT CONTRIBUTING TO THE RELAY FUND.
I COULD BE WRONG ON THAT
INFORMATION, BUT I BELIEVE THAT IS
THE CASE. MISSOURI IS THE ONLY

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STATE THAT IS NOT CONTRIBUTING.

MR. VAN ESCHEN: IT IS A
POTENTIALLY SENSITIVE SUBJECT. I
SENSE MARTY DIDN'T WANT TO START
GOING DOWN THE PATH OF DISTRIBUTING
WIRELESS EQUIPMENT IF SOMEBODY WAS
GOING TO START RAISING THE RED FLAG
ABOUT HEY, WIRELESS DOESN'T EVEN
CONTRIBUTE TO THE PHONE, WHY ARE
YOU DISTRIBUTING WIRELESS
EQUIPMENT?

MS. GARRISON: IT WOULD REQUIRE
A LEGISLATIVE CHANGE, WOULD IT NOT?
THE COMMON SENSE APPROACH TO ME IS
CONSUMERS ARE USED TO HAVING TO PAY
11 CENTS, 13 CENTS, WHATEVER, ON
THEIR REGULAR LAND LINE BILL EACH
MONTH. THE NATURAL PROGRESSION
WOULD BE TO ADD THE SAME SURCHARGE,
NO HIGHER, NO LOWER, THE SAME FOR
WIRELESS. WOULD THAT NOT REQUIRE A
LEGISLATIVE CHANGE? IS THAT
SOMETHING THE COMMISSION CAN HANDLE
THEMSELVES?

MR. VAN ESCHEN: IF WIRELESS IS

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TO CONTRIBUTE TO THE FUND, THAT WOULD REQUIRE A STATUTE CHANGE.

MS. GARRISON: THAT'S WHAT I THOUGHT.

MR. VAN ESCHEN: REGARDLESS, I DIDN'T THINK FROM OUR PERSPECTIVE, THAT SHOULDN'T BE AN ISSUE IF THE EQUIPMENT PROGRAM DECIDES TO BEGIN DISTRIBUTING WIRELESS EQUIPMENT.

MS. MISHLER: I'M TRACY. FIRST OF ALL, I APOLOGIZE FOR BEING LATE. BUT MARTY IS NOT COMING TODAY?

MS. BRADY: CORRECT.

MR. VAN ESCHEN: STACY IS HERE.

MS. MISHLER: YEARS AGO WHEN WE STARTED LOOKING INTO WHETHER OR NOT WE COULD EXPAND WHO PAYS INTO THE FUND, REDUCE THE OVERALL RATE, INCREASE THE NUMBER CONTRIBUTING, I MET WITH SEVERAL PEOPLE OVER AT THE CAPITOL AND SEVERAL PEOPLE IN BUSINESS, AND IT WOULD BE A HUGE EFFORT TO TRY TO GET WIRELESS TO CONTRIBUTE INTO THE MISSOURI RELAY FUND. IT IS A LEGISLATIVE CHANGE.

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AND THE SUGGESTION WAS THAT WE PIGGYBACK WITH 911. THERE WAS SOME

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LEGISLATIVE CHANGE WITH -- SOME
EFFORT WITH 911 OVER THE LAST --
COULD YOU SPEAK TO THAT. DID YOU
SEND THAT MEMO OUT?

MR. VAN ESCHEN: YOU KNOW, IN
THE SEVERAL PAST YEARS THERE'S BEEN
AN EFFORT TO TRY AND DO SOMETHING
ABOUT 911 FUNDING, BUT TO MY
KNOWLEDGE NOTHING HAS EVER
MATERIALIZED. THERE APPEARS TO BE
AN ISSUE OF THE NUMBER OF PUBLIC
SERVICE ANSWERING POINTS IN THE
STATE OF MISSOURI. THERE ARE SOME
LEGISLATORS THAT HAVE A DESIRE TO
MINIMIZE THE NUMBER OF MISHAPS IN
THE STATE AS A WAY TO CONTROL
EXPENSES ASSOCIATED WITH THE 911
PROGRAM.

MS. MISHLER: MY MEMORY IS IFFY
AT TIMES, BUT I THOUGHT THAT
SEVERAL MONTHS AGO THERE WAS -- I
THOUGHT IT CAME FROM YOUR OFFICE,
MAYBE.

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MS. PARISH: THERE MIGHT HAVE
BEEN SOMETHING THROUGH THE FCC THAT
WAS CIRCULATED TO THE ADVISORY
COMMITTEE.

MS. MISHLER: ABOUT 911,
ADJUSTING -- THERE ARE SOME AREAS
IN MISSOURI THAT DON'T HAVE 911

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COVERAGE AND THERE WERE SOME AREAS THAT WERE INADEQUATE.

MS. PARISH: RIGHT.

MS. MISHLER: I KNOW THAT MARTY SPOKE -- OR THERE WAS A DESIRE TO LOOK INTO WHETHER OR NOT WE COULD PROVIDE WIRELESS EQUIPMENT LAST MEETING. I THOUGHT THAT WHAT I'M HEARING IS THE ANSWER IS NO.

MS. BRADY: WE'RE NOT SAYING NO. WE'RE STILL INVESTIGATING THE AVENUES FOR THAT. AGAIN, I WILL HAVE MORE INFORMATION AFTER ATTENDING THAT CONFERENCE NEXT WEEK WHAT OTHER STATES ARE DOING AND HOW THEY ARE DOING THAT.

MR. VAN ESCHEN: WE HAVE A NEW ADVISORY COMMITTEE MEMBER, ERNEST.

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MR. GARRETT: DO YOU WANT ME TO INTRODUCE MYSELF? MY NAME IS ERNEST GARRETT, III. MOST PEOPLE CALL ME TREY. I APOLOGIZE FOR BEING LATE. I CAME STRAIGHT FROM ANOTHER MEETING, SO I'M HAPPY TO BE HERE. I'M HAPPY TO HAVE THE OPPORTUNITY TO SERVE ON THIS ADVISORY COMMITTEE, AND I'M REALLY LOOKING FORWARD TO BEING POSITIVE AND PRODUCTIVE IN MY COOPERATION

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WITH YOU.

MS. PARI SH: WELCOME.

MR. VAN ESCHEN: YOU TOOK OVER
FOR BARRY CRITCHFIE LD?

MR. GARRETT: YES.

MR. VAN ESCHEN: WHERE IS BARRY
NOW?

MR. GARRETT: ATLANTA, GEORGIA,
I THINK. NOW HE IS DIRECTOR OF THE
DEPARTMENT OF MENTAL HEALTH DEAF
SERVI CE PROGRAM AND DEVELOPMENTAL
DI SABI LI TI ES.

MR. VAN ESCHEN: OKAY. GLAD
YOU ARE HERE.

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MR. GARRETT: THANK YOU.

MS. MI SHLER: WELCOME.

MR. GARRETT: THANK YOU. GOOD
TO SEE YOU.

MS. MI SHLER: ARE YOU FI NI SHED
WITH YOUR REPORT?

MS. BRADY: YES.

MS. MI SHLER: ANY QUESTI ONS
ABOUT THE EQUIPMENT PROGRAM UPDATE?

MS. GARRI SON: JUST FYI , I DI D
ASK IF THEY HAD SET ANY KIND OF
TIMELI NES FOR DEC I SI ON MAKI NG OR
WHATEVER, AND THEY HAVEN' T YET.
THEY ARE PRETTY MUCH WAITI NG ON
NEXT WEEK' S CONFERENCE?

MS. MI SHLER: WHAT IS THE

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CONFERENCE NEXT WEEK?

MS. BRADY: TEDPA. IT IS THE EQUIPMENT DISTRIBUTION PROGRAMS FOR ALL THE STATES GET TOGETHER.

MS. MISHLER: WILL YOU PLAN ON FORWARDING SOME SORT OF A SUMMARY?

MS. BRADY: IT MIGHT BE A LITTLE BIT LONG.

MS. MISHLER: HOW ABOUT A

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SUMMARY REGARDING THE WIRELESS ISSUE?

MS. BRADY: THE BIGGEST ISSUE THEY WILL BE TALKING ABOUT IS THE FCC DEAF/BLIND PROGRAM. ANYTHING ELSE THAT COMES YOU WILL, I WILL BE MORE THAN HAPPY TO SUMMARIZE. THE BIG FOCUS, WE HAVE UNTIL NOVEMBER 21ST, I BELIEVE, TO HAVE OUR APPLICATIONS IN FOR THE STATE ON THE DEAF/BLIND PROGRAM. SO THAT'S THE PRIMARY TARGET RIGHT NOW.

MS. MISHLER: I KNOW WE NEED TO STAY VERY MUCH ON SCHEDULE. DANA, DID WE DECIDE WE'RE EATING THROUGH?

MS. PARISH: NO. WE NEED TO DECIDE THAT YET. HOW YOU WOULD LIKE TO PROCEED WITH THAT? I THINK THEY WILL BE DELIVERING LUNCH ROUGHLY AROUND 12.

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MS. GARRISON: WE'RE TOLD IT IS
A SURPRISE.

MS. MISHLER: YOU KNOW, I WAS
WONDERING WHY WE DIDN'T MAKE A
SELECTION.

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MS. GARRISON: NOT MADISON'S.

MS. MISHLER: WE CAN DECIDE
THAT WHEN THE TIME COMES. I KNOW
I'M WATCHING THE BASEBALL GAME IN
ST. LOUIS TONIGHT. SO I'M GETTING
OUT OF HERE ON TIME. WE LIKE THAT.
I HOPE YOU GUYS ARE INTERESTED TOO.

SHOULD WE MOVE TO THE SPRINT
REPORT. DENNIS.

MR. SELZNICK: CERTAINLY. I'LL
HAPPY TO TALK ABOUT MY
PRESENTATION. I MADE COPIES FOR
ALL OF YOU IF YOU WANT SO I WILL GO
AHEAD AND PASS THAT DOWN. CAN
EVERYBODY SEE ME OKAY? ALL RIGHT.
WE'VE BEEN VERY BUSY FOR THE PAST
SIX MONTHS SINCE OUR LAST ADVISORY
BOARD MEETING. BASICALLY IN
SUMMARY I'M GOING TO COVER TODAY
FOUR THINGS. WHAT ACTIVITIES HAVE
WE DONE, WHAT OUTREACH HAVE WE
DONE? WHAT FCC ANNOUNCEMENTS,
ORDERS AND REPORTS THEY HAVE BEEN
REQUIRING FROM US SINCE APRIL.
THERE'S BEEN A LOT OF ACTIVITY

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THERE SO I WILL TALK ABOUT THAT.
I'M GOING TO TALK ABOUT OUR
TRAFFIC, WHAT IT'S BEEN LIKE SINCE
THE PAST SEVERAL YEARS PLUS THIS
PAST FISCAL YEAR AS WELL AND THEN I
HAVE A SPECIAL DEMO THAT I WOULD
LIKE TO DO AT THE END OF OUR
PRESENTATION TODAY, AND I THINK ALL
OF YOU WOULD LIKE. THOSE ARE THE
FOUR THINGS I'M GOING TO COVER
TODAY.

SINCE APRIL WE HAVE 95,000
RELAY VCO CALLS. ALMOST ABOUT
80,000 CAPTION TELEPHONE CALLS.
WE'VE HAD THIS SERVICE SINCE 2004,
AND IT'S JUST ABOUT CALL WITH TRS
TODAY. TRS HAS BEEN AROUND SINCE
1992 AND THE CAPTEL IS VERY POPULAR
SERVICE. WE'VE DONE 60 OUTREACH
EVENTS OR MEETINGS, SO WE'VE MET
WITH AUDIOLOGISTS, WE'VE MET WITH
DIFFERENT PROVIDERS OF SENIOR
CITIZENS, DISABILITIES ACCESS,
EMPLOYMENT, ALL OF THOSE KIND OF
THINGS HERE IN MISSOURI. SO WE'VE

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REACHED OUT TO APPROXIMATELY
12,000, 13,000 PEOPLE. I WOULD

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LIKE TO GIVE YOU A HANDOUT OF WHAT
EVENTS WE'VE DONE OR PEOPLE WE'VE
MET WITH. SO I WILL PASS THAT OUT.

THERE'S TWO PAGES. FRONT AND
BACK. WE'VE DONE A LOT OF OUTREACH
TO SMALLER BUSINESSES,
AUDIOLOGISTS, HEALTH CARE
SPECIALISTS. SENIOR CITIZENS,
RETIREMENT HOMES IN ADDITION TO
EVENTS THAT ARE BIGGER THAT REACH
OUT TO A LARGER AUDIENCE, SO WE'RE
TARGETING SMALL AND BIG. WE'RE
SPREADING OUT THROUGHOUT THE STATE
SO WE'RE NOT JUST HITTING EVENTS IN
BIG CITIES OR AT POPULAR RESORTS
LIKE THE TAN-TAR-A. WE'RE ALSO
GOING TO SMALLER CITIES LIKE CAPE
GIRARDEAU, FARMINGTON, SEDALIA, SO
THOSE PLACES WE'RE GOING TO AND
WE'RE GIVING PRESENTATIONS AND
WE'RE MEETING WITH A VARIETY OF
DIFFERENT PEOPLE PROVIDING ACCESS
TO THE COMMUNITY AS WELL AS THE

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USERS THEMSELVES IN THE STATE. WE
TRY TO DO ABOUT TEN MEETINGS PER
MONTH. SO IF YOU WERE TO LOOK
THROUGH, YOU WOULD BE ABLE TO SEE.
WE ALSO DESIGNED SOME NEW CAPTEL
BROCHURES. I WILL PASS OUT COPIES
AT THE END OF MY PRESENTATION SO

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YOU HAVE A CHANCE TO SEE THEM.

MR. VAN ESCHEN: DENNIS, AT THESE MEETINGS, WHAT IS IT THAT YOU NORMALLY TELL THEM?

MR. SELZNICK: WE GO TO MEET AN AUDIOLOGIST, FOR EXAMPLE, WE TALK ABOUT WHAT KIND OF RELAY SERVICES ARE AVAILABLE PLUS WE TALK ABOUT PUTTING THINGS LIKE BROCHURES IN THEIR OFFICES OR TALKING ABOUT HOW THEY CAN LET THEIR PATIENTS KNOW OR CLIENTS KNOW ABOUT THE SERVICE IN MISSOURI, SO WE GIVE THEM BROCHURES, WE GIVE THEM INFORMATION, WE GIVE THEM WEBSITE, WE GIVE THEM A DEMO OF THE SERVICE SO THEY UNDERSTAND WHAT IT IS, AND THEN THEY HAVE THE OPPORTUNITY TO

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USE THAT INFORMATION IF A PATIENT REQUESTS AND NEED TO USE THE PHONE, THEY STOP USING THE PHONE. WHAT DO I DO? THE AUDIOLOGIST, THE DIRECT PROVIDER OF THAT INFORMATION TO THE PATIENT OR IF IT'S A SENIOR CITIZEN CENTER, THEN THEY KNOW THAT THERE'S PEOPLE IN THEIR RETIREMENT HOMES OR IN THEIR MEDICAL FACILITIES, AND THEN THEY WILL BE ABLE TO PROVIDE THAT INFORMATION TO THEIR FAMILY OR

TO THE PATIENT DIRECTLY. SO THOSE
ARE THE KIND OF THINGS WE TALK
ABOUT. WE ADJUST IT FOR EACH
LOCATION THAT WE GO TO, DEPENDING
ON WHAT THE OPPORTUNITY IS.

MR. VAN ESCHEN: WHAT SORT OF
REACTION TO YOU GET? ARE MOST
PEOPLE FAMILIAR WITH RELAY MISSOURI
AND CAPTEL?

MR. SELZNICK: THEY ARE MOSTLY
NOT AWARE OF WHAT IT IS IN THE
FIRST PLACE. THAT'S WHY WE COME IN
THERE AND EDUCATE THEM. WE'RE
IDENTIFYING ALL OF THESE SMALL

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BUSINESSES, CHAMBER OF COMMERCE AND
WE'RE GOING AND GIVING
PRESENTATIONS. WE'RE SPONSORING
EVENTS WITH THEM SO WE HAVE THE
OPPORTUNITY TO MEET THE COMMUNITY
AS WELL AS THE LEADERS.

MS. MISHLER: IF I COULD JUST
ADD. AS AN AUDIOLOGIST, I DON'T
KNOW MANY AUDIOLOGISTS THAT KNOW
ANYTHING ABOUT MISSOURI RELAY. IT
IS AMAZING. IT IS JUST AMAZING.
THE PEOPLE I WORK WITH, OF COURSE,
KNOW A LOT. BUT IT WOULD BE
UNUSUAL THAT AN AUDIOLOGIST KNEW OF
CAPTEL. I TEACH A CLASS FOR
AUDIOLOGY STUDENTS DOWN AT WASH U,

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AND I CAN TELL YOU THAT I DON'T
THINK ANY OF THEM ARE EDUCATED WITH
REGARD TO RELAY SERVICES. IT IS
AMAZING. IT IS A REAL WEAKNESS IN
THE FIELD. BUT ALSO I WANTED TO
SAY THAT DENNIS GAVE A GREAT -- I
WASN'T THERE, BUT I HEARD IT WAS A
GREAT PRESENTATION AT THE MISSOURI
SPEECH AND HEARING ASSOCIATION. IT

♀

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IS NOT ON HERE.

MR. SELZNICK: WAS THAT LAST
YEAR?

MS. MISHLER: NO, WASN'T THAT
LIKE TWO MONTHS AGO?

MR. SELZNICK: I DON'T RECALL
ANY EVENT TWO MONTHS AGO. YEAH, IT
WAS DEFINITELY LAST YEAR. IT WAS
SEPTEMBER OF LAST YEAR THAT I GAVE
THAT PRESENTATION.

MS. MISHLER: SORRY. THE
MEMORY PROBLEM AGAIN.

MR. SELZNICK: YES. THAT WAS
ONE OF THE EVENTS WE DID LAST YEAR.
WE DIDN'T HAVE AN OPPORTUNITY THIS
YEAR TO GIVE THAT SPEECH, BUT WE'RE
CONTINUING TO LOOK FOR
OPPORTUNITIES LIKE THAT AND WE'LL
CONTINUE DOING THAT.

MS. MISHLER: IT WAS A GREAT

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PRESENTATION. AND THE AUDIOLOGISTS
THAT WERE THERE, WHICH WAS ABOUT
100, REALLY GAINED FROM IT. SO MY
SUGGESTION FOR THIS DISCUSSION
WOULD BE TO CONTACT STATE SPEECH

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AND HEARING ASSOCIATIONS. IF THEY
NEED A REFERENCE OR SOMETHING FROM
AN AUDIOLOGIST, I WOULD BE HAPPY TO
DO THAT.

MR. SELZNICK: I CAN DO THAT.
THANK YOU.

AGAIN THOSE ARE WHAT WE'VE
RECENTLY DONE AND IN A LITTLE BIT I
WILL TALK ABOUT WHAT WE'RE PLANNING
ON DOING FOR THE REST OF THIS
FISCAL YEAR. SO AGAIN, AS I WAS
SAYING, WE HAVE SOME NEW CAPTEL
BROCHURES. WE'RE GOING TO BE
SENDING THESE BROCHURES ALONG WITH
CAPTEL BROCHURE STANDS TO
AUDIOLOGISTS TO PUT IN THEIR
WAITING ROOMS FOR PEOPLE TO SEE AND
BE ABLE TO TAKE IT HOME SO THEY CAN
CONTACT THE EQUIPMENT PROGRAM IF
THEY WANT TO GET EQUIPMENT. I HAVE
WORKED WITH THE TAP PROGRAM TO GET
THIS TOGETHER, SO THANK YOU, STACY.

MR. BOYD: 2011 MISSOURI
OUTREACH.

MR. SELZNICK: I APOLOGIZE.

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THIS WAS SINCE APRIL, SINCE OUR
LAST ADVISORY BOARD MEETING. I
WANT TO CLARIFY THAT.

MR. BOYD: THAT'S FINE.

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FOR THE DEAF MEETING ON OCTOBER
2ND.

MR. SELZNICK: YEAH. THERE WAS
A MEETING IN ST. LOUIS. I HAD AN
OUTREACH SPECIALIST ATTEND THE
GSLAD. IT WAS AT GSLAD.

MR. BOYD: OKAY.

MR. SELZNICK: THAT WAS THE
EVENT THAT WE ATTENDED AND WE MET
WITH SOME PEOPLE THERE. THANK YOU.

SO WE ALSO JUST RECENTLY
CREATED FOR OUR LARGER EVENTS WE
CREATED TABLE TOP DISPLAY THAT SHOW
CASES ALL OF THE RELAY MISSOURI
SERVICES, SPEECH TO SPEECH, VCO,
HCO, ALL OF THOSE ALONG WITH OUR
INTERNET BASED SERVICES, WEB
CAPTEL, VIDEO RELAY SERVICE AND
INTERNET RELAY SERVICES SO THAT'S
ALL GOING TO BE AVAILABLE FOR

♀

28

DISPLAYS, EASIER TO SEE. WE'VE
NOTICED MORE PEOPLE BECOME AWARE OF

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THE SERVICES BASED ON THIS
INFORMATION THAT WE'VE DESIGNED.
SO WE STARTED USING THAT AT OUR
TABLE TOP.

MS. MISHLER: DENNIS, I'M SORRY
TO KEEP INTERRUPTING, BUT WHAT
ABOUT THE SCHOOLS FOR THE DEAF?

MR. SELZNICK: I RECENTLY GAVE
A PRESENTATION TO BLUE SPRINGS
SCHOOL DISTRICT ACCESSING THE
COMMUNITY, SO THAT WAS, IN FACT,
VERY RECENTLY.

MS. BRADY: LAST WEEK.

MR. SELZNICK: THIS MONTH. IT
WAS LAST WEEK. WE TALKED ABOUT
WHAT KIND OF THINGS THAT THE DEAF
AND HARD-OF-HEARING STUDENTS AT THE
HIGH SCHOOL IN BLUE SPRINGS,
MISSOURI, WHAT WE CAN DO FOR THEM,
WHAT WE CAN DO FOR THEIR FAMILIES.
WE DID TALK ABOUT THAT. WE
PRESENTED TO THE PARTNERS THAT
PROVIDE SPONSORSHIPS TO THE SCHOOL

♀

29

SO THERE ARE ALSO BUSINESS PEOPLE
IN THE AUDIENCE WHO WERE
UNDERSTANDING MORE ABOUT RELAY
SERVICES. YES, WE CONTINUE TO NOT
JUST FOR THE SCHOOL FOR THE DEAF
BUT ALSO FOR COMMUNITY PROGRAMS
THAT HAVE DEAF AND HARD-OF-HEARING

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OCTOBER 2011

STUDENTS IN THEM. THEY SUPPORT THOSE SCHOOLS.

I DID WANT TO TALK A LITTLE BIT ABOUT OUR PLAN FOR THIS FISCAL YEAR. GET MY NOTES REAL QUICK. WE'RE PLANNING ON DOING A LOT OF DON'T HANG UP ON RELAY CAMPAIGNING THIS YEAR. THAT'S ONE OF THE BIG THINGS WE'RE GOING TO BE DOING THIS YEAR. WE HAVE DVDS, WE HAVE CHAMBER OF COMMERCE BUSINESSES UNDER A VARIETY OF COUNTIES THAT WE'RE GOING TO BE OUTREACH -- REACHING OUT TO AND GIVING PRESENTATIONS TO THEIR MEMBERS. THAT'S A BIG FOCUS THIS YEAR. WE'RE IN THE PROCESS OF DESIGNING A POTENTIAL NEW CAMPAIGN THAT WILL

♀

30

INVOLVE THINGS LIKE NEW WEBSITE LOOK, POTENTIALLY BILLBOARD ADS AND VIDEOS THAT ARE GOING TO BE VIRAL BASED WHERE IT IS POTENTIALLY GOING TO BE CALLED THE WHAT CAMPAIGN. BASICALLY IT IS GOING TO BE A PICTURE OF THE WORD WHAT? PEOPLE ARE GOING TO BE QUESTIONING WHAT THAT WORD MEANS. SO WE'RE KIND OF WRAP UP THAT AND PRESENT TO YOU BEFORE THE NEXT ADVISORY BOARD

OCTOBER 2011

MEETING. WHAT KIND OF AWARENESS
THAT WILL BRING TO THE COMMUNITY
ABOUT PEOPLE WITH HEARING LOSS AND
ACCESSIBILITY TO THE TELEPHONE.
AND THE FINAL THING THAT WE'RE
WORKING ON RIGHT NOW IS TV AND
RADIO PSA'S, PUBLIC SERVICE
ANNOUNCEMENTS, WE'RE WORKING ON
DOING THAT FOR VIDEOS ON OUR
WEBSITE AND ALSO WORK WITH THE TAP
PROGRAM TO SEE WHAT WE CAN DO
RELATED TO CAPTION TELEPHONE AND
MAYBE GENERAL RELAY OR EQUIPMENT
RELATED ADVERTISING THAT WILL BE

♀

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AVAILABLE TO THE PUBLIC. SO WE'RE
GOING TO WORK ON THAT. THAT'S ONE
OF THE THINGS WE'RE IN PROGRESS OF
DOING. WE HOPE TO HAVE SOME
ANSWERS FOR YOU SOON.

WITH THAT BEING SAID, EVEN
THOUGH WE CONTINUE TO DO OUTREACH
AND EDUCATION THE RELAY SERVICE
CONTINUES TO GO DOWN. SINCE 2008,
FISCAL YEAR, BY THE WAY. WE HAD
ABOUT 50,000 CALLS PER MONTH FOR
RELAY. AVERAGE IS ABOUT THREE TO
FOUR MINUTES PER RELAY CALL. AS OF
2011, JULY 2011 WE'RE DOWN TO ABOUT
25,000 CALLS PER MONTH. SO YEAR
OVER YEAR WE EXPERIENCED ABOUT 10

OCTOBER 2011

TO 15% DECLINE IN RELAY, 711
SERVICE CALLS, NOW DOWN TO ABOUT
HALF OF WHAT THEY WERE THREE YEARS
AGO. THIS IS EXPECTED. GO AHEAD,
MIKE, A QUESTION?

MR. BOYD: SO WHAT IS THE
REASON FOR THAT DECLINE?

MR. SELZNICK: I DIDN'T WANT TO
INTERRUPT YOU. I'M SORRY.

♀

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MR. BOYD: IS THAT BECAUSE OF
VIDEO RELAY HAS BECOME BIGGER SO
PEOPLE ARE USING THE RELAY SERVICES
INSTEAD. I'M WONDERING IF THAT'S
THE REASON FOR THE DECLINE.

MR. SELZNICK: YES. I WILL BE
ABLE TO EXPAND ON THAT. THAT IS
TRADITIONAL RELAY, SEVEN,
TRADITIONAL SERVICES. CAPTION
TELEPHONE, UP UNTIL 2009 IT WAS
INCREASING EVERY YEAR. NOW IT IS
STARTING TO DECREASE VERY SLIGHTLY.
THIS IS THE SAME SCALE AS THE TRS
RELY SERVICE, IT IS ABOUT 2000
CALLS TWO YEARS AGO, NOW IT IS DOWN
TO ABOUT 13 TO 15,000 PER MONTH
CALLS. THE BIGGEST REASON FOR THAT
IS DURING 2009 WE LAUNCHED THE
INTERNET CAPTEL SERVICE, THE CAPTEL
800I PHONE, WHICH IS AVAILABLE FROM

OCTOBER 2011

TAP AS WELL. SO A PERSON WHO
ORDERS AND GETS EQUIPMENT THROUGH
THE TAP PROGRAM CAN GET EITHER A
STATE REIMBURSED CAPTEL 800 PHONE
OR AN FCC RELAY FUND REIMBURSED

♀

33

SERVICE, 800I. I STANDS FOR
INTERNET. SO THE STATE DOESN'T PAY
FOR INTERNET BASED RELAY SERVICES.
THOSE HAVE GROWN ENORMOUSLY IN
POPULARITY. JUST TO KIND OF GIVE
YOU A LITTLE BIT MORE INFORMATION
OF WHAT WE'RE DOING SO FAR THIS
YEAR. WE'RE DOING ABOUT 50,000
MINUTES PER MONTH OF TTY RELAY
SERVICES. WE'RE ALSO DOING ABOUT
35 TO 40,000 MINUTES OF CAPTEL PER
MONTH. WE EXPECT TO CONTINUE TO
SEE ABOUT A 10% DECLINE YEAR OVER
YEAR FOR BOTH SERVICES. IF YOUR
HISTORY FROM 2003 TILL NOW, EIGHT
YEARS AGO, WHICH IS WHEN I STARTED
WITH RELAY MISSOURI WE HAD ABOUT 4
MILLION MINUTES A MONTH -- I'M
SORRY. A YEAR. 4 MILLION. THAT'S
FOR ONE YEAR OF SERVICE. NOW WE
MIGHT HAVE ABOUT 1 MILLION FOR THE
YEAR, FOR TRS AND CAPTEL TOGETHER.
AND AS MIKE SAID, THE REASON WHY.
I'M GOING TO GIVE YOU AN EXAMPLE.
INTERNET RELAY SERVICES, THAT

♀

INCLUDES VIDEO RELAY SERVICES,
INTERNET PROTOCOL TYPING RELAY
SERVICES, IP RELAY FOR SHORT AND
THEN THE RECENTLY RELEASED IP
CAPTEL SERVICES. THIS WAS IP
CAPTEL, THIS IS ONE OF THE EXAMPLES
I LIKE TO GIVE STARTED BECOMING
AVAILABLE AND BEING REIMBURSED BY
FCC INSTEAD OF BY THE STATES. THE
FCC WAS REIMBURSING BACK IN 2008.
THERE WASN'T VERY MUCH PEOPLE USING
IT. THEY WERE STILL MOSTLY RELYING
ON STATE RELAY SERVICES UNTIL WE
RELEASED 800I. 800I IS A REALLY
COOL INTERNET-BASED CONNECTED
PHONE. IF SOMEBODY CALLS YOU THE
INTERNET IS WHAT CONNECTS THE
CAPTIONS SO YOU GET FAST CAPTIONS,
YOU GET THEM RIGHT AWAY INSTEAD OF
HAVING TO HAVE SOMEONE CALL 711 OR
AN 800 NUMBER FIRST TO REACH YOU.
ONCE THAT WAS RELEASED, NOW THERE'S
OTHER COMPANIES OUT THERE DOING
JUST INTERNET CAPTEL SERVICE. THEY
ARE NOT DOING STATE CAPTION

♀

TELEPHONE SERVICE. THEY ARE NOT
PROVIDING IT TO STATE USERS. THEY

OCTOBER 2011

ARE NOT PROVIDING A PHONE LINE
BASED SERVICE, THEY ARE PROVIDING
INTERNET CAPTEL. SO A COUPLE OF
MONTHS AGO A COMPANY CALLED
SORRENSON PUTS OUT WHAT IS CALLED
CAPTION CALL AND ANOTHER COMPANY
PULLED OUT CLEAR CAPTIONS. THOSE
ARE ONLY INTERNET BASED, NOT
REIMBURSED BY THE STATE. THEY
GREW. SO THE FCC NOW PAYS ABOUT 2
MILLION MINUTES A MONTH OF INTERNET
BASED RELAY SERVICES NATIONWIDE.
THAT'S HUGE COMPARED TO THREE YEARS
AGO WE WERE MAYBE DOING NATIONWIDE
LESS THAN 100,000 MINUTES A MONTH
COMPARED TO WHAT WE'RE DOING FOR
RELAY TODAY IN THE STATE OF
MISSOURI, 50,000 TRS MINUTES AND
MAYBE 35 TO 40,000 FOR THE STATE.
WE HAVE PROBABLY EQUAL OR MORE FOR
INTERNET BASED SERVICES HERE IN
MISSOURI NOT JUST PROVIDED BY
SPRINT BUT ALL TOGETHER ALL THE

♀

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OTHER RELAY COMPANIES THAT ARE
PROVIDING INTERNET BASED RELAY
SERVICES.

SO THAT'S IN A NUTSHELL WHAT'S
GOING ON WITH THE RELAY MINUTES AND
TRAFFIC FOR MISSOURI. I WOULD LIKE
TO TALK A LITTLE BIT ABOUT THE FCC.

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THE FCC HAS BEEN VERY BUSY SINCE APRIL, TREMENDOUSLY BUSY. THEY HAVE ISSUED 19 ORDERS. MOST OF THOSE ORDERS ARE SOME MINOR ITEMS, I MEAN RELATIVELY MINOR THINGS, EXTENSIONS ON 911 WITH INTERNET BASED RELAY SERVICES, THINGS LIKE THE CHANGING OF THE ADMINISTRATOR FOR THE RELAY FUND. IT USED TO BE NECA, NORTH AMERICAN EXCHANGE ASSOCIATION. NOW THEY HAVE THE RSLA, AND IT'S AN ACCOUNTING FIRM, SO I CAN'T REMEMBER THE EXACT NAME. IT IS RUBLE SOMETHING. IT IS REALLY DIFFICULT FOR ME TO REMEMBER IT, BUT THEY ARE THE NEW ADMINISTRATORS OF THE FUND THAT PAYS ALL THE INTERSTATE AND

♀

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INTERNET-BASED RELAY SERVICES. SO IF I WERE TO MAKE A CALL FROM JEFF CITY TO CHICAGO, ILLINOIS, THAT WOULDN'T BE REIMBURSED BY THE STATE OF MISSOURI. THAT WOULD BE REIMBURSED BY RSLA'S MANAGEMENT OF THE FCC FUND. ALSO IF I WERE TO USE A WIRELESS APPLICATION THAT USES VIDEO RELAY SERVICE AND I CALL ANYONE, THEN RSLA REIMBURSES FOR THAT INSTEAD OF THE STATE OF

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MISSOURI. BUT THERE HAVE BEEN SOME REALLY BIG ORDERS THAT ARE REALLY IMPORTANT FOR YOU GUYS TO KNOW. FIRST ONE I WANT TO TALK TO YOU ABOUT IS THERE HAVE BEEN SOME HUGE RULE CHANGES ON VIDEO RELAY SERVICES, HUGE. FIRST THING IS EACH RELAY PROVIDE, IF THEY WANT TO BE REIMBURSED BY THE FCC, THEY HAVE TO BE CERTIFIED BY THE FCC TO GET REIMBURSED. SPRINT IS A COMMON CARRIER. SO SPRINT IS ALREADY CERTIFIED TO RECEIVE REIMBURSEMENT FOR THE FCC. WITH THESE NEW RULES

♀

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WE HAVE TO HAVE A COUPLE OF ADDITIONAL REQUIREMENTS IN ORDER FOR VRS REIMBURSEMENT. AGAIN JUST FOR CLARIFICATION, VIDEO RELAY SERVICE MEANS THAT I HAVE A VIDEO DEVICE, A CELL PHONE THAT HAS A FRONT FACING CAMERA THAT I CAN SIGN TO THE INTERPRETER, THE INTERPRETER VOICES FOR ME, WHATEVER THE INTERPRETER HEARS THEY SIGN BACK TO ME AND THEY HAVE A CONVERSATION. THAT'S VIDEO RELAY SERVICE. IN ORDER TO GET REIMBURSEMENT FROM THE FCC FOR VIDEO RELY SERVICE, ALL THE COMPANIES MUST HAVE THEIR OWN CALL CENTERS AND THEY MUST HAVE -- THEY

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MUST HIRE AND EMPLOY THE INTERPRETERS THEMSELVES. NOW, FOR FULL DISCLOSURE SPRINT DOES NOT HAVE THAT. SPRINT DOES NOT HAVE OUR OWN CALL CENTER AND WE DO NOT HIRE OUR OWN INTERPRETERS. WE USE A THIRD-PARTY ORGANIZATION CALLED CSDVRS. THEY ARE ONE OF THE LEADING VRS COMPANIES AND WE

♀

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CONTRACT WITH THEM TO PROVIDE VIDEO RELAY SERVICES SO WE'RE IN THE PROCESS NOW OF DETERMINING HOW WE WILL MEET THAT REQUIREMENT OF THE FCC MEANING WE WOULD ESTABLISH OUR OWN INTERPRETING CALL CENTER TO PROVIDE RELAY SERVICES. SO THAT WAS THE BIG ONE. THESE RULES -- GO AHEAD.

MR. GARRETT: I HAVE A QUESTION. CVSR?

MR. SELZNICK: CSVRS. THESE RULES WERE PUT INTO PLACE BECAUSE TWO OR THREE YEARS AGO THERE WAS A MASSIVE FRAUD ISSUE WITH A COMPANY CALLED VIABLE WAS INAPPROPRIATELY DOING VIDEO RELAYING SERVICES AND FALSELY BILLING THE FCC FOR THOSE MINUTES. THERE WERE 26 ARRESTS MADE AND THE FCC IS NOW CHANGING

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THE INDUSTRY TO COMPLY WITH BETTER
FISCAL OVERSIGHT. SO THOSE RULES
AND THERE'S ACTUALLY QUITE A BIT
MORE RULES, BUT SPRINT IS IN
COMPLIANCE WITH ALL OF THEM.

♀

40

AGAIN, THAT'S PUT INTO PLACE FOR
FISCAL OVERSIGHT. PRIOR TO JUNE
30TH OF THIS YEAR THERE WERE
APPROXIMATELY 50 VIDEO RELAY
SERVICE COMPANIES OUT THERE. THERE
ARE NOW ONLY NINE. SO WITH THESE
RULES MANY OF THESE COMPANIES WENT
OUT OF BUSINESS AND ARE NO LONGER
ABLE TO PROVIDE VIDEO RELAY
SERVICES.

SECOND THING IS THERE'S AN
ORDER FOR INTERCONNECTED AND
NONINTERCONNECTED VOIP PROVIDERS
MUST PAY INTO THE TRS FUND. JOHN,
DO YOU KNOW IF THE VOIP PROVIDERS
PAY INTO THE MISSOURI TRS FUND?

MR. VAN ESCHEN: INTERCONNECTED
VOIP PROVIDERS DO. THEY HAVE FOR
THE PAST COUPLE OF YEARS. VOIP
PROVIDERS ARE REQUIRED TO BE
REGISTERED IF THEY WANT TO DO
BUSINESS IN MISSOURI. GENERALLY
THEY ARE TABLE TV TYPE COMPANIES.
IT DOES NOT INCLUDE WHAT I WILL
CALL NOMADIC PROVIDERS. PERHAPS

♀

YOU HAVE HEARD OF VONAGE, MAGIC JACK. THOSE ARE THE NOMADIC PROVIDERS DO NOT CONTRIBUTE.

MR. SELZNICK: THIS IS AN FCC RULING THAT STATES THAT THEY HAVE TO PAY INTO THE FCC TRS FUND. AGAIN THAT'S A PRETTY BIG ORDER.

THIRD THING IS TO USE INTERNET BASED RELAY SERVICES FOR VRS AND IP RELAY, YOU MUST BE GIVEN A TELEPHONE NUMBER TO USE THE SERVICE. THE REASON FOR THAT IS FOR INTEROPERABILITY, MEANING I CAN USE WHATEVER RELAY SERVICE I WANT AND BE ABLE TO HAVE SOMEBODY CALL ME WITHOUT HAVING TO CALL EERIE LAY SERVICE. SO THAT'S BEEN IN PLACE FOR SEVERAL YEARS NOW. THIS NEW RULE CLARIFIES THAT IN ORDER TO MAINTAIN FUNCTIONAL EQUIVALENCY, THE RELAY PROVIDER CANNOT PROVIDE THAT USER JUST AN 800 NUMBER. THE FCC'S ORIGINAL INTENTION OF PROVIDING PHONE NUMBERS TO VRS AND IP USERS. KEEP IN MIND I'M

♀

EXCLUDING IP CAPTEL. CAPTEL IS NOT INCLUDED WITH THAT. VRS AND IP,

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YOU MUST HAVE A LOCAL PHONE NUMBER FOR EMERGENCY SERVICE REASONS. SO YOU ARE GIVEN A LOCAL PHONE NUMBER BASED ON WHERE YOU USE THE SERVICE. IF YOU MAKE A CALL, THAT INFORMATION IS GOING TO BE USED TO IDENTIFY WHERE EMERGENCY SERVICES CAN BE SENT TO YOU. BECAUSE INTERNET ITSELF DOESN'T TELL A LOCATION. SO THE PHONE NUMBER IS SUPPOSED TO HELP DETERMINE YOUR LOCATION. BUT BACK IN THE BEGINNING PEOPLE ARE GIVEN 800 PHONE NUMBERS, AND 800 PHONE NUMBER IS NOT LOCATION BASED. SO THE FCC HAS CLARIFIED THE RULES THAT YOU MAY NOT GIVE 800 NUMBERS TO USERS GOING FORWARD. PREVIOUS USERS MUST CHANGE OR GET A LOCAL PHONE NUMBER, AND YOU CANNOT PROVIDE A FREE 800 NUMBER TO USERS. THEY NOW MUST PAY FOR THEM THEMSELVES JUST LIKE EVERYBODY ELSE WHO CAN HEAR AND USE

♀

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THE TELEPHONE. THEY WANT TO GET AN 800 NUMBER, THEY HAVE TO PAY FOR THAT SERVICE WITH THEIR CHOICE OF A PHONE COMPANY. SO AND THAT COMES BACK TO THE WHOLE FISCAL OVERSIGHT THINGS THAT PEOPLE WERE CHARGING THE FCC A LOT OF MONEY FOR THOSE

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800 NUMBERS WHEN THEY REALLY COST VIRTUALLY NOTHING. SO THAT BEING SAID, THOSE WERE THE BIG FCC ORDERS. AGAIN, THERE WAS MANY SMALL ONES THAT DIDN'T REALLY HAVE AN IMPACT BUT THE FCC WAS VERY BUSY. ONE OF THE THINGS THAT CAME OUT OF THE FCC ORDER FOR VRS WAS THAT THERE WAS A STATEMENT THAT COULD BE INTERPRETED TO MEAN THAT THEY DO NOT INTEND TO EVER PUSH THE RESPONSIBILITY OF INTERNET BASED RELAY SERVICES TO THE STATES. I NEED TO WORK WITH JOHN TO HELP YOU GUYS MAKE SURE YOU UNDERSTAND THAT ORDER BECAUSE IT IS A POSSIBILITY THAT THERE MAY NEVER BE A NEED TO HOLD FUNDS FOR INTERNET BASED RELAY

♀

44

SERVICES. THAT WAS THE OUTCOME OF THAT. THEN NEW RATES FOR THE FCC PER MINUTE, PER CONVERSATION REIMBURSEMENT. CURRENTLY THE MISSOURI STATE TRS REIMBURSEMENT IS SOMETHING LIKE 96 CENTS, I BELIEVE. 96, 98 CENTS SO THE FCC FOR AN INTERSTATE RELAY MINUTE THEY REIMBURSE AT \$1.86. FOR STATE CAPTEL SERVICES I THINK WE'RE AT 1.60, FCC IS REIMBURSING AT 1.73.

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THESE ARE THE REST OF THE RELAY MINUTES. I WANT TO CLARIFY THE VRS COMPONENT. FOR VRS THEY BREAK IT DOWN INTO THREE TIERS, SO IF YOU 32 ZERO TO 50,000 MINUTES, YOU GET FOR \$6, VRS ONE RATE. FOR 50,000 TO 500,000 MINUTES, YOU GET REIMBURSED AT THE SECOND TIER, IF YOU DO OVER 500,000 MINUTES YOU GET THIRD TIER RATE. IF YOU DO 150,000 MINUTES THE FIRST 50 ARE AT VRS ONE AND THE NEXT 100,000 ARE AT VRS TWO AND SO ON.

THE LAST PART IS WE' RE

♀

45

ANNOUNCING THAT WE' RE LAUNCHING WIRELESS CAPTEL TODAY ON ANDROID DEVICES. WE' VE JUST LAUNCHED THAT THIS MORNING. I WOULD LIKE TO DO A QUICK DEMO TO SHOW YOU WHAT IT LOOKS LIKE. THIS IS AN APP THAT YOU WOULD JUST DOWNLOAD ON TO YOUR ANDROID 2.2 OR HIGHER, MOST RECENT ANDROID. YOU MUST BE DEAF OR HARD OF HEARING AND LIVE IN THE UNITED STATES TO REGISTER OR GIVE A PHONE NUMBER SO YOU HAVE A DEDICATED CAPTION TELEPHONE NUMBER. YOU MAKE A CALL USING THE INTERNET BASED SERVICES, SO YOU DON' T GET PAID BY -- WE DON' T GET REIMBURSED BY THE

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STATES, WE GET REIMBURSED BY THE
FCC. IT USES YOUR DATA PLAN. SO
YOU DO NOT NEED A VOICE PLAN. YOU
CAN PURCHASE A DATA ONLY PLAN AND
THEN YOU WILL BE ABLE TO MAKE AND
RECEIVE CALLS USING VOICE OVER IP
ON YOUR ANDROID PHONE. WHAT YOU
SIMPLY DO IS MAKE A CALL AND THEN
CAPTIONS WOULD APPEAR OF EVERYTHING

♀

46

THAT WE HEAR ON THE PHONE. IF I
CAN MAKE THIS ANY BIGGER. I DON'T
KNOW IF I CAN MAKE IT ANY LOUDER.
IT USES THE SAME CAPTIONING
SERVICES THAT WE PROVIDE TODAY FOR
THE STATE AND INTERNET BASED CAPTEL
SERVICES. YOU CAN USE IT WITH A
BLUETOOTH EARPIECE OR A WIRED
EARPIECE. YOU ARE SUPPOSED TO HOLD
IT IN YOUR HAND, READ THE SCREEN.
PRESS ONE FOR ENGLISH, PRESS TWO TO
SPANISH, WE HAVE ALL OF THAT ON
THERE. IT IS MEANT TO BE HANDS
FREE AND WE JUST LAUNCHED IT TODAY.
THAT IS THE DEMONSTRATION. I WILL
BE HAPPY TO SHOW SOME MORE.

MR. VAN ESCHEN: NOW, THAT IS
FUNDED THROUGH THE INTERSTATE FUND?

MR. SELZNICK: THAT'S CORRECT.
SO THE APP ITSELF TO DOWNLOAD IS

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FREE, REGISTRATION IS FREE AS LONG AS YOU HAVE HEARING LOSS AND ARE A RESIDENT OF THE UNITED STATES.

MS. MISHLER: I KNOW I HAVE SEVERAL QUESTIONS, BUT I KNOW WE

♀

47

HAVE TO MAKE A DECISION HERE. DANA STEPPED OUT OF THE ROOM WHAT WE WANT TO DO ABOUT LUNCH, WHICH IS HERE. WHAT DO YOU GUYS WANT TO DO HAD? DO YOU WANT TO BREAK FOR LUNCH? DO YOU WANT TO BREAK FOR 15 MINUTES OR SO AND THEN ASK QUESTIONS WHILE WE EAT LUNCH?

MR. VAN ESCHEN: THAT WOULD BE FINE, WHATEVER YOU WANT TO DO.

MS. MISHLER: WHY DON'T WE BREAK TILL ABOUT 12:15 AND THEN WE'LL RESUME AND EAT AND ASK DENNIS QUESTIONS.

MR. SELZNICK: COOL. FINE WITH ME.

(THE NOON RECESS WAS TAKEN.)

MS. PARISH: WE CAN GO AHEAD.

MS. MISHLER: DENNIS.

MR. SELZNICK: I WAS JUST SHOWING MIKE SOME OF THE DIFFERENT PHONES OUT THERE WITH THE DATA ONLY PLAN.

MS. MISHLER: ANY QUESTIONS FOR DENNIS?

♀

MS. GARRISON: WHY DON'T YOU
START WITH ONE OF YOURS.

MS. MISHLER: I WILL START WITH
ONE OF MINE. DENNIS, IT SEEMS LIKE
MORE INSTEAD OF THE TRENDS THAT WE
THOUGHT WE WERE GOING TO SEE WITH
-- YOU KNOW, WE'VE BEEN WORRIED
ABOUT.

MR. BOYD: HE IS ASKING SHERRY
IF SHE'S GOT THAT PHONE?

MR. SELZNICK: I'M SORRY,
TRACY.

MS. MISHLER: WE HAVE BEEN --
WE HAD IN THE PAST BEEN CONCERNED
ABOUT EXPENSES SHIFTING FROM THE
FCC TO THE STATE LEVEL. IT SEEMS
LIKE MORE EXPENSE IS -- HAS NOW
SHIFTED TO THE FEDERAL LEVEL. HOW
IS THAT WORKING?

MR. SELZNICK: FIRST THING IS
IN OUR PERCEPTION, THE FCC IS
FOCUSING ON, I GUESS, CLEANING
HOUSE RIGHT NOW. THEY ARE ISSUING
ORDERS RELATED TO FRAUD MANAGEMENT.
THE FCC IS MORE CONCERNED WITH

♀

ADDRESSING THE FRAUD THAT WAS DONE
TWO OR THREE YEARS AGO WITH THE

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VIDEO RELAY SERVICE INDUSTRY. ONCE
THEY HAVE DONE THAT, THE IMPRESSION
THAT WE HAVE RIGHT NOW IS THAT THEY
ARE KEEPING INTERNET IN THE FCC'S
RELAY FUND, AND THEY ARE LETTING
THE STATES DEAL WITH THE STATE
PHONE LINE BASED SERVICES. SO THEY
WILL DO THAT INTRATRUST. IF IT'S
INTERSTATE THE FCC STILL TAKES CARE
OF THAT. THAT'S THE IMPRESSION
WE'RE GETTING. THAT'S THE
DIRECTION WE'RE SEEING. THAT'S
WHAT OUR CONCLUSION IS.

MS. MISHLER: AND THAT'S WHAT I
WAS THINKING. I GUESS MY QUESTION
IS, YOU KNOW, WITH FUNDING THE WAY
THAT IT IS, IS THE FEDERAL FUNDS
GOING TO BE ABLE TO MAINTAIN THAT?

MR. SELZNICK: I'M SORRY. I
DIDN'T ADDRESS YOUR QUESTION THEN.

MS. MISHLER: THAT'S OKAY.

MR. SELZNICK: FIRST THING
REGARDING VRS, I THINK THEY WERE

♀

50

REIMBURSING SOMETHING ON THE ORDER
OF 800 MILLION DOLLARS A YEAR ON
VIDEO RELAY SERVICE ALONE. WITH
THESE ORDERS TO ADDRESS FRAUD, THEY
THINK THEY MIGHT GET THAT DOWN MUCH
SMALLER. SO THAT'S THE FIRST THING
THAT IS GOING TO DO, TO MAKE SURE

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THAT THEY CAN HANDLE THE FUNDING OF INTERNET RELAY SERVICES. I STILL THINK THAT THEY MAY FIGURE OUT IF THEY NEED TO PUSH THAT -- IF THEY WANTED TO PUSH THAT TO THE STATES, THEY WOULD HAVE ALREADY DONE IT. SO I DON'T THINK IT IS A MATTER OF FUND FOG THEM. I THINK THEY WILL CONTINUE TO GROW THEIR FUND AS MUCH AS THEY NEED TO.

MS. MISHLER: I WAS JUST SURPRISED BY THAT WITH ALL THE BUDGET-CUTTING STRATEGIES THAT WE HAVE.

MR. SELZNICK: KEEP IN MIND THE FCC FUND IS NOT LIKE A GOVERNMENT, YOU KNOW, REQUEST FOR FUNDING. IT IS PAID BY THE TELEPHONE COMPANIES.

♀

51

SO INSTEAD OF LIKE INDIVIDUALS PAYING INTO, YOU KNOW, A SURCHARGE ON THEIR BILL, IT IS THEY PUT A SURCHARGE ON TELEPHONE COMPANIES WHO PAY INTO THAT. SO THEY ARE PAYING THROUGH THE FUND THAT WAY. I'M NOT SURE HOW THE TELEPHONE COMPANIES RECOUP THAT OR IF IT'S SOMETHING THAT THEY HAVE TO TAKE.

MS. MISHLER: I WOULD THINK THEY WOULD RECOUP IT BY LOOKING AT

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MY BILL.

MS. BRADY: ON YOUR MONTHLY BILL THERE IS AN FCC SURCHARGE EVERY MONTH ON YOUR HOUSE BILL. I DON'T KNOW ABOUT THE CELL PHONE BUT ON YOUR HOUSE BILL YOU HAVE AN FCC CHARGE.

MS. MISHLER: IT IS INTERESTING, MY PHONE BILL IS SO DIFFICULT TO UNDERSTAND. THERE ARE ALL KINDS OF THINGS ON THERE. DOES ANYONE ELSE HAVE A QUESTION FOR DENNIS? I HAVE A QUESTION ABOUT THE CAPTEL. SO ON MOST PHONES, IF

♀

52

I WANTED CAPTEL ON MY PHONE, I WOULD DOWNLOAD -- EXPLAIN THE PROCESS.

MR. SELZNICK: IF YOU WERE ON AN ANDROID PHONE. YOU HAVE TO HAVE AN ANDROID-BASED PHONE ON ANY U. S. PROVIDER MEANING SPRINT, VERIZON, AT&T, T MOBILE, AS LONG AS YOU HAVE THE ANDROID OPERATING SYSTEM, YOU CAN DOWNLOAD THE APP FOR FREE. YOU CAN REGISTER AND GET A PHONE NUMBER FOR CAPTEL FOR FREE AND YOU CAN MAKE AND RECEIVE CALLS AT NO CHARGE FOR FREE. YOU DON'T HAVE TO PURCHASE A VOICE PLAN. YOU DON'T NEED TO PURCHASE DATA LIKE

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UNLIMITED DATA WITH NO MINUTES OR
WITH VERY FEW MINUTES IF YOU WANT
TO.

MS. MISHLER: SO THE EXPENSE TO
THE CONSUMER IS A MONTHLY DATA
PLAN?

MR. SELZNICK: YES.

MS. MISHLER: AND THERE'S NO
PROVISION IF SOMEONE CANNOT AFFORD

♀

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THAT?

MR. SELZNICK: THAT'S CORRECT.
THERE'S NONE TO MY KNOWLEDGE.
THERE'S NO TAP PROGRAM SET UP TO
SUBSIDIZE YOUR MONTHLY BILL THAT
I'M AWARE OF.

MS. MISHLER: AND YOU ARE GOING
TO FIND OUT IF OTHER STATES?

MS. BRADY: WE ALREADY KNOW
THAT THERE ARE SOME STATES THAT
WILL DO ONE YEAR. KEEP IN MIND YOU
HAVE TO HAVE AN ANDROID PHONE AND
THOSE PLANS ARE LIKE \$95 A MONTH IN
MANY CASES. EVEN IF WE WERE TO
PROVIDE THAT AS PART OF WHAT WE
WERE DOING, YOU KNOW, WHAT ARE THEY
GOING TO DO AFTER A YEAR? THEY ARE
GOING TO DROP THEIR SERVICE BECAUSE
THEY ARE GOING TO HAVE TO TAKE
RESPONSIBILITY. OR THEY ARE GOING

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TO EXPECT US TO KEEP PAYING IT. WE
WON'T BE ABLE TO DO THAT.

MR. SELZNICK: MOST TAP
EQUIPMENT PROGRAMS THAT I'M AWARE
OF DISTRIBUTING WIRELESS PHONES

♀

54

MOSTLY ONLY PURCHASE THE DEVICE
ITSELF OR IN SOMEWAY REIMBURSE YOU
FOR PURCHASE IT. ONCE YOU HAVE
PURCHASED IT, IT IS YOUR
RESPONSIBILITY TO PAY THE MONTHLY.
I THINK THAT'S THE EQUIVALENT OF
WHAT WE DO FOR THE REGULAR
TELEPHONE. IN ORDER TO QUALIFY FOR
TAP ASSISTANCE, YOU MUST GET THE
PHONE, BUT YOU ALSO MUST CONTINUE
TO PAY YOUR MONTHLY TELEPHONE BILL.

MS. MISHLER: ANYONE ELSE HAVE
ANY QUESTIONS FOR DENNIS? JOHN.

MR. VAN ESCHEN: THE STATE RELAY
USAGE AND CAPTEL USAGE IS SORT OF
ON AN OVERALL BASIS, OVERALL
INTRASTATE BASIS USAGE HAS DECLINED
QUITE A BIT. I GUESS SPRINT
HANDLES THE INTERNET-BASED RELAY
SERVICES EXCEPT YOU SAID NOT VIDEO.

MR. SELZNICK: WE HANDLE VIDEO
INTERNET RELAY AND INTERNET CAPTEL,
BUT WE'RE NOT THE ONLY PLAYER IN
THAT MARKET. SO WE HAVE ALL OF
MISSOURI STATE RELAY TRAFFIC. BUT

♀

THERE ARE MAYBE LET' S SAY, FOR
EXAMPLE, 100 PEOPLE IN MISSOURI .
TEN OF THEM MIGHT GET STATE CAPTEL
PHONE. TEN OF THEM MIGHT GET THE
INTERNET CAPTEL PHONE FROM SPRINT.
ANOTHER TEN MIGHT GET THEM FROM
ANOTHER PROVIDER. YOU HAVE ALL OF
THAT BREAKDOWN. SO IF YOU WERE TO
FIND EVERY SINGLE PERSON IN
MISSOURI WHO HAD RELAY SERVICE,
VERY FEW OF THEM WOULD BE USING THE
RELAY SERVICE OF THE STATE COMPARED
TO ALL OF THE WHOLE PICTURE OF THE
WHOLE PIE.

MR. VAN ESCHEN: I GUESS IS THE
DECLINING INTRASTATE USAGE, IS
SPRINT MAKING UP FOR THAT?

MR. SELZNICK: WE ARE.

MR. VAN ESCHEN: WITH THE
INTERNET BASED?

MR. SELZNICK: WE ARE. AGAIN,
IT IS NOT VISIBLE TO THE GROUP
HERE, BUT IT IS LIKE, FOR EXAMPLE,
THE TAP PROGRAM DOES DI STRIBUTE
800I ' S, SO HOWEVER MANY OF THOSE

♀

ARE DI STRIBUTED, THEY WOULDN' T SHOW
UP AS USAGE ON OUR MONTHLY MINUTES

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HERE.

MS. MISHLER: SO I THINK WHAT YOU ARE ASKING, JOHN, AND I WAS WONDERING THE SAME THING IS BEING SPRINT AS THE PROVIDER, SPRINT IS SELLING MORE MINUTES, WE'RE JUST NOT PAYING FOR MORE MINUTES?

MR. SELZNICK: THAT WOULD BE AN ASTUTE ASSESSMENT, YES.

MS. MISHLER: SO YOU HAVE GOT JOB SECURITY?

MR. SELZNICK: I HOPE SO.

MR. VAN ESCHEN: SO BUSINESS IS STILL GOOD IN THE RELAY BUSINESS?

MR. SELZNICK: WELL, TO CONTRAST WITH THAT, AS YOU SAW WITH THE FCC RATES -- LET ME BRING THAT UP REAL QUICK. AS YOU CAN SEE THESE STATE RELAY SERVICES ARE MUCH HIGHER THAN WHAT YOU ARE CURRENTLY PAYING FOR TODAY. THE REASON FOR THAT IS BECAUSE OF THE DECLINE OF MINUTES BUT ALSO BECAUSE OF THE

♀

57

INCREASED COMPETITION OUTSIDE OF THE STATE RELAY SERVICES. SO IN ORDER FOR US TO PROVIDE THE SAME LEVEL OF SERVICE WE'VE HAD TO INCREASE OUR COSTS IN OTHER STATES. NOW, THAT MEANS THAT WHEN THE SERVICE COMES UP FOR BID AGAIN, THE

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PRICES MAY LOOK MORE LIKE THOSE PRICES. THE WAY THE FCC FIGURES OUT THE TTY AND THE CAPTEL RATES IS THEY TAKE AN AVERAGE OF ALL THE STATE RATES, IT IS CALLED THE MARS PLAN AND WHAT THE FCC DOES IS THEY ANONYMOUSLY COLLECT FROM EACH STATE WHAT THEIR PER MINUTE PRICE IS FOR TR AND FOR CAPTEL, THEY AVERAGE THOSE RATES AND THEN THEY PUBLISH THEM IN JUNE, LATE JUNE, EARLY JULY OF EVERY YEAR. SO THAT'S THE NEW RATE FOR THE NEW FISCAL YEAR GOING FORWARD. SO THIS PAST YEAR MISSOURI DID PROVIDE OUR INFORMATION. IT WAS ANONYMOUS. THEY DIDN'T KNOW WHETHER IT WAS MISSOURI'S, NEBRASKA'S OR ANY OF

♀

58

THAT STUFF. THEN THEY PUBLISHED THEM. AGAIN THIS IS THE AVERAGE OF WHAT'S CURRENTLY OUT THERE TODAY OF WHAT IT COSTS TO PROVIDE A STATE CAPTEL OR RELAY MINUTE.

MR. VAN ESCHEN: ARE THESE FEDERAL RATES ALWAYS HIGHER THAN STATE RATES?

MR. SELZNICK: NOT ALWAYS. LATELY IT HAS BEEN, BUT HISTORICALLY, NO. HISTORICALLY THE

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FCC RATE HAS TENDED TO BE LOWER.
AGAIN, THE FCC -- THE MARS PLAN HAS
ONLY BEEN IN EFFECT FOR FOUR YEARS
NOW. PRIOR TO THAT ALL THE
PROVIDERS, SPRINT AND COMPETITION
IN STATE RELAY SERVICES WOULD SEND
THIS IS WHAT IT COSTS TO DO RELAY
SERVICES IN OUR STATES. WE WOULD
SEND THEM OUR MARKETING COSTS,
OUTREACH COSTS, OPERATIONS COSTS,
ALL THOSE COSTS AND THEN THE FCC
MAY TAKE OUT SOME OF THAT BECAUSE
THEY HAVE CERTAIN RULES ON HOW THAT
CALCULATED IT BACK THEN. THEY

♀

59

WOULD SAY THIS IS THE NEW RATE FOR
THE NEW FISCAL YEAR. WHEN THEY
CHANGED THE RULES, THEY ALSO
CHANGED WHAT THEY WOULD ALLOW.
THEY HAVE ALLOWED A LOT GREATER
BECAUSE THIS IS WHAT WE'RE DOING
TODAY IN MISSOURI, IN CALIFORNIA,
IN TEXAS, SO THESE ARE THE ACTUAL
COMPETITIVE RATES.

MS. MISHLER: ANY OTHER
QUESTIONS OR COMMENTS FOR DENNIS?

MR. VAN ESCHEN: SO THIS NEW
MARKETING CAMPAIGN CALLED WHAT?
THAT'S GOING TO HAPPEN WHEN?

MR. SELZNICK: WE'RE STILL
TRYING TO DETERMINE AN ACTUAL

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LAUNCH DATE. WE WANT TO MAKE SURE WE HAVE ALL OF OUR DUCKS IN A ROW WHEN THAT HAPPENS. WE'RE HOPING TO DO IT BY JANUARY 1ST.

MS. MISHLER: NO CRITICISM, BUT WHY IS IT CALLED WHAT?

MR. SELZNICK: THE THING THAT WE'VE FOUND RELATED TO VIRAL MARKETING IS PEOPLE GET CURIOUS

♀

60

WHEN THEY SEE SOMETHING, SO WE KIND OF GIVE THEM SOMETHING TO NIBBLE ON. THEY WANT TO FIND OUT MORE INFORMATION ABOUT IT. SO WE THINK THAT IS APPROPRIATE, WE BELIEVE THE DIRECTION THAT WE'RE GOING WE THINK IT IS APPROPRIATE THAT WHAT, PEOPLE GET CURIOUS ABOUT WHAT IT IS. SEE, YOU ARE CURIOUS.

MS. MISHLER: I WAS GOING TO SAY HUH. OKAY. ANYTHING ELSE? IT IS REALLY INTERESTING BECAUSE, YOU KNOW, AFTER HAVING THESE CONVERSATIONS FOR, I DON'T KNOW, TEN YEARS OR SO, YOU KNOW, THE OPPOSITE OF WHAT WE FEARED WAS GOING TO HAPPEN HAPPENED REALLY.

MR. VAN ESCHEN: WHAT DO YOU MEAN?

MS. MISHLER: I GUESS WE'LL

OCTOBER 2011

HAVE TO WAIT AND HEAR YOUR REPORT,
BUT MEANING THAT MORE OF OUR COSTS
RELATED TO PROVIDING THESE SERVICES
HAVE SHIFTED OUT OF THE STATE LEVEL
TO THE FEDERAL LEVEL.

♀

61

MR. VAN ESCHEN: UH-HUH. I WAS
CURIOUS, YOU KNOW. WE TALKED
EARLIER ABOUT THE OUTREACH EFFORTS
AND HOW TRACY, YOU SAID A LOT OF
AUDIOLOGISTS ARE UNAWARE OF RELAY
MISSOURI. ARE THEY ALSO UNAWARE OF
THE EQUIPMENT PROGRAM?

MS. BRADY: IT DEPENDS ON WHAT
SIDE OF THE STATE YOU ARE ON.
KANSAS CITY IS VERY WELL AWARE OF
IT BUT THAT'S BECAUSE I'VE KNOWN
THEM FOR YEARS AND I'VE BEEN IN
WITH THE AUDIOLOGISTS FREQUENTLY
AND ALWAYS -- I HAVE A LOT OF THEM
ON E-MAIL. I'VE BEEN WORKING ON
WASH U ACTUALLY. I HAVE SOME
CONTACTS OUT THERE THAT ARE VERY
GOOD AT REFERRING THEM OVER TO THE
DEMONSTRATION SITE AND MAKE SURE
THAT WE GET THE STUFF. THEY KNOW
HOW TO FILL OUT THE APPLICATIONS AS
WELL, SO THAT'S BEEN MAKING AN
EFFORT PLUS WE ALSO OPENED UP TWO
MORE SITES YESTERDAY TO TRY TO GET
THE INFORMATION OUT TO PLACES FOR

♀

DEMONSTRATION. WE DID TWO VOCATIONAL REHAB OFFICES THAT WON'T BE FOR THE GENERAL PUBLIC, IT WILL BE FOR THEIR CLIENTS. WHAT WE PICKED WERE AREAS WHICH WE KNEW. WE'VE BEEN MONITORING WHERE I'M PRETTY SURE THEY ARE UNDERSERVED.

MS. MISHLER: WHERE ARE THOSE LOCATIONS?

MS. BRADY: FARMINGTON. THE DEAF AND HARD OF HEARING SPECIALIST OUT OF FARMINGTON, WHICH COVERS MOST OF SOUTHEAST MISSOURI FROM POPLAR BLUFF UP NORTH TO CAPE GIRARDEAU, ST. LOUIS AREA ALL THE WAY UP TO HANNIBAL AND TO THE IOWA STATE LINE, SO PRETTY MUCH THE ENTIRE EAST SIDE OF THE STATE HAS NOW GOT SOME ADDITIONAL RESOURCES OUT THERE.

MR. BOYD: I HAVE A QUESTION. YOU WERE TALKING ABOUT THE FCC RATES. THOSE ARE NOT ONLY APPLYING TO SPRINT, RIGHT? THEY ARE ALSO APPLYING TO ALL THE DIFFERENT

♀

COMPETITORS AS WELL, RIGHT? EVERYONE USES THESE RATES?

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MR. SELZNICK: THAT'S CORRECT,
YES. THE OTHER STATE RELAY
PROVIDERS ARE HAMILTON AND AT&T.

MR. BOYD: RIGHT. OKAY.

MS. MISHLER: OKAY. I THINK
WE'RE READY TO MOVE ON TO THE STAFF
REPORT.

MS. PARISH: I MADE SOME
COPIES. I'M GOING TO PASS THESE
AROUND.

MS. MISHLER: THANK YOU,
DENNIS.

MS. PARISH: MAINLY THE BALANCE
AS OF SEPTEMBER WAS A LITTLE OVER 5
MILLION. SINCE WE'VE HAD THE
REDUCTION IN THE SURCHARGE WE
HAVEN'T SEEN MUCH CHANGE. IT IS
STILL A GRADUAL GROWTH. IT IS
SOMETHING WE MAY WANT TO DISCUSS
AGAIN AT THIS MEETING.

I'VE ALSO ATTACHED THE STAFF
PROJECTION AND WHERE WE CHANGED IT
FROM 13 TO 11 CENTS AND ALL THE

♀

64

SUPPORTING DOCUMENTATION SO YOU
HAVE IT AT YOUR FINGERTIPS.

ANYBODY HAVE ANY QUESTIONS?

MR. VAN ESCHEN: I GUESS IT HAS
SORT OF BEEN SURPRISING THAT THE
FUND, THE RELAY MISSOURI FUND
CONTINUES TO GROW, EVEN THOUGH THE

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RELAY MISSOURI SURCHARGE WAS REDUCED EFFECTIVE WHERE ALL THE COMPANIES WERE SUPPOSED TO START BILLING THE NEW SURCHARGE AT 11 CENTS RATHER THAN 13 CENTS BACK IN MARCH OF 2011. THE FACT THAT RELAY MISSOURI EXPENDITURES, THEY SEEM TO BE DECLINING FASTER THAN THE DECLINE IN REVENUE RESULTING IN AN OVERALL GROWTH OF THE FUND. WE'RE RESTRICTED IN HOW OFTEN WE CAN LOOK AT THE RELAY MISSOURI SURCHARGE. SO ALTHOUGH WE MIGHT LIKE TO REDUCE THE SURCHARGE EVEN MORE AT SOME POINT IN THE FUTURE, WE WOULDN'T BE ABLE TO DO IT UNTIL SOME TIME NEXT SPRING, PROBABLY MARCH AT THE EARLIEST. IT'S SOMETHING WE'RE

♀

65

KEEPING OUR EYE ON. AS ADMINISTRATORS OF THE FUND, WE'RE AWARE THAT AS THE FUND GETS LARGER, WE'RE OPEN TO SOME CRITICISM AS TO HAVING TOO LARGE OF A FUND. SO WE WANT TO TRY AND MAKE SURE THE FUND IS AN ADEQUATE SIZE TO KEEP -- TO TAKE CARE OF OUR RESPONSIBILITIES TO BOTH THE EQUIPMENT PROGRAM AND TO RELAY MISSOURI SERVICE. ONE COMPLICATING THING THAT DANA WILL

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PROBABLY GET TO IT, SHE WILL GET TO IT IS THE FACT THAT THE CONTRACT WITH SPRINT IS UP THIS YEAR. SO WE'RE GOING TO HAVE TO REBID THE CONTRACT, AND WE'RE NOT QUITE SURE WHETHER THAT'S GOING TO RESULT IN LOT HIGHER RATES OR NOT.

MS. MISHLER: I ACTUALLY, I'M WONDERING WITH THE \$5 MILLION BALANCE, I HEARD A STORY THIS MORNING ABOUT ANOTHER FUND OR A DIFFERENT FUND BEING KIND OF RATED. HOW HAVE WE BEEN ABLE TO STAY UNDER THE RADAR?

♀

66

MR. VAN ESCHEN: THERE HAVE BEEN TIMES IN THE PAST WHERE THE LEGISLATURE HAS LOOKED AT ALL THESE DIFFERENT FUNDS THAT'S UNDER THE STATE'S CONTROL. AND I CAN'T REALLY SPEAK TO HOW IT HAS AVOIDED. I DON'T REALLY KNOW, BUT WE HAVE ESCAPED IT SO FAR. BUT IT SEEMS TO COME UP PERIODICALLY. I GUESS, YOU KNOW, STATE LEGISLATURE WILL DO WHAT THEY FEEL IS APPROPRIATE. THERE ARE SOME THINGS THAT DO HAPPEN WITH THIS FUND THAT MAYBE WE DON'T TALK ABOUT ENOUGH. FOR EXAMPLE, THERE ARE SOME EXPENSES THAT ARE ASSOCIATED WITH, I DON'T

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KNOW, VARIOUS ADMINISTRATIVE
FUNCTIONS OF THE STATE OF MISSOURI
THAT DO GET DEDUCTED EVERY YEAR
FROM THIS FUND. SO FAR IT'S BEEN
RELATIVELY INSIGNIFICANT. IT
AMOUNTS TO OH, MAYBE 20, \$30,000 A
YEAR. BUT THAT'S BEEN GOING ON FOR
A NUMBER OF YEARS. BUT THE BIGGEST
CONCERN IS INSTANCES WHERE THE

♀

67

STATE LEGISLATURE IS LOOKING AT
THROWING OUT MILLIONS OF DOLLARS --
IS LOOKING AT DRAWING OUT MILLIONS
OF DOLLARS FROM FUNDS. I DON'T
KNOW. THEY MIGHT TRY AGAIN DOWN
THE ROAD. I THINK WHEN THAT DOES
HAPPEN, THAT DOES GENERATE A LOT OF
DISCUSSION AMONG DIFFERENT PARTIES
TO LOBBY OVER THERE AT THE STATE
CAPITOL. AND I THINK THE LOBBYING
EFFORT, AT LEAST THE
TELECOMMUNICATIONS COMPANY IS
FAIRLY STRONG. THEY HAVE ALWAYS
BEEN SOMEWHAT OPPOSED TO RAIDING
THE PHONE THEIR CUSTOMERS HELP
CONTRIBUTE TO. SO I DON'T KNOW. I
WISH RIC TELTHORST WAS HERE. HE
COULD PROBABLY SPEAK WITH GREATER
AUTHORITY ON THAT. BUT I KNOW THEY
HAVE BEEN VERY ACTIVE IN FIGHTING

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AGAINST THAT. WHEN WE DO LOOK AT
ADJUSTING THE RELAY MISSOURI
SURCHARGE, WHICH WILL PROBABLY BE,
I'D SAY, YOU KNOW, NEXT SPRING OR
SO, WE'LL BE SHARING AND CONSULTING

♀

68

WITH THE COMMITTEE HERE AND SEEING
WHAT THEIR THOUGHTS ARE. BECAUSE I
KNOW WHEN WE SUBMIT IT TO THE
COMMISSION AGAIN AS TO WHETHER THEY
WANT TO REDUCE THE RELAY MISSOURI
SURCHARGE FURTHER, LIKE CHAIRMAN
GUNN SAID THIS MORNING, THEY ARE
INTERESTED IN KNOWING WHAT THE
COMMITTEE THINKS ON SUCH MATTERS.
LIKE LAST TIME THERE WAS SOME
OPPOSITION TO REDUCING THE
SURCHARGE FROM VARIOUS COMMITTEE
MEMBERS. IT DIDN'T GET ADJUSTED
FOR, I THINK A YEAR OR MORE AFTER
STAFF HAD SUBMITTED THE
RECOMMENDATION. IT IS SOMETHING
THAT IS COMING DOWN THE ROAD. WE
NEED TO TALK MORE ABOUT IT.

MS. MISHLER: WELL, IF WHAT
DENNIS SAYS CONTINUES, THIS FUND IS
GOING TO -- I WOULD ASSUME THAT
THIS FUND IS GOING TO CONTINUE TO
GROW EVEN WITH THE SURCHARGE
REDUCTION.

MR. VAN ESCHEN: PERHAPS, YEAH.

♀

MS. MISHLER: BECAUSE THE TREND THAT DENNIS SHOWED WAS AT LEAST CLEAR TO ME TO SUGGEST THAT MOVING FORWARD OUR EXPENSES ARE DECREASING BECAUSE WE'RE SHIFTING THEM OUT OF THE STATE LEVEL.

MR. VAN ESCHEN: UH-HUH.

MS. MISHLER: SO I GUESS IT WOULD JUST DEPEND ON THE RATE OF REDUCTION OF THE LAND LINES.

MR. VAN ESCHEN: THERE'S A NUMBER OF DIFFERENT FACTORS THAT PLAY INTO THE BALANCE OF THE RELAY MISSOURI FUND. THE FUND ALSO, AS WE ALL KNOW, PAYS FOR THE EQUIPMENT PROGRAM. WHETHER THE EQUIPMENT PROGRAM IS GOING TO HAVE THEIR BUDGET INCREASED OR NOT, THAT'S ALSO AN ISSUE. COMMISSIONERS, WHEN THEY LOOK AT THE FUND BALANCE, THEY WANT TO KNOW THE EQUIPMENT PROGRAM'S BUDGET. GENERALLY THE EQUIPMENT PROGRAM DOESN'T SPEND THEIR ENTIRE AMOUNT THAT'S BEEN BUDGETED TO THEM.

♀

MS. GARRISON: YOU HAD BETTER START SPENDING IT, THEY WILL CALL

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FOR IT BACK.

MS. BRADY: I KEEP TRYING.

MR. VAN ESCHEN: I MEAN IF ANYTHING, YOU OUGHT TO. YOU OUGHT TO BE ENCOURAGED TO USE THE MONEY THAT'S AVAILABLE. IF YOU WANTED TO EXPLORE DISTRIBUTING WIRELESS EQUIPMENT, THERE APPEARS TO BE PLENTY OF FUNDING AVAILABLE IN ORDER TO DO THAT.

MS. BRADY: ONE OF THE IMPORTANT THINGS TO KNOW IS WE'RE IN OUR FOURTH YEAR ON OUR CURRENT CONTRACT WITH EQUIPMENT DISTRIBUTION, SO THOSE WILL BE GOING UP FOR BID NEXT YEAR. SO WE SHOULD POTENTIALLY BE SEEING MAYBE SOME NEW RATES FOR COSTS OF PHONES.

MR. VAN ESCHEN: IS THERE A PLAN THIS YEAR?

MS. BRADY: NEXT YEAR.

MS. GARRISON: SO YOU HAVE INCLUDED IN YOUR INFORMATION THAT

♀

71

YOU GAVE US SOME PREDICTIONS BASED ON AN EIGHT CENT SURCHARGE, NINE, TEN CENT SURCHARGE.

MR. VAN ESCHEN: THOSE PROJECTIONS WERE WITH WHEN WE WERE LOOKING AT REDUCING.

MS. GARRISON: THOSE ARE STILL

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PRETTY ACCURATE.

MS. PARISH: THEN TOO, WHEN WE BID THE NEW RFP THAT CAN MAKE A BIG DIFFERENCE TOO, THE RATES ARE THAT MUCH DIFFERENT.

MS. GARRISON: IT IS ALSO AN UPCOMING ELECTION YEAR AND THE FCC COULD MAKE ALL KINDS OF CHANGES AGAIN. I DO THINK THAT THE FCC HAS HAD TO, GIVEN THE TUMBLE THEY WERE IN WITH THE FRAUD CASES, HAS HAD TO FOCUS ON CLEANING UP AND HAS PROBABLY INFLICTED STRICTER RULES. IT IS LIKE THE PENDULUM, IT SWINGS TO THE OPPOSITE END AND THEN IT EVENTUALLY SETTLES SOMEWHERE IN THE MIDDLE, BUT I THINK WE'RE SEEING THE STRICTEST PART OF IT NOW. WHO

♀

72

KNOWS WHAT THE ECONOMY IS GOING TO BRING? EXCEPT THAT 2013 IS GOING TO BE MUCH WORSE THAN THAN 2012, ALL THE FEDERAL STIMULUS MONEY GOES AWAY.

MS. MISHLER: SO I'M JUST CURIOUS. WHO HAS TAKEN FROM THE FUND? WHAT WAS MONEY TAKEN FROM THE FUND FOR?

MS. GARRISON: THESE MEETINGS.

MR. VAN ESCHEN: LET ME JUST.

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MS. GARRISON: YOU SAID 25,000
SOMETHING.

MR. VAN ESCHEN: I THOUGHT IT
WAS IN THE STAFF REPORT.

MS. MISHLER: HOW DOES THAT
HAPPEN? HOW DOES THAT HAPPEN?

MR. VAN ESCHEN: THE MECHANICS
OF IT?

MS. MISHLER: UH-HUH.

MR. VAN ESCHEN: THAT, I DON'T
HAVE A GOOD ANSWER FOR. THERE'S
VARIOUS ENTITIES THAT HAVE ACCESS
TO THE RELAY MISSOURI FUND,
INCLUDING THE STATE TREASURER'S

♀

73

OFFICE. YOU KNOW, WE GET MONTHLY
REPORTS FROM THE STATE TREASURER'S
OFFICE AS TO WHAT THE OVERALL SIZE
OF THE FUND IS. THAT'S WHERE DANA
IS PULLING HER NUMBERS FROM IS FROM
THE REPORTS GENERATED BY THE STATE
TREASURER'S OFFICE. I WOULD HAVE
TO GET MORE INFORMATION TO GIVE YOU
A GOOD ANSWER ON HOW THAT ACTUALLY
HAPPENS. BECAUSE IT IS NOT LIKE AT
MY LEVEL I GET A BILL.

MS. PARISH: IT IS VERY
GENERIC. I MEAN BECAUSE WHEN WE
LOOKED INTO THIS INITIALLY, IT IS
VERY GENERIC. IT MIGHT JUST HAVE
LIKE GENERAL EXPENSE. FROM THERE

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WE HAD TO TALK TO LIKE OUR INTERNAL ACCOUNTING PERSON TO SEE, AND THEN THERE' S A CODE. THEY HAVE ALL THESE LITTLE CODES. SO WHAT DOES 074 MEAN? IT WAS INTERESTING. I MEAN THERE' S EVEN LIKE JUST GENERAL OVERHEAD. I CAN PULL.

MS. MISHLER: SO YOU COULD COME IN LIKE NEXT MONDAY AND THERE COULD

♀

74

BE A \$500,000 DEBIT?

MS. PARISH: I DON' T KNOW. I GUESS THERE COULD. I DON' T KNOW. I WOULD HAVE TO TALK TO HELEN DAVIS TO KIND OF SEE.

MR. VAN ESCHEN: WE CAN GET SOME MORE INFORMATION ON THAT AND SEND IT OUT TO THE COMMITTEE. BASICALLY WHAT IS THE -- WE' LL GET SPECIFIC ON HOW MUCH IS BEING TAKEN OUT BY THE STATE, HOW THAT ACTUALLY WORKS.

MS. GARRISON: THAT WOULD BE GOOD TO KNOW.

MR. VAN ESCHEN: I JUST KNOW IT DOES HAPPEN BECAUSE WE TAKE IT INTO ACCOUNT WHEN WE LOOK AT THE PROJECTIONS FOR ADJUSTING THE RELAY MISSOURI SURCHARGE.

MS. MISHLER: DANA, ARE YOU

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GOING TO GO INTO ANY MORE
SPECIFICS?

MS. PARISH: THAT'S THAT I HAVE
WAS THE FUND BALANCE.

MS. MISHLER: DOES ANYONE HAVE

♀

75

ANY INFORMATION ABOUT FUND BALANCES
FOR OTHER STATES?

MR. VAN ESCHEN: WE CAN MAYBE
SEE WHAT WE CAN GET ON THAT. WE DO
BELONG TO A NATIONAL ORGANIZATION
OF STATE RELAY ADMINISTRATORS. NOT
ALL STATES BELONG TO NASRA AS IT IS
CALLED. NATIONAL ASSOCIATION OF
STATE RELAY ADMINISTRATORS. WE
COULD PERHAPS PRESENT THE QUESTION
TO ALL THE MEMBERS AND SEE --

MS. MISHLER: BECAUSE I WOULD
ASSUME THAT THE TREND OF MINUTES
USED IN MISSOURI IS NOT UNIQUE,
RIGHT?

MR. SELZNICK: NO, IT IS NOT.
WE DEFINITELY SEE IT ACROSS ALL OF
OUR STATES. THEY ARE ACTUALLY
MEETING IN SALT LAKE CITY RIGHT NOW
QUITE A NUMBER OF THE NASRA MEMBERS
ARE MEETING THIS WEEK. THERE'S THE
NASRA CONFERENCE IN SALT LAKE CITY.

MS. BRADY: AREN'T THEY IN
NORTH CAROLINA?

MR. SELZNICK: NO, NORTH

♀

76

CAROLINA. THIS WEEK AND THEN NEXT WEEK IS TEDPA.

MS. MISHLER: THERE'S TOO MANY ACRONYMS.

MR. SELZNICK: THIS WEEK IS FOR STATE RELAY AND NEXT WEEK IS FOR STATE EQUIPMENT PROGRAMS. THEY ARE LIKE JOHN AND DANA, THEY SEND MEMBERS AND THEY HAVE A CONFERENCE. THEY TALK ABOUT WHAT RELAY SERVICES NEED IN TERMS OF IMPROVEMENTS OR CHANGES OR IDEAS THAT THEY WANT TO SEE IMPLEMENTED. THEN THEY TALK TO COMPANIES LIKE SPRINT AND SAY WE WANT YOU TO DO THIS, THIS AND THAT. MY MANAGEMENT IS THERE GETTING INFORMATION AND TALKING TO ADMINISTRATORS. I WISH YOU GUYS COULD HAVE GONE.

MR. VAN ESCHEN: WELL, WE WOULD LIKE TO GO TO NASRA'S ANNUAL CONFERENCE TOO. FOR THE PAST COUPLE OF YEARS THERE'S BEEN A SEVERE RESTRICTION ON TRAVEL BY STATE EMPLOYEES. SO IT IS NOT TO

♀

77

SAY THAT YOU CAN'T TRAVEL OUTSIDE THE STATE IF YOU ARE A STATE

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EMPLOYEE, BUT YOU HAVE TO JUMP THROUGH A LOT OF HOOPS. IT IS SOMEWHAT DIFFICULT TO GET THE AUTHORITY TO TRAVEL OUTSIDE THE STATE.

MR. SELZNICK: WE HOST EVERY YEAR, SPRINT HOSTS WHAT WE CALL STARS, STATE TELEPHONE COMMUNICATIONS RELAY ADMINISTRATORS OF SPRINT. SO IT IS LIKE NASRA BUT NASRA INCLUDES RELAY ADMINISTRATORS THAT ARE BEING PROVIDED BY OTHER PROVIDERS. SPRINT HAS A MINI ONE THAT LAST YEAR WE INVITED THEM TO COME OUT. LAST YEAR IT WAS IN KANSAS CITY SO WE HAVE THE STATE ADMINISTRATORS FROM SEVERAL STATES COME IN. THEY TALK ABOUT THINGS THAT SPRINT SPECIFICALLY WORKS ON FOR OURSELVES, LIKE REPORTING THAT WE PROVIDE TO THE STATE. WHAT ENHANCEMENTS DO YOU WANT TO SEE ON RELAY, THOSE KINDS OF THINGS. WE

♀

78

TAKE THAT FEEDBACK FOR SPRINT. NASRA IS FOR THE PUBLIC, ALL THE STATES.

MS. PARISH: DENNIS, WHAT THE STARS OR HAS IT ALREADY TAKEN PLACE?

MR. SELZNICK: I DON'T HAVE

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NEXT STARS DATES YET, BUT IT TENDS TO BE IN MAY OR JUNE.

MR. VAN ESCHEN: THEY CAN BE ANYWHERE IN THE COUNTRY.

MR. SELZNICK: THAT'S CORRECT.

MR. VAN ESCHEN: THE LAST ONE WAS IN MIAMI?

MR. SELZNICK: THAT'S CORRECT. IT WAS IN SOUTH BEACH, YES.

MS. GARRISON: THAT WOULD BE A HARD ONE TO JUSTIFY. I MISSED A TRIP TO HAWAII THIS YEAR FOR A NATIONAL CONFERENCE.

MR. VAN ESCHEN: DID YOU GO TO THAT ONE?

MR. SELZNICK: I DID. I HAD TO GIVE A COUPLE OF PRESENTATIONS. BUT YES, BECAUSE SPRINT PROVIDES

♀

79

SERVICE TO FLORIDA, TEXAS, NEW YORK, ILLINOIS, IT COULD BE ANYWHERE. I THINK WE TRY TO HAVE IT IN NEW ZEALAND. SPRINT PROVIDES SERVICE TO NEW ZEALAND.

MS. MISHLER: ANYTHING TO ADD?

MR. VAN ESCHEN: THEY WILL TRY AND FOLLOW-UP ON WHAT'S THE STATUS OF STATE RELAY FUND BALANCES IN OTHER STATES. I AM CURIOUS ABOUT THAT. I MIGHT LIKE TO FIND OUT A

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LITTLE BIT MORE TOO FROM THE OTHER STATES WHETHER THE FUNDS ALSO OPERATE LIKE MISSOURI. DO THEY ALSO PAY FOR THE EQUIPMENT PROGRAM, FUNDED BY -- SOLELY BY LAND LINE OR WIRELESS AS WELL.

MS. PARISH: AND I WILL PULL THE MONTHLY EXPENSE INFORMATION FOR THE COMMITTEE.

MS. MISHLER: OKAY. ANY QUESTIONS FOR DANA OR JOHN?

NOW THANK YOU VERY MUCH. WE'RE UP TO ITEM FOUR, WHICH IS THE STATUS OF THE COMMITTEE VACANCIES.

♀

80

WHAT VACANCIES DO WE HAVE NOW?

MS. PARISH: I KIND OF MADE A LITTLE CHEAT SHEET HERE. YOU CAN TAKE A LOOK AT IT AND MAKE SURE I'M CORRECT. BARBARA, I'M NOT FOR SURE IF YOUR TERM EXPIRES IN JULY OR OCTOBER. THAT MIGHT BE THE ONLY ONE THAT I NEED TO CORRECT. IT LOOKS LIKE LESLIE TURNER'S HAS EXPIRED. BARBARA'S IS UP FOR EXPIRATION OR HAS AS WELL AS JEFF'S. WE HAVE AT LARGE HEARING AND HARD OF HEARING. AND I'M ALSO PASSING OUT THE SEEKING MEMBERS FOR RELAY MISSOURI ADVISORY COMMITTEE JUST SO THAT WE HAVE THAT. IF YOU

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WANT TO TAKE A QUICK LOOK AT THAT
AS WELL REGARDING THE OPENINGS.
THEN ONE OTHER THING I MIGHT ADD
WHILE WE'RE ON THIS TOPIC. WE
ORDERED FROM THE ADVISORY COMMITTEE
A PLAQUE WHICH WE WILL SEND TO
LESLIE TURNER FOR HER YEARS OF
SERVICE ON THE COMMITTEE. AND AS
WELL AS THAT, WE HAD A RESOLUTION

♀

81

DONE UP THAT CHAIRMAN GUNN HAS
SIGNED AND I WILL TRY TO PUT IT IN
A FRAME AND SEND IT TO HER.

MS. MISHLER: DANA, HOW DO YOU
SUGGEST WE PROCEED WITH THIS?
SHOULD WE FIRST TALK ABOUT BARBARA?
BECAUSE WE DON'T WANT BARBARA TO
EXPIRE.

MS. PARISH: THAT WOULD BE
GOOD.

MS. MISHLER: HOW DO YOU WANT
TO PROCEED WITH THIS?

MS. PARISH: THE INFORMATION
THAT I WAS ABLE TO FIND I SHOW THAT
BARBARA'S EXPIRED JULY BUT BARBARA,
I'M NOT SURE IF THAT'S EXACTLY
CORRECT, IF IT'S JULY OR OCTOBER.

MS. GARRISON: I DON'T
REMEMBER.

MS. PARISH: I TRY TO PUT THE

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CASE NUMBERS ALONG THE SIDE SO I
HAVE DOCUMENTATION.

MS. GARRISON: LET'S CALL IT
JULY.

MS. MISHLER: DO WE NEED TO

♀

82

RENOMINATE BARBARA?

MS. PARISH: RIGHT. IF YOU
WOULD BE INTERESTED.

MS. GARRISON: I WOULD BE HAPPY
TO STAY ON.

MS. MISHLER: I DON'T KNOW HOW
YOU WANT TO DO THIS. I WOULD LIKE
TO RAISE A MOTION THAT BARBARA.

MS. PARISH: IS THAT HOW YOU
WOULD SEE THAT?

MS. MISHLER: REMAIN OR WE CAN
VOTE ON WHETHER OR NOT BARBARA CAN
STAY ON THE ADVISORY COMMITTEE.
DOES ANYONE WANT TO SECOND THAT?

MR. GARRETT: I WILL SECOND.

MS. MISHLER: ANY DISCUSSION?
DO WE HAVE ENOUGH PEOPLE HERE TO
VOTE?

MR. VAN ESCHEN: I BELIEVE WE
DO.

MS. MCCLOWRY: WHAT'S A QUORUM?

MR. VAN ESCHEN: A SIMPLE
MAJORITY, WHICH WOULD BE SEVEN.
YEAH. WE'RE GOOD.

MS. MISHLER: THOSE IN FAVOR OF

♀

BARBARA STAYING ON THE ADVISORY COMMITTEE RAISE YOUR HAND. THOSE OPPOSED? YEA. WE GET TO TAKE THE EXPIRED OFF NOW.

MR. VAN ESCHEN: WELL, IT HAS TO BE FORMALLY VOTED ON BY THE MISSOURI COMMISSIONERS.

MS. PARISH: I WILL GET IT ON THE AGENDA.

MS. MISHLER: THANK YOU, DANA.

MR. VAN ESCHEN: I DON'T EXPECT THERE TO BE ANY PROBLEM.

MS. MISHLER: WE NEED TO ADDRESS OUR TWO VACANT POSITIONS, HARD OF HEARING AND AT LARGE. ANYONE HAVE ANY SUGGESTIONS? KNOW OF ANYONE THAT MIGHT BE INTERESTED?

MR. GARRETT: CAN YOU EXPLAIN TO ME A LITTLE BIT MORE ABOUT WHAT YOU EXPECT FROM THOSE POSITIONS AS BOARD MEMBERS? I'M NEW, SO I THOUGHT MAYBE -- I HAVE SOMEONE IN MIND. I JUST WANT TO KNOW THE EXPECTATIONS.

MS. MISHLER: EXPECTATION --

♀

AND HELP ME OUT ON THIS IF ANYONE DISAGREES OR HAS ANYTHING TO ADD,

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IS THAT YOU ARE ABLE TO ATTEND TWO MEETINGS PER YEAR. I HAVE MISSED A MEETING HERE AND THERE BECAUSE OF PERSONAL REASONS OR I'VE ATTENDED OVER A CONFERENCE CALL, SO WE DO UNDERSTAND WHEN THINGS ARE MISSED BUT THE EXPECTATION IS THAT WE MAKE EVERY ATTEMPT TO ATTEND TWO MEETINGS A YEAR AND PARTICIPATE IN THE CONVERSATION AND PROVIDE INPUT REGARDING TOPICS DISCUSSED AND RESPOND TO REQUESTS VIA E-MAIL OR OTHERWISE THROUGHOUT THE YEAR FOR OPINIONS, INFORMATION, FEEDBACK.

MR. GARRETT: OKAY. SO DO WE HAVE A SPECIFIC AREA OF EXPERTISE THAT WE WANT SOMEONE ON THE COMMITTEE TO HAVE?

MS. MISHLER: YOU KNOW WHAT, THAT'S A VERY GOOD QUESTION.

MR. VAN ESCHEN: FOR LESLIE'S VACANCY, SHE FILLED THE HARD OF HEARING POSITION. SO WE'RE LOOKING

♀

85

FOR SOMEBODY THAT IS HARD OF HEARING. THE OTHER VACANCY, THE AT LARGE POSITION IT COULD BE ANYBODY.

MR. GARRETT: I MEAN I COULD IDENTIFY MANY HARD OF HEARING AND DEAF, BUT, YOU KNOW, OTHER THAN ME THAT WILL BE A GOOD MATCH. SO I'M

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TRYING TO IDENTIFY DO THEY NEED TO BE AN EXPERT IN THIS THING OR THAT THING? WHAT WOULD THE COUNCIL BENEFIT FROM IN TERMS OF EXPERTISE OF A DEAF OR HARD OF HEARING MEMBER, DOES THAT MAKE SENSE?

MR. SELZNICK: WELL, IN MY OPINION, IT IS A PERSON THAT DESIRES TO HELP THE COMMUNITY. THAT'S REALLY THE BOTTOM LINE HERE. WHETHER THEY ARE EXPERTS IN SOCIAL WORK OR IF THEY ARE A STAY-AT-HOME MOM, FOR EXAMPLE, JUST AS LONG AS THEY WANT TO HELP THEIR COMMUNITY.

MS. BRADY: THEY SHOULD BE FAMILIAR WITH WHAT RELAY IS ITSELF, MAYBE NOT KNOW EVERY BIT OF IT, BUT AT LEAST A FAMILIARITY WITH IT.

♀

86

MS. MISHLER: NOW, I CAN SAY THAT I AGREE, BUT I BECAME INVOLVED IN THIS COMMITTEE BECAUSE I HAVE A DAUGHTER WHO WAS HEARING IMPAIRED AND I'M AN AUDIOLOGIST AND I DIDN'T KNOW MUCH ABOUT MISSOURI RELAY AT ALL AND I CERTAINLY GOT AN EDUCATION, I FORCED MYSELF TO GET AN EDUCATION. BUT I ALSO THINK THAT, YOU KNOW, MUCH OF OUR DISCUSSION IS ABOUT GETTING OUT AND

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HAVING PEOPLE KNOW ABOUT MISSOURI
RELAY AND EDUCATING. SO WE
WOULDN'T WANT TO HAVE THREE-FOURTHS
OF THE COMMITTEE FROM ST. LOUIS.
WE WANT TO HAVE A LITTLE DIVERSITY
AS FAR AS GEOGRAPHICAL AREAS. I'M
ST. LOUIS, SHERRY IS KANSAS CITY.

MS. GARRISON: I'M IN THE
CENTER.

MR. GARRETT: JEFF CITY.

MS. MISHLER: MICHAEL, WHERE
ARE YOU FROM?

MR. BOYD: ST. LOUIS.

MS. MISHLER: SO IT IS PRETTY

♀

87

MUCH I THINK OPEN.

MR. GARRETT: OKAY.

MR. VAN ESCHEN: IF YOU HAVE
SOMEBODY IN MIND, I GUESS WHAT WE'D
LIKE IS, I DON'T KNOW IF IT'S A
RESUME, A BRIEF BIO, SOMETHING THAT
WOULD ALLOW THE COMMITTEE MEMBERS
AS WELL AS THE COMMISSIONERS TO
KNOW A LITTLE BIT ABOUT THE PERSON.
IF YOU CAN GET IT TO DANA, SHE CAN
TAKE IT FROM THERE.

MS. MISHLER: SO IF WE COULD
KIND OF GIVE EVERYONE A CHARGE TO
MAYBE COME UP WITH A PERSON FOR
EITHER THE HARD OF HEARING OR THE
AT LARGE POSITION AND SEND THE

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INFORMATION TO DANA AND THEN FROM
THERE YOU ALL TAKE IT TO THE
COMMISSION AND THEY APPROVE IT.
DON'T WE HAVE TO VOTE AT SOME
POINT?

MR. VAN ESCHEN: WE'LL SHARE
THE PERSON WITH THE COMMITTEE, SEE
WHAT THEY THINK BECAUSE THE
COMMISSIONERS ARE GOING TO WANT TO

♀

88

KNOW HOW DOES THE REST OF THE
COMMITTEE FEEL ABOUT THIS PERSON?
SO WE WANT TO VOTE ON IT.

MS. MISHLER: THE OTHER
IMPORTANT ASPECT IS THAT WE DON'T
WANT TO WALK AWAY FROM THIS MEETING
TODAY AND THEN -- AND I KNOW WE'VE
DONE THIS WITH OTHER THINGS, THEN
AT THE NEXT MEETING SAY, OKAY, DID
WE THINK OF ANYBODY WHICH WE'VE
GONE THROUGH THAT. SO IF WE COULD
TRY TO TODAY. TODAY IS OCTOBER
18TH, RIGHT -- NO, 19TH. IF WE
COULD TRY TO COME UP WITH SOMEONE
AND SUGGEST THEM TO DANA BY, SAY,
DECEMBER 1ST, SET A TIMELINE FOR
YOURSELF?

MR. GARRETT: I HAVE ALREADY
GOT SOMEBODY IN MIND.

MS. GARRISON: ME TOO.

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MS. PARISH: ONCE I WOULD GET THE BIOS, FOR INSTANCE, I WOULD SEND THEM OUT TO THE REST OF THE COMMITTEE AND THAT'S HOW WE WOULD START THE WHOLE PROCESS, ASK

♀

89

EVERYBODY HOW THEY FEEL ABOUT IT.

MS. MISHLER: YOU KNOW I THINK OF A PERSON ON THE COMMITTEE. I DON'T KNOW IF THIS COULD EVER HAPPEN BUT IT MIGHT BE A GOOD IDEA TO COME UP WITH SOMEONE WHO WORKS IN SOME POLITICAL ARENA IN JEFF CITY THAT MIGHT BRING. I MISS RIC HERE.

MR. GARRETT: WHO IS RIC?

MR. VAN ESCHEN: RIC TELTHORST. HE IS THE HEAD OF THE MISSOURI TELECOMMUNICATIONS INDUSTRY ASSOCIATION.

MS. PARISH: LINDA BAKER USUALLY HAS SOME IDEAS TOO.

MS. MISHLER: WE USED TO HAVE SOMEONE THAT WAS DEAF/BLIND. WHO WAS THAT? I DON'T REMEMBER. I WOULD HAVE TO GO THROUGH ALL MY OLD NOTES. BUT I THINK IT WOULD BE INTERESTING AND MAYBE YOU ALL WOULD BE THE BEST TO THINK OF SOMEONE THAT MAYBE WORKED IN SOME RELATED INDUSTRY WITH SOME MORE POLITICAL

♀

CONNECTION SINCE WE'VE GOT
AUDIOLOGISTS, END USERS AND
EQUIPMENT PEOPLE, IT MIGHT BE -- SO
IF YOU GUYS CAN TRY TO THINK OF
SOMEONE AS WELL. I THINK THAT
WOULD BE GOOD.

MR. VAN ESCHEN: WE'LL SEE.

MS. MISHLER: MAYBE WE COULD
ASK RIC.

MS. PARISH: I WILL JUST SEND
OUT AN E-MAIL TO EVERYBODY SINCE
RIC WASN'T AVAILABLE TO MAKE IT
TODAY AND LINDA BAKER, I WILL JUST
SEND OUT A GENERAL E-MAIL TO
EVERYBODY JUST AS A REMAINDER TO
LET ME KNOW BY DECEMBER 1ST, LET
EVERYBODY KNOW WE'VE GOT THESE
POSITIONS.

MS. MISHLER: DANA, WOULD YOU
MIND SENDING RIC A SEPARATE E-MAIL
AND LINDA A SEPARATE E-MAIL SAYING
WE TALKED ABOUT HOW THEY PROVIDE
GREAT INPUT AND MAYBE THEY COULD
THINK OF ANOTHER PERSON THAT MIGHT,
YOU KNOW, JUST REITERATE THE

♀

CONVERSATION WE JUST HAD.

MS. PARISH: SURE.

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MS. MISHLER: SO WE HAVE TWO VACANCIES AND WE'RE ALL GOING TO, INCLUDING YOU ALL, PARTICIPATE IN GETTING INFORMATION TO DANA BY THE FIRST OF DECEMBER AND WE'RE GOING TO SPECIFICALLY ABOUT RIC AND LINDA TO THINK OF SOMEONE IN A RELATED AREA. BECAUSE THAT AT LARGE POSITION, THAT'S A GOOD PLACE TO PUT SOMEBODY LIKE THAT. WE ALWAYS SEEM TO HAVE POLITICAL QUESTIONS WE CAN'T ANSWER TOO.

MS. GARRISON: WE ALREADY HAVE SOMEBODY IN MIND.

MS. MISHLER: DO I KNOW THEM?

MS. GARRISON: DO YOU KNOW TOM GREEN FROM ST. LOUIS AREA? AGAIN THAT WOULD BE ST. LOUIS. HE IS ACTUALLY JEFF PRAIL'S REPLACEMENT AT PARAQUAD. VERY, VERY SMART, VERY HARD WORKER.

MS. MISHLER: THAT WOULD BE GOOD.

♀

92

MR. GARRETT: I HAD IN MIND A DEAF/BLIND WOMAN, BUT WE HAVE TO HAVE MORE BALANCE REPRESENTATION BUT SHE'S PRESIDENT OF SIGHT AND SOUND IMPAIRED OF ST. LOUIS. SHE IS VERY INVOLVED. SHE WOULD BE A GREAT ADDITION TO THE TEAM IF SHE

OCTOBER 2011

WERE INTERESTED IN JOINING. I'VE
WORKED WITH HER ON A LOCAL BOARD
BEFORE, SHE'S GOOD.

MS. MISHLER: IF YOU WOULD,
PLEASE ASK BOTH IF THEY ARE
INTERESTED. BECAUSE I THINK IF WE
GO BACK TO WHAT DENNIS SAID.

MR. BOYD: TOM GREEN, MAKE SURE
YOU ASK IF HE IS INTERESTED BECAUSE
HE IS WORKING WITH PARAQUAD.

MS. MISHLER: I THINK THAT DOES
MAKE IT ST. LOUIS HEAVY BUT MORE
IMPORTANT THAN GEOGRAPHY, I THINK
IS WHAT DENNIS SAID, WHICH IS THE
WILLINGNESS TO BE ACTIVE AND HELP.

MS. PARISH: ERNEST, WHAT WAS
THE OTHER PERSON'S NAME OR WHAT
COMMITTEE?

♀

93

MR. GARRETT: MARY HALE. JUST
THE PEOPLE THAT I HAVE IDENTIFIED
ARE HEAVY ST. LOUIS BUT THESE THAT
I KNOW WILL DO THE WORK, THE PEOPLE
THAT I KNOW WILL RESPOND TO E-MAIL
AND PROVIDE QUALITY FEEDBACK, SO
THAT'S KIND OF WHAT I'M LOOKING AT
IT IN TERMS OF EXPERTISE.

MS. MISHLER: OKAY. SO
HOPEFULLY WE'LL HAVE TWO MORE
MEMBERS JOIN US IN APRIL, PROBABLY

APRIL. LET'S GO ON TO NO. 5. WHO
IS THE SPEAKER TO THIS TOPIC?
DANA.

MS. PARISH: DENNIS, CAN HE SAY
ANYTHING? DO I JUST GIVE A
GENERAL? YOU CAN STAY IN.

MR. SELZNICK: THAT'S FINE.

MS. PARISH: JUST MAINLY THAT
THE RFP IS EXPIRING, I GUESS, AS OF
JUNE 2012. SO WE'LL BE SENDING AN
E-MAIL OUT SHORTLY, PROBABLY SOME
TIME THIS MONTH JUST LETTING YOU
ALL KNOW THAT ONCE AGAIN ASKING FOR
ANY FEEDBACK. I DON'T THINK AS FAR

♀

94

AS THE LEGAL SIDE OF IT, I DON'T
THINK IT HAS CHANGED OR WILL CHANGE
MUCH. I CAN'T THINK OF ANYTHING
ELSE.

MR. VAN ESCHEN: WHEN WE SEND
OUT THIS E-MAIL, THERE WILL BE AN
ATTACHMENT TO IT. THE ATTACHMENT
WILL BE WHAT WE CALL REQUEST FOR
PROPOSALS, RFP FOR SHORT. THIS IS
WHAT COMPANIES WILL LOOK AT, LIKE
SPRINT AND OTHERS, THAT PROVIDE
RELAY SERVICE AND LOOK AT IT. IT
WILL CONTAIN REQUIREMENTS OF
GETTING THE JOB, WINNING THE
CONTRACT. ESSENTIALLY WHEN
COMPANIES RESPOND TO IT, THEIR

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RESPONSE IS TYPICALLY THEY SAY
YEAH, WE CAN DO THAT AND THEN THEY
PROVIDE A LOT OF ELABORATION ABOUT
HOW THEY INTEND TO DO THAT,
DEMONSTRATE THAT THEY WILL DO IT IN
A WAY THAT IS SUPERIOR TO ANYBODY
ELSE THAT COULD POSSIBLY PROVIDE
THE SERVICE. OH, BY THE WAY, HERE
ARE THE RATES WE WANT TO GET

♀

95

REIMBURSED BY. THE RFP IS VERY
IMPORTANT. WE WOULD LIKE TO GET
THE COMMITTEE'S FEEDBACK IF YOU
HAVE ANY THOUGHTS ABOUT WHATEVER IS
IN IT, YOU KNOW, WE'LL BE ASKING
FOR SOME FEEDBACK. SO WE HAVEN'T
GOT YET THE NEW RFP COMPLETED YET.
I THINK WE'RE TRYING TO LOOK AT
WAYS TO SIMPLIFY IT, YOU KNOW, FOR
LACK OF A BETTER WORD. BUT
ANYWAY --

MS. PARISH: I THINK THAT'S ONE
OF THE THINGS THAT CAME OUT OF ONE
OF THE STARS CONFERENCES, THE ONE
THAT WE ATTENDED, BEING ABLE TO
TALK WITH OTHER MEMBERS, WE FOUND
THAT, I GUESS, AT LEAST ONE OF THE
OTHER STATES HAS TRIED TO SIMPLIFY
THE RFP TO MAYBE JUST A ONE SHEET
VERSUS A BOOKLET JUST TO KIND OF

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STREAMLINE IT. SO I THINK WE'RE TRYING TO MAYBE LOOK AT THAT POSSIBILITY.

MR. VAN ESCHEN: WELL, WE HAVE INTERNALLY TALKED ABOUT IT. WHEN

♀

96

WE PUT TOGETHER THESE RFPS, WE WORK WITH PEOPLE IN THE OFFICE OF ADMINISTRATION, THE PURCHASING DEPARTMENT THAT HANDLES CONTRACTS THAT INVOLVE THE STATE, RAN THAT IDEA BY THEM. I THINK IT WAS THE STATE OF MISSISSIPPI THAT HAD A ONE PAGE RFP THAT BASICALLY THE REQUEST FOR PROPOSALS WAS ONE PAGE THAT SAID LIKE PROVIDE US WITH A STATE RELAY SERVICE THAT'S COMPLIANT WITH ALL RELAY REQUIREMENTS ISSUED BY THE FEDERAL COMMUNICATIONS COMMISSION.

MS. MISHLER: THAT PRETTY MUCH COVERS IT.

MR. VAN ESCHEN: I'M PERHAPS OVERSIMPLIFYING IT, BUT NOT BY MUCH. PEOPLE IN OASAS WELL AS OTHER PEOPLE HERE AT THE COMMISSION ARE A LITTLE BIT -- THAT'S MAYBE TOO STREAMLINED.

MR. BOYD: THE RFP CAN BE DONE BY COMMISSIONERS OR SPRINT?

MR. VAN ESCHEN: WELL, THE RFP

♀

THAT GOES OUT WILL ULTIMATELY NEED TO BE APPROVED BY THE MISSOURI PUBLIC SERVICE COMMISSIONERS. THEY HAVE THE FINAL SAY IN HOW THE RFP LOOKS AND HOW IT IS WORDED. SOMETIMES THEY DO TWEAK THINGS HERE AND THERE BEFORE AN RFP GOES OUT. SO THEY HAVE THE FINAL WORD. WHEN COMPANIES BID ON THE RFP, TYPICALLY A COMMITTEE IS PUT TOGETHER MADE UP OF DIFFERENT PEOPLE. THEY ARE NOT ALL FROM THE PUBLIC SERVICE COMMISSION. CONCEIVABLY ONE OF YOU COULD EVEN BE ASKED TO BE ON THE REVIEW COMMITTEE TO LOOK AT THE BIDS THAT DO COME IN. THERE'S A PROCESS AND PROCEDURE THAT IS FOLLOWED WHEREBY WHOEVER IS ON THAT REVIEW COMMITTEE, THEY DECIDE WHO MIGHT HAVE THE BEST BID. THERE'S SCORING INVOLVED AND THE RFP ALSO LAYS OUT HOW MANY POINTS OUGHT TO BE AWARDED. IT IS NOT JUST THE PRICE OF A BIDDER BIDS ON. WE'RE NOT JUST GOING TO TAKE THE LOWEST

♀

PRICE. THERE'S A LOT OF OTHER FACTORS. EXPERTISE OF PERSONNEL,

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EXPERIENCE, ALL OF THESE HAVE CERTAIN POINTS ASSOCIATED WITH THEM. THAT WOULD BE MORE FULLY EXPLAINED IF YOU ARE ON THE COMMITTEE.

MS. MISHLER: WHEN DO WE RECEIVE OUR PIECE FROM THE LAST ROUND?

MR. VAN ESCHEN: BESIDES SPRINT, I THINK HAMILTON AND AT&T. THERE'S JUST NOT TOO MANY OTHER PROVIDERS OUT THERE. THOSE WERE THE ONLY ONES THAT BID LAST TIME. FRANKLY, I THINK IT WAS BACK IN 2003 WHEN WE WENT THROUGH THIS PROCESS. WITH THE CONTRACT THAT WE ENTERED INTO WITH SPRINT, THERE ARE PROVISIONS IN IT FOR THE COMMISSION TO EXTEND IT TWO YEARS. WE'VE GOTTEN TO THE END OF THE ROAD IN TERMS OF EXTENSIONS. WE CAN'T EXTEND IT ANY MORE.

MS. MISHLER: MICHAEL, I THINK

♀

99

YOU HAD A COMMENT.

MR. BOYD: THE RFP IS THE FIRST SENT BEFORE THE BID OR THEY HAPPEN AT THE SAME TIME?

MS. GARRISON: PSC WRITES THE RFP. IT LISTS EXACTLY WHAT THEY WANT. THEN COMPANIES AND

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BUSINESSES OUT THERE RESPOND AND
GIVE THEM BIDS.

MS. MISHLER: I HAVE A QUESTION
THAT STEMS FROM SOMETHING THAT YOU
SAID, JOHN. DENNIS, YOU SAID THAT
MAYBE I MISUNDERSTOOD. IF I BUY AN
INTERNET PHONE, I CAN BUY A PRODUCT
FROM AT&T OR SPRINT OR WHATEVER.
SO IF I BUY AN AT&T DEVICE, AM I
USING THE IP RELAY FROM AT&T EVEN
THOUGH I'M SITTING IN MISSOURI?

MR. SELZNICK: THAT IS CORRECT.
IF YOU WERE TO USE AN INTERNET
BASED RELAY SERVICE. THE PHONE
HERE IN THIS CASE DOESN'T REALLY
MATTER. I CAN BUY AN AT&T I-PHONE
OR A SPRINT I-PHONE AND I CAN USE
WHATEVER RELAY SERVICE IS AVAILABLE

♀

100

ON THE I-PHONE, BUT IT WOULD NEVER
BE BILLED TO THE STATE OF MISSOURI.
YOU CAN STILL USE IT IN ANY STATE
OR IN THE UNITED STATES OR U.S.
TERRITORY, BUT IT WOULD NEVER BE
BILLED TO THE STATE OF MISSOURI.
ONLY THE SERVICES THAT ARE REQUIRED
AS PART OF THE RFP WILL BE BILLED
TO THE STATE OF MISSOURI.

MS. MISHLER: I'M NOT SAYING
THIS CORRECTLY. SO THE USER

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DECIDES IF THEY WANT TO USE AT&T OR
SPRINT OR WHATEVER?

MR. SELZNICK: YES.

MS. MISHLER: SO IT IS THE
USER?

MR. SELZNICK: UH-HUH.

MS. MISHLER: THAT IS KIND OF
INTERESTING BECAUSE IT IS BECOMING
MORE USER BASED.

MR. SELZNICK: TO KIND OF ADD
TO THAT. THERE IS ONLY ONE STATE
IN THE NATION THAT HAS WHAT'S
CALLED MULTI VENDOR AND THAT MEANS
IN THAT STATE YOU CAN HAVE A CHOICE

♀

101

OF RELAY PROVIDERS FOR THE TTY,
CAPTEL, LAND LINE CAPTEL, NOT
INTERNET CAPTEL AND THAT'S
CALIFORNIA. CALIFORNIA YOU COULD
SAY OKAY, I WANT TO USE THIS RELAY
PROVIDER OR I WANT TO USE THAT
RELAY PROVIDER. IT IS MORE COMPLEX
AND IT'S MORE COSTLY BECAUSE OF THE
INFRASTRUCTURE YOU HAVE TOLL BUILD.
USUALLY THE MORE COMPLEX THE RFP IT
IS, THE MORE COSTLY IT IS PER
MINUTE. THAT'S THE RULE OF THUMB.

MS. GARRISON: NOT TO USE
CALIFORNIA AS AN EXAMPLE SINCE THEY
ARE BANKRUPT.

MS. MISHLER: WHAT'S THE SIGN

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FOR CALIFORNIA? INTERESTING. SO
WE'RE ALL GOING TO LOOK FOR AN
E-MAIL?

MS. PARISH: YES.

MR. VAN ESCHEN: I WOULD SAY
WITHIN 30 DAYS. WE HAVE TO GET
MOVING ON IT. I HAD HOPED THAT WE
WOULD HAVE HAD A DRAFT FOR THE
COMMITTEE TO LOOK AT, BUT WE JUST

♀

102

DON'T RIGHT NOW.

MR. SELZNICK: I'M NOT SURE IF
I'M ABLE TO ASK THIS QUESTION. DO
YOU HAVE A TIMELINE?

MR. VAN ESCHEN: I WOULD SAY
NO, OTHER THAN WE WANT TO GET THE
BID OUT AS SOON AS POSSIBLE BECAUSE
THESE THINGS DO TAKE TIME. THERE'S
TYPICALLY SOME BACK AND FORTH
BETWEEN THE COMMISSION AND OA
BEFORE IT IS ACTUALLY RELEASED TO
POTENTIAL BIDDERS TO BID ON. THE
BIDDERS TYPICALLY HAVE 30 DAYS TO
45 DAYS TO PUT TOGETHER A PROPOSAL.
AFTER THAT YOU HAVE GOT MAYBE A
MONTH OR SO TO REVIEW THE BIDS,
THEN AWARD THE BID AND, YOU KNOW,
YOU CAN EAT SIX MONTHS UP REAL
QUICK. SO WE'RE GETTING DOWN TO
THE WIRE.

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MS. PARISH: I'M NOT SURE IF WE SAID WHAT OA IS OR IF EVERYBODY IS FAMILIAR WHAT THAT IS. IT IS OFFICE OF ADMINISTRATION AND THEY JUST -- ANY TIME WE HAVE RFPS FOR

♀

103

ANYTHING, WE GO BACK AND FORTH WITH THEM. SO IT CAN TAKE AWHILE.

MS. MISHLER: I JUST AM CURIOUS. HOW MANY STATES DOES SPRINT PROVIDE RELAY SERVICE FOR?

MR. SELZNICK: 31 STATES PLUS FEDERAL GOVERNMENT, PUERTO RICO AND NEW ZEALAND.

MS. MISHLER: ARE YOU THE BIGGEST PROVIDER?

MR. SELZNICK: THEY ARE THE LARGEST PROVIDER IN THE UNITED STATES.

MR. VAN ESCHEN: JUST SO WE'RE ALL CLEAR. WHEN WE DO SEND OUT THE E-MAIL WITH A DRAFT RFP, WE WON'T INCLUDE DENNIS ON THE E-MAIL. WE DON'T WANT TO JEOPARDIZE OR GIVE THEM AN OPPORTUNITY TO BID. WE DON'T WANT TO CREATE A PERCEPTION THAT THEY MIGHT HAVE SOME ADVANTAGE OVER OTHER BIDDERS OR ANYTHING LIKE THAT. SO ANYWAY, THAT'S HOW IT IS GOING TO WORK.

MS. MISHLER: ALL RIGHT.

♀

104

MOVING TO -- ANY MORE COMMENTS ABOUT THAT? LET'S GO TO ITEM SIX.

MS. PARISH: ITEM SIX. I GUESS EVERY FIVE YEARS WE HAVE TO RECERTIFY WITH THE FCC. MAINLY IT IS A PACKET THAT I THINK DENNIS TAKES CARE OF OR SPRINT DOES, SENDING IT TO THE FCC BASICALLY JUST CERTIFYING THAT WE'RE DOING EVERYTHING WITH THE RELAY MISSOURI AS WE'RE SUPPOSED TO. DENNIS, YOU MIGHT BE ABLE TO ADD MORE TO THAT AS WELL.

MR. SELZNICK: YEAH. EARLIER WHEN JOHN WAS STATING LIKE HOW TO WRITE THE RFP, REMEMBER HE WAS SAYING HAVE AT LEAST THE MINIMUM FCC STANDARDS. THE FCC REQUIRES THAT EACH STATE PROVIDES AT LEAST THE MINIMUM FCC REQUIREMENTS FOR RELAY SERVICES. TODAY WE'RE PROVIDING THAT AND MORE. SO WE PUT TOGETHER WHAT WE PROVIDE FOR THE STATE OF MISSOURI AND THEY GET CERTIFIED EVERY FIVE YEARS. WE'RE

♀

105

MEETING THE STANDARDS, THIS IS HOW WE'RE MEETING THEM, PUT A STAMP ON

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IT, WE'RE GOOD FOR ANOTHER FIVE YEARS.

MS. PARISH: IT IS DUE AGAIN IN 2012.

MS. MISHLER: WHAT DO WE NEED TO DO WITH THAT?

MS. PARISH: I'M NOT SURE WHAT WE'VE DONE IN THE PAST. THE PACKET, THE INFORMATION THAT SPRINT PUTS TOGETHER FOR US FOR FCC FOR THE CERTIFICATION. SINCE I WASN'T WITH THE RELAY SIDE OF IT YET. DO WE SEND THAT AROUND TO THE COMMITTEE BEFORE THEY FILE IT?

MR. VAN ESCHEN: YEAH, WE CAN.

MS. MISHLER: I'M NOT ASKING FOR IT. I'M JUST SAYING I DON'T REMEMBER.

MS. GARRISON: SHE ASKED WHAT THE COMMITTEE'S ROLE WAS IN THAT PROCESS, IF ANYTHING.

MR. VAN ESCHEN: I DON'T KNOW.

MR. SELZNICK: IT IS SOMETHING

♀

106

THAT SPRINT DOES PRETTY MUCH EVERY YEAR FOR A VARIETY OF DIFFERENT STATES. IT IS MOSTLY JUST DOCUMENTATION STATING WHAT WE PROVIDE FOR THE STATE OF MISSOURI, THE REQUIREMENTS THAT MISSOURI REQUIRES US TO PROVIDE VERSUS OTHER

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STATES WHERE WE PROVIDE MAYBE
HIGHER OR LOWER LEVELS THAT MEET
THE FCC MINIMUM STANDARDS. WE NEED
TO OUTLINE. THIS IS THE FCC'S,
THIS IS YOUR RULES, THIS IS HOW
WE'RE MEETING THEM FOR MISSOURI AND
BASED ON YOUR RULES, MISSOURI IS IN
COMPLIANCE WITH THE FCC
REQUIREMENTS, SO PLEASE CERTIFY US.
THEY CERTIFY US JUST TO MAKE SURE
THAT WE'RE MEETING THE FCC RULES
FOR PROVIDING RELAY SERVICE.

MS. PARISH: BASICALLY NOTHING
THAT THE COMMITTEE NEEDS TO DO BY
THE SOUNDS OF IT, WE CAN CIRCULATE
THAT IF YOU ALL WOULD LIKE.

MR. VAN ESCHEN: WE WILL. WE
WANT TO SEE WHAT IS BEING FILED

♀

107

WITH THE FCC. I DON'T KNOW. I
DON'T HAVE A PROBLEM WITH IT. I
WILL SHOW YOU WHAT IS FILED FIVE
YEARS AGO BECAUSE I ANTICIPATE IT
WILL BE FAIRLY SIMILAR. IT IS A
FAIRLY DETAILED AND LENGTHY PACKET
OF INFORMATION. I DON'T KNOW HOW
MANY PAGES.

MS. MCCLOWRY: 114.

MS. GARRISON: WHY DON'T YOU
JUST TELL US WHO WON THE BID.

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MS. MISHLER: I DON'T NEED THAT
E-MAIL.

MR. VAN ESCHEN: I DON'T KNOW.
IS IT SAFE TO SAY SPRINT WILL HELP
OUT IN THAT AGAIN?

MR. SELZNICK: YES. WE DO IT
FOR YOU BASICALLY BECAUSE WE ARE
THE ONES PROVIDING THE SERVICE AND
WE KNOW OUR SERVICE.

MR. VAN ESCHEN: ALL RIGHT. DO
YOU KNOW WHEN WE MIGHT SEE
SOMETHING?

MR. SELZNICK: THAT IS A GOOD
QUESTION. I HAVE TO DOUBLE-CHECK

♀

108

THE EXACT DATE. I THINK IT WILL BE
DUE AROUND JUNE OF NEXT YEAR. SO
WE'LL HAVE A DRAFT BEFOREHAND AND
SUPPLY THAT. IF YOU APPROVE IT,
THEN WE'LL JUST GET THAT. YOU GUYS
WILL BE ABLE TO SEND IT TO THE FCC.
IT IS A PUBLIC DOCUMENT. ALL THE
PROVIDERS HAVE TO PROVIDE IT.

MS. PARISH: MAYBE WE HAVE IT
AVAILABLE, LIKE A DRAFT FOR THE
SPRING MEETING POSSIBLY?

MR. SELZNICK: WE CAN DO THAT.

MS. MISHLER: IT IS TIME FOR
OPEN DISCUSSION. YEA. IT IS 25
TILL TWO. WE'RE DOING GREAT.
ANYONE HAVE ANY TOPICS FOR

OCTOBER 2011

DISCUSSION? I KNOW TO AT THIS TIME
WE USED TO TALK ABOUT HOW WE WERE
GOING TO GET MORE MONEY A LONG TIME
AGO OR MAKE SURE WE HAVE ENOUGH
MONEY. AND NOW I THINK OUR
DISCUSSION IS DO WE NEED TO GET
RID.

MS. PARISH: HOW DO WE KEEP OUR
MONEY?

♀

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MS. MISHLER: HOW DO WE KEEP
OUR MONEY AND DO WE NEED TO GET RID
OF ANY MONEY?

MS. GARRISON: YOU JUST STAY
BELOW THE RADAR.

MS. MISHLER: THE REASON I
ASKED THE QUESTION ABOUT HOW FUNDS
ARE TAKEN FROM THE FUND IS I MEAN
IT IS AMAZING TO ME THAT THAT BIG
OF AN AMOUNT, THAT LARGE OF A
DOLLAR AMOUNT HAS NOT BEEN PIRATED.

MR. VAN ESCHEN: THE LARGER IT
GETS, THE MORE ATTRACTIVE IT LOOKS
TO STATE LEGISLATORS WHEN THEY ARE
LOOKING FOR WAYS TO SCRAPE UP SOME
MONEY.

MS. MISHLER: IT WOULDN'T BE AN
ATTRACTIVE THING TO TAKE FUNDS --
TAKE DOLLARS FROM A FUND THAT
PROVIDES SERVICES TO THIS

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POPULATION, THOUGH. I JUST WOULD
LOVE TO KNOW WHERE PEOPLE ARE
GETTING THE MONEY FROM. ANYWAY,
DOES ANYBODY ELSE HAVE ANYTHING FOR
DISCUSSION? AMAZING. SHERRY.

♀

110

MS. MASON: NO.

MS. MISHLER: OKAY. SO I GUESS
OUR TO DO LIST INCLUDES SUBMITTING
RESUMES AND SUGGESTIONS TO DANA AND
JOHN BY THE FIRST OF DECEMBER,
LOOKING FOR AND THERE ARE A FEW
PEOPLE FROM ST. LOUIS, SO THOSE NOT
IN ST. LOUIS. DENNIS, YOU MIGHT BE
REALLY BE ABLE TO PROVIDE A
SUGGESTION FOR SOMEBODY -- IS THAT
ALLOWABLE FOR DENNIS TO PROVIDE
SOMEBODY?

MR. SELZNICK: I HAVE BEEN.
WE'VE BEEN -- I'VE BEEN USING MY
CONTACTS TO LOOK OUT FOR PEOPLE
DURING OUR PRESENTATIONS AND
OUTREACH. SO FAR WE'VE NOT BEEN
VERY SUCCESSFUL, BUT WE CONTINUE TO
DO SO. WE CONTINUE TO PROVIDE
THE --

MS. MISHLER: THE AT LARGE
POSITION TO ME LOOKS -- COULD ADD
THAT PIECE FROM LIKE THE
MANUFACTURING OR THE POLITICAL
ARENA, YOU KNOW. SO I LOOK AT

♀

111

DANA, JOHN, MEGHAN AND DENNIS TO
MAYBE PROVIDE A GOOD SUGGESTION FOR
THAT AT LARGE.

MS. MASON: LESLIE TURNER LIVES
IN SPRINGFIELD, MAYBE SHE KNOWS
SOMEONE FROM THAT AREA.

MS. MISHLER: LESLIE WAS GOING
TO COME UP WITH A SUGGESTION.

MS. GARRISON: YOU ARE RIGHT.

MS. MISHLER: MAYBE SHE JUST
GOT BUSY.

MS. PARISH: WHICH ONE WAS THAT
FOR?

MS. MISHLER: I THINK IT WAS
FOR HER POSITION, WHICH WAS HARD OF
HEARING. MICHAEL, DID YOU HAVE
ANYTHING?

MR. BOYD: MAYBE I NEED TO BACK
US UP A LITTLE BIT. WE ARE TALKING
ABOUT FUNDING. WHAT ARE WE DOING
WITH THE MONEY? ARE WE GOING TO
DIVERSIFY IN SOMEWAY SO WE CAN
PREVENT THE LEGISLATURE FROM TAKING
IT? DO WE HAVE A SEPARATE
EQUIPMENT FUND THAT WE SHOULD PUT

♀

112

MORE MONEY INTO? DO WE NEED TO
OPEN A SPECIFIC FUND FOR

INTERPRETERS? I GUESS I'M ASKING YOU, VRI EQUIPMENT, I MEAN DO WE HAVE ALL THE MONEY JUST LEFT IN ONE LUMP SUM OR SHOULD WE SPLIT IT DOWN INTO SMALLER CHUNKS FOR DIFFERENT THINGS? IT SEEMS LIKE THAT PROCESS WOULD BE A GOOD IDEA.

MR. VAN ESCHEN: WE DON'T HAVE THE DISCRETION TO BREAK THE MONEY UP INTO SEPARATE FUNDS. IT IS ONE FUND AND IT WILL REMAIN ONE FUND UNLESS THE STATUTES OF MISSOURI ARE CHANGED TO ALLOW IT. WHENEVER A FUND LIKE THIS GETS CREATED, IT IS BY STATUTE. THE STATUTES ARE FAIRLY SPECIFIC IN HOW THE FUND IS SET UP AND HOW THE MONEY IS USED. SO IF THERE'S -- IF THERE'S A DESIRE TO SET UP A DIFFERENT FUNDING MECHANISM, FOR EXAMPLE, THE EQUIPMENT PROGRAM, HAVING EQUIPMENT FUND, THEN IN MY OPINION THAT WOULD REQUIRE A STATUTORY CHANGE BECAUSE

♀

113

RIGHT NOW THE WAY THE MISSOURI STATUTES READ, THERE IS AN EQUIPMENT PROGRAM. IT SPECIFIES HOW IT IS SET UP AND ALL OF THAT, BUT IT WOULD BE FUNDED OUT OF THE RELAY MISSOURI FUND.

MS. MISHLER: I THINK THE

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STRONG ANSWER, MICHAEL, IS THAT WE CAN' T DO ANYTHING. BUT THE OTHER ANSWER IS THAT WE NEED TO PLAN SO THAT WE STAY UNDER THE RADAR AND PROTECT OUR MONEY.

MR. VAN ESCHEN: EXACTLY.

MR. BOYD: ALL RIGHT.

MS. MISHLER: SO I WISH THAT JOHN AND DANA COULD WRITE MICHAEL, MEGHAN, TREY, BARBARA, STACY, SHERRY AND CHUCK, A CHECK, A NICE ONE.

MR. VAN ESCHEN: I WISH IT WOULD WORK THAT WAY.

MS. MISHLER: HOW ABOUT BUY EVERYBODY A CAR. OH, THIS IS BEING RECORDED.

MR. VAN ESCHEN: TYPICALLY TO

♀

114

PAY BILLS OUT OF THE FUND WE HAVE TO GET NUMEROUS SIGNATURES FROM DIFFERENT PARTIES HERE AT THE COMMISSION. I DON' T KNOW. NOT SO EASY SOMETIMES.

MS. MISHLER: I CAN' T IMAGINE. OKAY. ANYTHING ELSE?

MS. PARI SH: THE ONLY OTHER THING I HAVE IS AND IF YOU WANT TO GO ON TO THE NEXT ITEM, BUT IT IS OPEN DISCUSSION AS WELL IS SETTING

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THE DATE FOR THE NEXT MEETING. I
BROUGHT THE APRIL CALENDAR TO MAKE
THINGS A LITTLE BIT EASIER FOR
EVERYBODY.

MS. MISHLER: FI PHONE NUMBER
IS WRITTEN ON THE BACK OF HERE.

MS. PARISH: THAT MUST BE THE
LAST MEETING.

MS. MISHLER: THIS ISN'T MY
PHONE NUMBER ANY MORE.

MS. PARISH: LEASE WRITE IT
DOWN. THAT'S WHEN YOU CALLED IN BY
CONFERENCE. WHATEVER DATE WE COME
UP WITH, WHILE WE HAVE DEB AND THE

♀

115

INTERPRETERS HERE, IF WE COULD
POSSIBLY HAVE THEM TENTATIVELY
PENCIL US IN AS WELL, THAT WOULD BE
GREAT.

MR. SELZNICK: I WOULD SUGGEST
THE 18TH OF APRIL.

MS. PARISH: HOW DOES EVERYBODY
FEEL ABOUT THAT, THE 18TH?

MR. BOYD: THAT'S FINE.

MS. MISHLER: DO YOU KNOW WHEN
EASTER IS?

MS. BRADY: THE EIGHTH.

MR. GARRETT: WHERE WOULD WE
MEET? I'M SORRY. IT WORKS FOR ME.

MR. VAN ESCHEN: IT WOULD
PROBABLY BE HERE IN JEFF CITY

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AGAIN.

MS. MISHLER: JUST FOR HISTORY,
WE USED TO ALTERNATE, ST. LOUIS,
JEFF CITY. WE EVEN DID IT IN
KANSAS CITY ONE YEAR. IT DOESN'T
MATTER TO ME REALLY.

MR. SELZNICK: I HAVE NO
OPINION. I CAN SUPPORT IT WHEREVER
YOU GUYS NEED IT, ST. LOUIS, HERE,

♀

116

KANSAS CITY, INDEPENDENCE,
ANYWHERE.

MS. MISHLER: MIAMI, FLORIDA.

MS. PARISH: WE CAN DO IT BY
PHONE.

MS. MISHLER: THE PHONE COULD
GET US SOMEWHERE NICE. THE 18TH IS
GOOD.

MS. PARISH: DO WE WANT TO GO
FOR THE 18TH THEN, IS THAT IT?
APRIL 18TH IT IS.

MS. MISHLER: LEWIS, YOU JUST
CAME IN, WE'RE JUST ADJOURNING.

MR. MILLS: ALL RIGHT.

MS. MISHLER: ANY OTHER TOPICS?
MICHAEL.

MR. BOYD: WHEN WE MEET HERE IN
JEFF CITY PERIODICALLY, I THINK
MAYBE WE NEED TO TOUR SOME OTHER
MISSOURI FACILITIES AND SEE WHAT

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THEY LOOK LIKE.

MR. SELZNICK: YOU CAN. I CAN
TELL YOU A LITTLE BIT OF WHAT'S
BEEN GOING ON RIGHT NOW. SPRINT
HAS BEEN ADDING AND EXPANDING OUR

♀

117

CUSTOMER SERVICE. WE'VE ADDED A
LOT OF HEAD COUNT IN EMPLOYEES FOR
CUSTOMER SERVICE. ONE OF THE
THINGS WE'VE BEEN DOING IS WHAT'S
CALLED VIDEO CUSTOMER SERVICE, VCS.
WE NOW HAVE THE ABILITY TO SERVE
DEAF AND HARD OF HEARING CUSTOMERS
WHO USE WIRELESS DEVICES OR HAVE
VIDEO PHONES. SO THEY CAN CALL
CUSTOMER SERVICE AGENTS WHO ARE
DEDICATED TO ANSWERING IN SIGN
LANGUAGE OVER VIDEO. SO WE'VE BEEN
ADD TO GO THAT. WE CURRENTLY HAVE
EIGHT EMPLOYEES DOING THAT FULL
TIME. SO.

MS. BRADY: LOCALLY?

MR. SELZNICK: YES. IN
INDEPENDENCE. THEY ARE ALL IN
INDEPENDENCE, MISSOURI.

MS. MISHLER: I'M SORRY. WHAT
ARE THEY DOING AGAIN?

MR. SELZNICK: THEY ARE
SUPPORTING DEAF AND HARD OF HEARING
USERS WHO MAY LIVE ANYWHERE IN THE
UNITED STATES AND THEY SUPPORT,

♀

118

THEY ARE CUSTOMER SERVICE, SO IF DEAF AND HARD-OF-HEARING PERSON WANTS TO ASK A QUESTION RELATED TO RELAY OR WIRELESS, THEY CAN CALL THROUGH VIDEO NOW INSTEAD OF HAVING TO TRY TO CALL ON THE PHONE AND HAVE SOMEBODY TRY TO SPEAK AND USE RELAY. WE NOW HAVE A DIRECT CUSTOMER SERVICE LINE. WE HAVE THAT SET UP IN THE INDEPENDENCE CALL CENTER AS WELL AS OUR CURRENT RELAY OPERATIONS AND OUR CURRENT CUSTOMER SERVICE THAT'S TELEPHONE BASED.

MS. MISHLER: THIS IS MORE --
MICHAEL.

MR. BOYD: WOULD IT BE POSSIBLE FOR US TO TOUR THAT FACILITY?

MR. SELZNICK: WE CAN MAKE IT HAPPEN ANY TIME IF YOU WANT OR IF YOU WANT IT FOR THE NEXT MEETING, IT IS UP TO YOU GUYS. IF YOU WANT TO SCHEDULE IT TO BE IN INDEPENDENCE, WE CAN MAKE IT HAPPEN.

♀

119

MS. MISHLER: WE COULD HAVE A MEETING IN INDEPENDENCE.

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MR. SELZNICK: INDEPENDENCE,
MISSOURI .

MS. MISHLER: SEVERAL YEARS AGO
AND SAW THE SPRINT FACILITY. IT
WAS INTERESTING. IT IS CERTAINLY
MORE OF AN EFFORT FOR ME TO GET TO
INDEPENDENCE, BUT, YOU KNOW, WE CAN
EXPLORE THAT OPTION IF YOU REALLY
DESIRE THAT, MICHAEL. ANYBODY ELSE
HAVE A DESIRE TO GO TO
INDEPENDENCE?

MR. GARRETT: I HAVEN'T SEEN IT
EITHER.

MR. SELZNICK: WE CAN
DEFINITELY MEET IN INDEPENDENCE. I
CAN MAKE THAT HAPPEN.

MS. MISHLER: HOW WOULD YOU
GUYS --

MR. VAN ESCHEN: IT IS TRICKIER
SOMETIMES TO ARRANGE MEETINGS
OUTSIDE OF JEFF CITY. WE'VE DONE
IT. I DON'T KNOW. I THINK IF THIS
IS SOMETHING THAT THE COMMITTEE

♀

120

WOULD LIKE TO DO IS MEET AT SAY THE
RELAY CENTER, WE'LL TRY AND
ACCOMMODATE THAT.

MS. BRADY: IS IT EASIER TO USE
A STATE AGENCY?

MR. VAN ESCHEN: IT WASN'T THAT
LONG AGO WE HAD A MEETING IN ST.

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LOUIS AT JEFF PRAIL'S OFFICE.

MR. BOYD: AT PARAQUAD, YEAH.

MR. VAN ESCHEN: I DON'T KNOW.

SOMETIMES, YOU KNOW, IT IS
DIFFICULT FOR PEOPLE IF THEY HAVE
TO TRAVEL A GREAT DISTANCE TO GET
THERE.

MR. GARRETT: I WAS GOING TO
SAY, I DON'T WANT TO PUT ANY UNDUE
HARDSHIP ON THE STAFF. IF IT'S TOO
MUCH OF A HASSLE, MAYBE WE CAN SET
UP A TIME SEPARATELY TO TOUR THE
FACILITY.

MR. VAN ESCHEN: WHY DON'T WE,
DANA WILL SEND OUT AN E-MAIL AND
SEE WHAT PEOPLE WOULD LIKE. WE'VE
GOT SOME PEOPLE THAT AREN'T HERE
TODAY, AND I GUESS WHAT I WOULD

♀

121

LIKE TO DO IS TRY AND MAKE IT A
MEETING SO THAT EVERYBODY CAN
ATTEND. MOST OF THE PEOPLE WOULD
LIKE AND CAN MAKE IT WORK FOR
INDEPENDENCE. IS THERE A SPACE AT
THE RELAY CENTER?

MR. SELZNICK: YES, BUT WE
COULD ALSO COORDINATE WITH TAP.
TAP.

MS. BRADY: FOUR AND-A-HALF
MILES.

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MS. MISHLER: AT THIS POINT IT
MAY BE WAY OFF BASE. THOSE THAT
WANTED TO TOUR THE RELAY CENTER
COULD DO THAT EARLY, AND WE CAN
START.

MS. GARRISON: FOR THOSE THAT
HAVE TO DRIVE THREE AND-A-HALF
HOURS.

MS. MISHLER: MAYBE WE COULD
START THE MEETING MAYBE A LITTLE
BIT LATER, LIKE AT NOON SO THOSE
THAT WANTED TO TOUR THE RELAY
CENTER COULD DO IT EARLY IN THE
MORNING AND THEN MOVE ON TO THE

♀

122

MEETING. JUST A THOUGHT.

MR. BOYD: THAT SOUNDS GOOD.
THAT'S FINE.

MS. MISHLER: MAYBE WE COULD
VARY THE TIME OF THE MEETING. IT
IS JUST A THOUGHT. START THE
MEETING A LITTLE BIT LATER SO THAT
YOU GUYS COULD DO THE TOUR EARLIER.
DOES THAT SOUND OKAY?

MR. BOYD: SURE. IT SOUNDS
GOOD.

MR. SELZNICK: HOW DO WE WANT
TO COME TO A FINAL DECISION ON
THAT? IF YOU GUYS WANT TO DO
INDEPENDENCE OR IN THAT AREA AND
COORDINATE A TOUR, I'M FINE WITH

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SUPPORTING THAT. BUT I GUESS I
LOOK TO YOU GUYS TO SEE IF THAT'S
SOMETHING WE CAN DO. AT WHAT POINT
DO WE SAY NO, WE CAN'T DO THAT
BECAUSE OF ANY BARRIERS THAT WE
HAVE.

MS. MISHLER: YOU MEAN
CONTRACTUAL?

MR. SELZNICK: NOT NECESSARILY

‡

123

CONTRACTUAL, JUST FUNDING OR
WHATEVER THAT WE MAY NEED OR RED
TAPE.

MS. PARISH: I COULD TAKE A
VOTE VIA E-MAIL AND SEE HOW
EVERYBODY FEELS ABOUT IT. AS FAR
AS THE RED TAPE, I DON'T KNOW.

MS. MISHLER: WHAT RED TAPE
WOULD THERE BE?

MR. VAN ESCHEN: WE COULD MAKE
IT WORK. MY PREFERENCE RIGHT NOW
WOULD BE TO TENTATIVELY SET IT FOR
APRIL 18TH. DANA CAN SEND OUT AN
E-MAIL TO EVERYBODY ON THE
COMMITTEE. IF WE COULD RESPOND TO
IT IN THE NEXT DAY OR SO, WE CAN
RESOLVE WHETHER WE WANT TO TRY
HAVING IT AT INDEPENDENCE OR NOT.
I WOULD LIKE TO FRANKLY HEAR WHAT
THE PEOPLE THAT AREN'T HERE, WHAT

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THEY MIGHT HAVE TO SAY AS WELL AS
SOME OF YOU MAY NEED TO GET BACK TO
YOUR OFFICE OR WHEREVER AND LOOK AT
YOUR SCHEDULES AND SEE IF THAT
WOULD EVEN WORK.

♀

124

MS. PARI SH: THE ONLY THING
FROM MY ASPECT THAT COULD CHANGE OR
CHANGE SLIGHTLY IF WE WOULD GO THAT
ROUTE, I WOULD WORK WITH YOU MORE
CLOSELY, DENNIS, AND THEN SOMETIMES
AS FAR AS I WOULD HAVE TO WORK WITH
YOU AGAIN TO FIND OUT LUNCH AND ALL
OF THAT LIKE WE DID FOR THE ST.
LOUIS MEETING, WHEN WE HELD IT IN
ST. LOUIS. JUST HANDLING IT
DIFFERENTLY IS ALL.

MS. MI SHLER: OKAY. ANY OTHER
COMMENTS?

MS. GARRI SON: I MOVE TO
ADJOURN.

MS. MI SHLER: I SECOND.

* * * * *

♀

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