

OCTOBER 2014

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ROUGH DRAFT

MISSOURI RELAY

ADVISORY COUNCIL MEETING

Wednesday, October 29, 2014

at Governor's Office Bldg.

Jefferson City, Missouri

♀

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MS. BAKER: I THINK WE CAN
GET STARTED. WELCOME, EVERYONE.
THIS IS THE RELAY MISSOURI ADVISORY
COMMITTEE MEETING. I'M LINDA BAKER
AND ACTING AS YOUR CHAIR FOR THIS
MEETING. I WOULD LIKE TO GO AND DO
SOME INTRODUCTIONS AROUND THE TABLE
BECAUSE WE HAVE A LOT OF NEW FACES
AROUND HERE, SO I'M GOING TO START
WITH MY RIGHT.

INTRODUCTIONS: MY NAME IS MARC

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POSTON, AND I'M HERE ON BEHALF OF
DUSTIN ALLISON WHO IS THE PUBLIC
COUNSEL. HE COULDN'T BE HERE
TODAY. HE IS OUT OF TOWN SO I'M
JUST FILLING IN FOR HIM TODAY. MY
NAME IS OPEOLUWA SOTONWA, AND I'M
THE NEW COMMISSION FOR THE DEAF AND
HARD OF HEARING DIRECTOR. AND I'M
VERY HAPPY TO BE AT YOUR MEETING.
I'M DR. MARY ULEP. I'M AN
AUDIOLOGIST FOR BELTONE. HELLO.
MY NAME IS SCOTT DOLLAR, AND I'M A
NEW MEMBER. I AM BARRY CRITCHFIELD
AND I'M AN OLD MEMBER. I'M SCOTT'S

♀

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SSP DRIVER TODAY. MY NAME IS
CLAIRE MENGWASSER, I'M A NEW MEMBER
HERE. I WORK AT MSD. DANA PARISH
I WORK FOR THE PUBLIC SERVICE
COMMISSION. I'M ALSO PASSING
AROUND A SIGN-IN SHEET IF YOU COULD
SIGN IN, THAT WOULD BE WONDERFUL.
THANK YOU. MARTY EXLINE WITH
MISSOURI ASSISTIVE TECHNOLOGY AND
AMONG OUR PROGRAMS WE OFFER THE TAP
PROGRAM, THE TELECOMMUNICATIONS
ACCESS PROGRAM. BRENDA WHITLOCK
WITH MISSOURI ASSISTIVE TECHNOLOGY
ALSO. I'M THE TAP FOR INTERNET
COORDINATOR. MY NAME IS DIANE
WIELAND, AND I AM WITH PARAQUAD AND

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I ' M THE SPEECH IMPAIRED MEMBER. MY
NAME IS JOHN VAN ESCHEN, I AM WITH
THE MISSOURI PUBLIC SERVICE
COMMISSION, AND I MANAGE THE
TELECOMMUNICATIONS UNIT. MY NAME
IS MICHELLE SANGSTER VICINO AND I ' M
WITH RELAY.

MS. BAKER: AND THESE TWO
LADIES ARE THE INTERPRETER AND I

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HAVE A CART PROVIDER. TWO MORE
MEMBERS HAVE JOINED US. APRIL,
WOULD YOU LIKE TO INTRODUCE
YOURSELF. GOOD MORNING. MY NAME
IS APRIL MASON DONOVAN. I WORK FOR
VOC REHAB. SO THANK YOU.

MS. BAKER: STEPHANIE. THERE
ARE SOME CHAIRS OVER HERE.

MS. MASON-DONOVAN: WE' RE
PLAYING MUSICAL CHAIRS.

MS. BAKER: STEPHANIE,
INTRODUCE YOURSELF.

DR. LOGAN: HELLO. MY NAME IS
DR. STEPHANIE LOGAN AND I ' M THE
DIRECTOR FOR THE LEAD INSTITUTE IN
COLUMBIA, MISSOURI. I PROVIDE DEAF
SERVICES, MENTAL HEALTH SERVICES,
ETC. WITHIN THE COMMUNITY. I ' M SO
SORRY I WAS LATE.

MS. BAKER: NO PROBLEM. WE

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WERE JUST AROUND INTRODUCTIONS. WE
HAVE A BIG GROUP TODAY. NO PROBLEM
WITH A QUORUM IF WE HAVE TO VOTE ON
SOMETHING. I THINK SOMEBODY HAS TO
LEAVE -- I CAN'T REMEMBER. SOMEONE

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HAS GOT TO LEAVE EARLY, BUT I CAN'T
REMEMBER WHO THAT WAS. WAS THAT
YOU, STEPHANIE, THAT YOU HAVE TO
LEAVE AT 2 O' CLOCK?

DR. LOGAN: YES. IF POSSIBLE,
YES.

MS. BAKER: SO IF WE NEED TO
VOTE ON SOMETHING, LET'S DO IT
PRIOR TO 2 O' CLOCK. LET'S GET
STARTED ON OUR AGENDA. LET'S HAVE
A REPORT OF THE EQUIPMENT PROGRAM.

MR. EXLINE: I THINK MOST OF
YOU KNOW THAT STACY BRADY IS ON
MATERNITY LEAVE, SO SHE'S DOING
WELL. I THINK SHE'S VERY BUSY WITH
ACTUALLY TWO LITTLE ONES NOW SO SHE
DID, I WILL MENTION ONE OF THE
THINGS SHE WAS INVOLVED WITH BEFORE
SHE LEFT WAS JUST SHE DID PRESENT
REMO TEL Y AT THE TELECOMMUNI CAT IONS
EQUIPMENT DI STRI BUT I ON PROGRAM
ASSOCIATI ON ON A COUPLE OF PANELS
ON THE WI RELESS PROGRAMS. THERE' S
ABOUT PROBABLY ABOUT 20 OF THE
STATES NOW THAT HAVE SOME TYPE OF

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WI RELESS PROGRAMS, WHETHER THEY ARE PI LOT PROGRAMS OR PROGRAMS THAT ARE PERMANENT. BUT BRENDA WHITLOCK IS HERE TODAY. BRENDA IS BOTH THE TAP FOR I NTERNET COORDI NATOR PROVIDI NG ALL THE ADAPTIVE EQUIPMENT FOR THE I NTERNET PROGRAM AND ALSO THE COORDI NATOR FOR THE NATIONAL DEAF-BLI ND EQUIPMENT DI STRI BUTI ON PROGRAM. SO I F ANYBODY HAS ANY QUESTI ONS ABOUT DEAF-BLI ND EQUIPMENT, THEN BRENDA WOULD BE THE PERSON TO TALK TO. SHE IS GOI NG TO TALK A LITTLE BIT ABOUT K I ND OF REVIEWI NG THE FI NAL PART OF OUR FI RST ROUND OF OUR PI LOT AND THEN TALK ABOUT PHASE TWO OF OUR PI LOT WHICH I S GOI NG TO START ANY DAY NOW. GO FOR I T.

MS. WHITLOCK: HI . NOTHING LI KE BEI NG AT THI S MEETI NG FOR THE FI RST TI ME AND BEI NG AT THE VERY BEGI NNI NG OF THE MEETI NG. I T I S GREAT TO BE HERE. I ' M SAD THAT STACY COULDN' T BE HERE, BUT I ' M

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REALLY GLAD TO BE WITH YOU ALL TODAY. LI KE MARTY SAI D WE' RE JUST

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GOING TO GO THROUGH A COUPLE OF THINGS AND SHOW YOU JUST A BRIEF SYNOPSIS SUMMARY OF THE PHASE ONE PILOT THAT STACY TOLD YOU ALL ABOUT, I BELIEVE, LAST YEAR OR SIX MONTHS AGO. AND THERE WERE 24 PARTICIPANTS IN THE FIRST PHASE OF THIS WIRELESS PILOT. AND THERE WERE SIX INDIVIDUALS WHO ARE BLIND, FIVE WHO ARE DEAF, TWO HARD OF HEARING, SEVEN WITH LOW VISION AND FOUR WITH SPEECH IMPAIRMENT. AND THE AGE RANGE WAS 27 TO 90 YEARS OLD, SO IT WAS A REALLY BROAD AGE RANGE AND FROM DIFFERENT CITIES THROUGHOUT THE STATE. WE THOUGHT ORIGINALLY WE WOULD JUST BE ABLE TO HAVE INDIVIDUALS FROM KANSAS CITY AND ST. LOUIS BECAUSE THAT'S WHERE THE TWO FOCUS GROUPS WERE GOING TO MEET. BUT WE ENDED UP HAVING THREE FOCUS GROUPS, ONE IN CENTRAL MISSOURI ALSO. SO SOME INDIVIDUALS

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CHOSE TO DRIVE UP SO WE HAD REALLY GOOD PARTICIPATION FROM THROUGHOUT THE STATE.

THESE ARE JUST SOME OF THE INDIVIDUALS WHO DID PARTICIPATE. MARJORIE LOOKING AT HER I-PAD. SHE WAS LATE DEAFENED. SHE USES HER

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I-PAD FOR WEB CAPTEL CAPTIONS WHILE SHE'S ON HER PHONE AND SHE ALSO USES THE VIDEO RELAY AND SEVERAL DIFFERENT TELECOMMUNICATIONS THAT SHE CAN DO WITH THE I-PAD. AND ANOTHER COMMENT FROM ANOTHER PARTICIPANT, KATHY, SHE SAID THIS I-PAD IS MY COMMUNICATION TOOL. AND NOW I CAN'T IMAGINE MY LIFE WITHOUT IT. WE GOT A LOT OF REALLY, REALLY GOOD POSITIVE FEEDBACK. IF I RECALL LOOKING OVER ALL OF THE SURVEY COMMENTS, MARTY THERE WEREN'T ANY NEGATIVE ONES THAT I WAS AWARE OF. THERE WERE NONE. SO THAT'S HUGE. WHAT PROGRAM DO YOU NOT GET NEGATIVE COMMENTS? SO ANOTHER PARTICIPANT

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WITH A SPEECH IMPAIRMENT AND ALSO DEXTERITY, CLAYTON. HE USED A REGULAR I-PHONE WITH AN EXTENDED SPECIAL LONG STYLUS THAT NOW HE IS ABLE TO MAKE CALLS, TEXT, E-MAIL. HE ALSO USES THE APP FOR SPEECH WHEN HIS VOICE GETS TIRED AND HE IS NOT ABLE TO SPEAK. SO PHASE TWO SINCE IT WAS SO SUCCESSFUL IN PHASE ONE, WE ARE ACTUALLY PLANNING ON USING ABOUT 300 PARTICIPANTS IS

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KIND OF WHAT WE'RE LOOKING AT NOW.
WE'VE HAD SEVERAL PEOPLE ALREADY
THAT ARE SAYING HEY, I WANT TO BE
ON THIS. I'M READY TO GO. SO THE
LIST IS GROWING AND WE HAVEN'T EVEN
SENT OUT APPLICATIONS YET. WE
EXPECT THOSE TO BE READY ANY DAY
NOW. LITERALLY ANY DAY NOW. SO WE
SHOULD HAVE THOSE PRETTY SOON. AND
THE EQUIPMENT CATEGORIES, I'M GOING
TO RUN THROUGH SOME OF THOSE. IT
IS DIVIDED INTO FOUR CATEGORIES.
YOUR VERY BASIC CELL PHONES, SMART
PHONES, TABLETS AND THEN

♀

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ACCESSORIES FOR THOSE. A BIG
DIFFERENCE BETWEEN PHASE ONE AND
PHASE TWO OF THIS WIRELESS PILOT
WILL BE THE TRAINING ASPECT.
WHEREAS BEFORE WE HAD SET TRAINING
FOR INDIVIDUALS AND THEY WERE
REQUIRED TO COME TO A FOCUS GROUP
TRAINING, REQUIRED TO COME TO EACH
TRAINING. WITH THE NUMBERS BEING
MUCH HIGHER, 300 PEOPLE, WE REALLY
STAFFING WISE CAN'T HANDLE THAT
QUITE AS WELL. SO WE'RE REALLY
ENCOURAGING PEOPLE TO UTILIZE THOSE
RESOURCES THAT ARE IN THEIR
COMMUNITY, FROM THEIR FRIENDS,
FAMILY, BLOGS. I HAVE INDIVIDUALS

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THAT CALL AND I HAD AN OLDER GENTLEMAN LAST WEEK WHO SAID, WELL, MY GRANDSON. I ASKED HIM. DO YOU HAVE ANY RESOURCES. NO ONE LIVES WITH ME. I SAID, DO YOU HAVE A GRANDSON OR A GRANDCHILD THAT USES AN I-PHONE OR AN I-PAD? SURE, I HAVE TWO GRANDSONS AND THEY WOULD BE HAPPY TO HELP ME. THEY HAVE

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BEEN TRYING TO GET ME TO USE THIS DEVICE FOR A LONG TIME. SO THERE ARE RESOURCES THAT PEOPLE DON'T REALIZE THAT ARE GOING TO HELP THEM JUST IN THE TRAINING PIECE. TELTEX WHICH I'M SURE YOU ALL ARE FAMILIAR WITH, THEY HAVE A NEW WEBSITE CALLED I-ACCESSIBILITY.COM THAT THEY ARE PUTTING UP TRAINING VIDEOS AND THEY ARE WORKING WITH US TO PUT UP THE VIDEOS THAT WE'RE REQUESTING AS WELL SO A LOT OF THIS IS GROWING, AND THERE ARE A LOT OF RESOURCES OUT THERE. SO WE'RE HOPING TO UTILIZE THAT. THEN IF SOMEONE REALLY, REALLY NEEDS TRAINING AND IT'S NOT BEING MET, I'M GOING TO KIND OF GO OUT ON A LIMB HERE, BUT I'M GUESSING WE WILL HELP THEM IN AN INDIVIDUALIZED CASE

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IF THAT'S STILL NEEDED. SO THE EQUIPMENT. HOW MANY OF YOU ARE FAMILIAR WITH THE JITTERBUG? JUST A COUPLE OF YOU. THAT'S THE ONE THAT IS MARKETED TO OLDER PERSONS.

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BUT REALLY IT IS JUST A VERY SIMPLE INTERFACE. IT IS A FLIP PHONE AND SOMEONE WHO JUST NEEDS TO DO CALLS, TEXTS AND BE ABLE TO USE BASIC RELAY SERVICES THEY CAN DO THIS. IT IS REALLY SUGGESTED FOR MILD-TO-MODERATE HEARING LOSS BECAUSE IT DOES HAVE THE 85 DECIBEL GAIN, AND YOU CAN ALSO VOICE DIAL ON IT SO IT IS A REALLY GOOD ONE FOR THAT PERSON THAT NEEDS SOMETHING SIMPLE. WE WANTED TO PUT SOME OF THESE PHONES ON HERE SO THAT EVERYTHING WASN'T JUST AN I-DEVICE BECAUSE THERE ARE INDIVIDUALS, AS I'M SURE YOU ARE AWARE, THAT WANT TO BE IN THE TECHNOLOGY AGE, BUT THEY REALLY DON'T LIKE TECHNOLOGY OR IT SCARES THEM OR IT IS JUST NEW TO THEM. SO SOME OF THESE ARE REALLY GOOD. THE ODIN MOBILE, VI THAT STANDS FOR VISUAL IMPAIRMENT. IT IS SUGGESTED FOR PEOPLE WITH LOW VISION WHO ARE BLIND. AGAIN, CALLS, TEXTS, RELAY.

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VERY USER FRIENDLY. IT IS A SIMPLE SLIDE PHONE. WHAT THIS DOES IT HAS TALKING FEATURES ON ALL OF ITS FUNCTION SO THERE IS A TALKING CALLER ID. YOU CAN SPEAK THE CONTACTS AND ALL OF THE FEATURES OF THE PHONE ARE TALKING. SO THERE'S TWO THAT ARE REALLY GOOD FOR A POPULATION THAT NEEDS THAT SIMPLE INTERFACE. NOW, I HAVE TO STAY I LEFT ONE PHONE OFF OF HERE BECAUSE YOU NEVER SHOULD EDIT YOUR POWERPOINT SLIDE WHILE YOU ARE TRYING TO ALSO WATCH THE ROYALS, SO I APOLOGIZE FOR THAT. GO ROYALS. THEY ARE DOING GREAT. BUT NOT ON HERE IS THE JITTERBUG TOUCH THREE. SO WHAT IT IS IT IS A JITTERBUG PHONE AND IT IS A SMARTPHONE, BUT IT HAS A VERY SIMPLE INTERFACE. SO THERE ARE LIKE FIVE OPTIONS. IF YOU WANT TO GO LOOK UP THE JITTERBUG WEBSITE YOU CAN SEE A PICTURE OF IT, BUT AGAIN IT IS VERY SIMPLE. BUT WITH THAT SMART

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JITTERBUG PHONE YOU CAN GET E-MAIL AND GET ON THE INTERNET JUST LIKE

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THE OTHER SMART PHONES. IT IS JUST
A MUCH SIMPLER INTERFACE. I
APOLOGIZE THAT IT IS NOT IN HERE.
THE OTHER SUPER POPULAR SMART
PHONES, I-PHONE 6 AND I-PHONE 6
PLUS AND AGAIN YOU CAN SEE JUST THE
DIFFERENCE IN THE SIZE. THEY ARE
REALLY GOING TO BE GOOD FOR PRETTY
MUCH ANY DISABILITY. THEY HAVE ALL
OF THE ACCESSIBILITY FEATURES. SO
REALLY ANY ONE BASED ON THEIR
USAGE. THEY ARE GOING TO HAVE, OF
COURSE, THE CALLS, TEXTS, E-MAIL,
BROWSING THE INTERNET, USING ALL
DIFFERENT TYPES OF RELAY SERVICES,
VIDEO CALLS, WHETHER THAT'S VP OR
WHETHER THAT'S FACE TIME. THEY
HAVE GOT THE VOICEOVER. THEY HAVE
THE GUIDED ACCESS IN ALL OF THE
BUILT IN ACCESSIBILITY FEATURES.
THEY HAVE THE ZOOM FEATURE. YOU
GUYS PROBABLY HAVE HEARD ABOUT ALL
THE DIFFERENT ACCESSIBILITY

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FEATURES, SO I REALLY DON'T NEED TO
LIST ALL OF THOSE. THEY ALSO HAVE
THE HEARING AID COMPATIBILITY, M 3
AND T 4, WHAT WE WILL DO ON THESE
IS WE WILL PRELOAD APPS BASED ON
THE PERSON'S DISABILITY. SO WE
HAVE A SET GROUP OF APPS FOR EACH

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DISABILITY THAT WILL HELP THEM
ACCESS TELECOM MUCH EASIER.

AND THE TABLETS ARE THE OTHER
THING, I-PAD AND I-PAD MINI WILL
ALSO BE AVAILABLE ON THE WIRELESS
PILOT. DOES EVERYTHING THE I-PHONE
DOES MINUS THE CALLS THAT A REGULAR
CELL PHONE CALLS. EVERYTHING ELSE
IS AVAILABLE AND THE INDIVIDUAL HAS
TWO SIZES. ALSO I DON'T THINK I
MENTIONED THAT THESE WILL ALL COME
PRELOADED WITH NOT ONLY THE APPS
BUT THEY WILL COME IN A CASE, AN
OTTERBOX CASE SO THAT WILL PROTECT
IT FOR SAFETY.

THE FOURTH GROUP IS THE
ACCESSORIES. REGULAR NECK LOOP
WILL BE AVAILABLE. THESE WILL BE

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THE MOST TYPICAL ACCESSORIES
AVAILABLE. BLUETOOTH NECKLOOP.
INTERFACE BOX, CELL PHONE AMPLIFIER
AND A VISUAL SIGNALER. NOW THE
INTERFACE BOX IS KIND OF A NEW
THING. IT ALLOWS AN I-PAD TO BE
CONNECTED TO A REGULAR LAND LINE
PHONE THAT HAS A TWIRLY CORD,
THAT'S HOW WE NOT BUT NOT A
CORDLESS PHONE BUT SOMETHING WITH A
ADDITIONALLY CORD AND IT ALLOWS

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SOMEONE WHO IS USING AN I-PAD TO
THEN TAKE A CALL WITH THE PHONE.

MR. EXLINE: IT USES
AUGMENTATIVE COMMUNICATION.

MS. WHITLOCK: AUGMENTATIVE
COMMUNICATION, CORRECT. THE CELL
PHONE AMPLIFIER IS A GREAT DEVICE
FOR AN INDIVIDUAL THAT NEEDS NOR
ARE MORE AMPLIFICATION THAT IS
AVAILABLE AND IT'S ABOUT FOUR
INCHES BIG BY INCH AND-A-HALF WIDE
VIA BLUETOOTH IS AMPLIFIES THE CELL
PHONE. IT IS A GREAT, GREAT DEVICE
AND THE VISUAL SIGNALER, THIS IS A

♀

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PICTURE OF THE CELL PHONE
AMPLIFIER. THIS IS THE VISUAL
SIGNALER. THIS AREA THAT IS BLUE
AROUND THE CELL PHONE, WHILE THE
CELL PHONE IS SITTING IN THE
SIGNALER, IT VIBRATES, THIS WILL
FLASH. SO IT IS A VISUAL SIGNALER.
ANY QUESTIONS ABOUT ANY OF THE
EQUIPMENT? YES.

DR. LOGAN: THE INTERFACE BOX,
WHAT'S THE BENEFIT OF THAT?

MS. WHITLOCK: AN INDIVIDUAL
WHO HAS A SPEECH IMPAIRMENT AND
THEY ARE USING AN AUGMENTATIVE
COMMUNICATION OR A SPEECH APP,
SPEECH COMMUNICATION APP ON THEIR

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I-PAD, THEY CAN USE THE PHONE AND CALL PIZZA HUT FOR DELIVERY, MAKE AN ORDER OR SOMETHING LIKE THAT.

DR. LOGAN: OKAY. THANK YOU.

MS. WHITLOCK: SO THE PRELOADED APPS, I JUST LISTED A FEW OF THEM HERE. THESE PROBABLY WILL CHANGE BUT BECAUSE WE ALL KNOW HOW TECHNOLOGY IS AND EVERYDAY THINGS

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CHANGE. THIS GIVES YOU A BASIC IDEA. SOME OF THE TELECOM APPS THAT WILL BE PRELOADED. ALL OF YOUR RELAY APPS ARE GOING TO BE ON THERE. OF COURSE AN INDIVIDUAL ISN'T GOING TO USE EVERY SINGLE ONE OF THOSE BASED ON THE RELAY SERVICE THAT THEY USE. THEY WILL USE THE RELAY APPS, CLEAR CAPTIONS, OOVOO IS ONE VIDEO CHAT POPULAR, CANVOMOBILE, THERE IS DIFFERENT VIDEO CHAT TEXTING APPS THAT SOME OF THEM ARE TARGETED TO CERTAIN POPULATIONS OF PEOPLE. THERE MIGHT BE ONE THAT IS TARGETED SPECIFICALLY TO DEAF COMMUNITY OR TO THE BLIND COMMUNITY. SO SOME OF THE LIFE APPLICATION APPS THAT WE'RE PUTTING ON THERE JUST TO HELP PEOPLE. MOST OF THEM ARE FREE BUT

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JUST TO GIVE THEM ASSISTANCE FOR
EMERGENCY LEARNING AND FOR WEATHER
ALERTS. WE FOUND IN THE PILOT THAT
PEOPLE REALLY APPRECIATED THAT.
THAT WAS SOMETHING THEY NEVER

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THOUGHT WAS POSSIBLE FOR THEM TO
GET A TEXT ALERT WHEN THERE WAS A
TORNADO WARNING OR TO GET AN ALERT.
ONE LADY WE HAD SET UP THROUGH
NIXLE TO GET AN ALERT FROM THE FIRE
STATION WHEN THEY WERE AT HER
BUILDING AND THERE WAS A FIRE IN
THE BUILDING. SO THESE ARE REALLY
HELPFUL JUST LIFE APPS. SOME OF
THE ONES FOR PEOPLE WHO ARE BLIND,
LOW VISION. VOICE DREAM, IT IS A
TEXT TO SPEECH APP. TAP TAP SEE,
ARE ANY OF YOU FAMILIAR WITH IT?
SCOTT, DO YOU USE TAP TAP SEE?

MR. DOLLAR: WHAT IS IT AGAIN?

MS. WHITLOCK: TAP TAP SEE,
WHERE YOU TAKE A PICTURE AND THEN
IT TELLS YOU WHAT THE PICTURE IS.
IT IS A VERY PRACTICAL APP. SORRY,
I'M PUTTING SCOTT ON THE SPOT. I
KNOW HIM.

MR. DOLLAR: I DON'T USE THAT
ONE, NO. YES.

MS. WHITLOCK: A LOT OF PEOPLE
REQUEST. BARD MOBILE IS

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DOWNLOADING ACCESSIBLE BOOKS FOR INDIVIDUALS. A MAGNIFYING GLASS, APPS THAT MAGNIFY, QR READER SO AN INDIVIDUAL CAN GO UP TO ANYTHING WITH QR CODE AND HAVE THAT LINK. THINGS THAT INCREASE THE MAGNIFICATION, ZOOM CONTEXT, HEY TELL IS A VOICE MESSAGING APP SO INDIVIDUALS CAN CALL AND LEAVE A VOICE OR AUDIO MESSAGE, A LOT SIMPLER INTERFACE THAN GOING THROUGH THE CELL PHONE. IT IS AN APP. THESE ARE THE FOUR DIFFERENT SPEECH COMMUNICATION APPS THAT WE WILL GIVE INDIVIDUALS WHO HAVE A SPEECH IMPAIRMENT. THEY WILL HAVE THE OPTION OF CHOOSING ONE OF THESE AND THESE WE'VE FOUND ARE THE MOST POPULAR AND ARE THE MOST ROBUST AND ALSO ALLOW YOU TO DO TELECOMMUNICATIONS FROM THE APP. THAT WAS A REQUIREMENT BECAUSE THERE ARE SO MANY SPEECH COMMUNICATION APPS. BUT WE WANTED THEM, OBVIOUSLY, TO BE ABLE TO DO

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TELECOMMUNICATIONS THROUGH THE APP. PROLOQUO2GO, PROLOQUO4TEXT, TOUCH

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CHAT AND DYNAVOX COMPASS. ANY QUESTIONS ON THE APPS? I KNOW THERE ARE MILLIONS AND I KIND OF BREEZED THROUGH THAT BUT THAT GIVES YOU SOME OF THE BASICS. WAS THAT HELPFUL?

MS. BAKER: WILL YOU HAVE THESE APPS ON THE PHONES FOR SOMEONE TO TRY?

MS. WHITLOCK: GOOD QUESTION, LINDA. YES, WE DID PURCHASE SOME THAT WE'RE GOING TO PRELOAD FOR EACH CATEGORY AND DISABILITY GROUP. SO IF INDIVIDUALS DON'T HAVE ACCESS TO A FRIEND OR FAMILY MEMBERS THAT THEY CAN TRY, THEY CAN BORROW IS FROM US THROUGH AN AGENCY. GOOD QUESTION. WE PAY SHIPPING ON THAT TO AND FROM AS WELL. ANYTHING ELSE? OKAY.

SO THE PARTICIPANT RESPONSIBILITIES. WE WANT TO MAKE SURE THAT THEY REALIZE THAT THIS

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ISN'T JUST A GIFT FOR THEM, BUT THAT THEY DO HAVE A RESPONSIBILITY TO GET THEIR OWN SERVICE PLAN AND THEIR OWN DATA PACKAGE FOR ONES THAT IS APPLICABLE FOR. A COUPLE OF THOSE FIRST PHONES DON'T REQUIRE A DATA PACKAGE BUT JUST PHONE

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SERVICE. MOST OF THEM REQUIRED A DATA PACKAGE. AND THAT THEY WILL ACCEPT AND DOWNLOAD THE TELECOM APPS THAT WE PUSH TO THEM BECAUSE WE WILL BE ABLE TO DO THAT ON EACH DEVICE, WE'LL BE ABLE TO SEND PUSH NOTIFICATIONS. THEY SAY THEY ARE GOING TO MAINTAIN IT IN THAT PROTECTIVE CASE SO IT IS COVERED UNDER WARRANTY. BECAUSE THE WARRANTY WILL COME WITH IT. THEY AREN'T GOING TO SELL, TRADE, GIVE IT AWAY, THAT MAKES SENSE BUT YOU WOULD BE SURPRISED AT THE NUMBER OF PEOPLE WHO THINK IT IS OKAY TO DO THAT. AND THEY AGREE TO RESPOND TO SURVEYS SO WE CAN GET FEEDBACK INFORMATION FROM THEM, AND THEY

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ALSO WILL TAKE THESE DEVICES, WE'LL HAVE AN AGREEMENT WITH TELTEX SO THAT ALL OF THE WARRANTY, REPAIRS WILL GO THROUGH TELTEX AGAIN SO WE CAN GET FEEDBACK AND IT'S NOT GOING THROUGH APPLE. ACTUALLY TWO REASONS FOR GOING THROUGH TELTEX. ONE, BECAUSE THE CONTROL FACTOR THAT WE CAN SEE WHAT'S GOING ON. THEY ALSO HAVE MUCH MORE DISABILITY KNOWLEDGE AND CUSTOMER SERVICE THAT

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IS EXCELLENT. THEY ARE KNOWN FOR THAT. NOT ALWAYS THE SAME WITH APPLE. I DON'T KNOW WHAT YOUR EXPERIENCE HAS BEEN. BUT SOMETIMES, I MEAN APPLE IS GREAT BUT SOMETIMES IT IS NOT ALWAYS GOOD IF YOU ARE DEALING WITH A SPECIFIC DISABILITY. APRIL IS SHAKING HER HEAD, SHE KNOWS WHAT I'M TALKING ABOUT.

MS. MASON-DONOVAN: YES.

DR. LOGAN: SO SUPPOSE THAT THERE'S NO -- THAT LIGHT BEHIND YOU, I CANNOT SEE. SUPPOSE YOU DO

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IT AN ANALYSIS AND THE PERSON DOESN'T COMPLETE THE SURVEY, THEN WHAT HAPPENS TO THEM?

MS. WHITLOCK: IF IT'S JUST A SURVEY, WE WILL PROBABLY FOLLOW-UP WITH THEM. IF THEY DO SOMETHING I'M TRYING TO THINK OF AN EXAMPLE. THEY MIGHT LEAVE THE STATE WITH A DEVICE AND MOVE OR THEY MIGHT USE IT FOR AN UNLAWFUL PURPOSE, LET'S SAY. WE HAVE THE ABILITY TO CHECK THE LOCATION AND CERTAIN THINGS WE CAN CHECK TO SEE IF IT'S BEING DONE WITH THE I-PAD. IF WE HAVE TO, WE CAN FREEZE THE DEVICE.

DR. LOGAN: OKAY.

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MR. SOTONWA: SO I THINK THAT ONE OF THE BIG ISSUES THAT SOME PEOPLE ARE CONCERNED ABOUT IS ABOUT THEIR PRIVACY.

MS. WHITLOCK: EXACTLY.

MR. SOTONWA: THEIR RIGHTS FOR PRIVACY. IF YOU HAVE THE RIGHT TO SEE WHAT SOMEONE IS DOING WITH THEIR DEVICE, THEIR EQUIPMENT, HOW

♀

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WILL YOU RESOLVE THAT?

MS. WHITLOCK: WE CANNOT SEE TEXTS, CALLS OR ANYTHING LIKE THAT. WE CAN ONLY SEE LOCATION IF THEY ARE USING THE DEVICE AND IF IT'S AN APP THAT WE LOADED. SO THAT'S PRETTY MUCH IT. WE'RE NOT LIKE THE FEDERAL GOVERNMENT AND WATCHING YOU.

MR. SOTONWA: YOU MIGHT WANT TO MAKE THAT CLEAR TO PEOPLE BECAUSE SOMETIMES OUR PEOPLE HAVE CONCERNS ABOUT PEOPLE LOOKING AT IT BECAUSE OF THE RIGHT TO PRIVACY. IF YOU DON'T CLARIFY THAT IN YOUR CRITERIA, THERE MIGHT BE SOME MISUNDERSTANDINGS ABOUT THAT. SO I WOULD LIKE TO BRING THAT UP. YOU MIGHT WANT TO CLARIFY THAT IN THE FUTURE.

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MS. WHITLOCK: EXACTLY. GOOD
FEEDBACK. WE DO HAVE ON THE TERMS
AND CONDITIONS THE EXACT APP THAT
IS TRACKING THE LOCATION FOR THEM.
SO THEY CAN GO ON IF THEY WANT TO

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AND RESEARCH THAT APP AND FIND OUT
WHAT IT DOES DO, BUT WE DO GIVE
THEM BASIC INFORMATION ON WHAT IT'S
DOING AND WHAT WE'RE DOING. THEY
SIGN-OFF ON THAT SO WE'RE TRYING TO
REALLY BE UPFRONT WITH THAT AND NOT
HIDE ANYTHING. BUT THANK YOU FOR
THAT BECAUSE WE NEED TO MAKE SURE
AND MAKE THAT CLEAR.

MS. MASON-DONOVAN: SO WHAT IF
-- THE SHADES ARE DOWN. GOOD.
THANK YOU. WHAT IF PARTICIPANTS
WANT TO UPLOAD APPS LIKE GAMES AND
SO FORTH FOR THEIR OWN ENJOYMENT,
ARE THEY ABLE TO DO THAT OR NOT?

MS. WHITLOCK: SURE. THEY ARE
DEFINITELY ABLE TO DO THAT. THEY
JUST CAN'T DELETE WHAT WE'VE PUT ON
THERE.

MR. EXLINE: THEY CAN'T DELETE
THE TELECOMMUNICATIONS APPS.

MS. WHITLOCK: AND BY THE WAY,
WE WON'T KNOW WHAT APPS THEY
UPLOAD. KIND OF BACK TO YOUR
COMMENT. WE'RE ONLY GOING TO KNOW

♀

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IF THEY DELETE ONE OF OUR APPS AND
THE LOCATION. ANY OTHER QUESTIONS?
MARTY.

MR. EXLINE: THE ONLY OTHER
THING I WOULD SAY IS ONE OF THE
THINGS WE'RE GOING TO COME OUT WITH
AND THIS WILL BE ON OUR WEBSITE.
WE'RE ALSO PUTTING TOGETHER A
LITTLE CATALOG THAT KIND OF
DESCRIBES EACH ONE OF THE PHONES
AND TERMS AND CONDITIONS AND
EVERYTHING AND HOPEFULLY WITHIN THE
NEXT COUPLE OF THREE WEEKS THOSE
SHOULD BE AVAILABLE AND WE WILL
PRINT A TON OF THEM AND WE'RE
TRYING TO PUT SOMETHING TOGETHER
THAT WILL PRETTY MUCH HOPEFULLY
GIVE ANYBODY ALL THE INFORMATION
THEY WOULD NEED AS FAR AS EACH
PHONE AND WHERE YOU WOULD GO IF YOU
NEED HELP IN TERMS OF REPAIRS OR
ANYTHING LIKE THAT. TRYING TO,
LIKE I SAY, TRYING TO GET
EVERYTHING IN ONE LITTLE AND THE
SAME INFORMATION WILL BE ON OUR

♀

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WEBSITE ALSO.

MS. MASON-DONOVAN: SO YOU SAID

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THAT YOU ALREADY HAVE A LIST OF PEOPLE WHO WANT TO PARTICIPATE IN PHASE TWO. SO IF I KNOW A FEW PEOPLE, REALLY GOOD CLIENTS, THAT WOULD BE WONDERFUL FOR THE PROGRAM, IS THAT SOMEONE THAT I CAN SEND YOU THEIR CONTACT INFORMATION OR ARE YOU PREFERRING TO WAIT?

MS. WHITLOCK: YES. THANK YOU FOR SAYING THAT. I WAS JUST GOING TO POINT PEOPLE TO THE E-MAIL RIGHT HERE. TAPPILOT@ATT.NET. IF YOU KNOW SOMEONE WHO WANTS AN APPLICATION OR WANTS TO APPLY OR WANTS INFORMATION, SEND THEIR NAME, ADDRESS, DISABILITY TYPE AND WE WILL SEND THEM OUT AN APPLICATION OR WE CAN SEND THEM TO YOU AND YOU CAN SEND THE APPLICATION IN AS WELL. SO THANK YOU, APRIL. I DIDN'T EVEN TELL HER TO DO THAT.

MR. EXLINE: WITHIN THE NEXT FEW DAYS, WITHIN THE NEXT COUPLE OF

♀

29

WEEKS WE'LL BE SENDING INFORMATION TO EVERY AGENCY WE CAN POSSIBLY THINK OF, VR, THE COMMISSION SO YOU GUYS ARE PROBABLY THE FIRST ONES THAT ARE KIND OF GETTING THE INFORMATION. SO YEAH, IF YOU KNOW ANYBODY WHO MIGHT BE INTERESTED IN

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AN APPLICATION OR GETTING INFORMATION, THEN SEND US THEIR NAMES AND CONTACT INFORMATION OR HAVE THEM SEND IT TO US, WE'LL GET THEM ON THE LIST TO GET INFORMATION.

MS. BAKER: MARTY, AS YOU KNOW WE HAVE A LIST, THE GOVERNOR'S COUNCIL ON DISABILITY, THAT'S MY HAT THAT I'M WEARING NOW. SO IF YOU PUT A BLURB TOGETHER ABOUT YOUR NEW PROGRAM, WE CAN SEND IT OUT ON THE LISTSERV AS WELL AS PROMOTE IT ON THE DISABILITY PORTAL.

MR. EXLINE: RIGHT.

MS. WHITLOCK: GREAT.

MR. VAN ESCHEN: HOW LONG DO YOU THINK PHASE TWO WILL LAST?

♀

30

MS. WHITLOCK: I'M GOING TO LET MARTY ANSWER.

MR. EXLINE: PROBABLY FOR THE WHOLE YEAR.

MR. VAN ESCHEN: SO IT WON'T BE UNTIL AFTER PHASE TWO BEFORE YOU MAKE ANY DECISIONS ABOUT OPENING THIS UP SO THAT ANYBODY CAN APPLY?

MR. EXLINE: IT IS PRETTY MUCH OPEN UP NOW. ANYBODY CAN APPLY. I THINK THE MAIN DIFFERENCE IS

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BETWEEN PHASE ONE AND PHASE TWO IS,
OF COURSE, PHASE ONE YOU HAD TO BE
ABLE TO ATTEND THE FOCUS GROUP
MEETINGS AND GET TRAINED. SO ONE
OF THE THINGS WE WANT TO FIND OUT
WITHOUT THAT TRAINING WHAT KINDS OF
ISSUES ARE PEOPLE HAVING? WE FIND
OUT IN PHASE ONE REALLY A LOT OF
THE FOLKS WHO ARE DEAF OR HARD OF
HEARING, THEY DIDN' T REALLY HAVE
ANY ISSUES. SOME OF THE
PARTICIPANTS WERE BLIND AND HAD TO
USE SOME OF THE APPLICATIONS MORE,
NEEDED SOME MORE TRAINING ISSUES SO

♀

31

THOSE ARE THE KINDS OF THINGS WE
WANT TO FIND OUT. REALLY ANYBODY
CAN APPLY SO IT IS PRETTY MUCH OPEN
UP NOW IN TERMS OF WHO WANTS TO
PARTICIPATE. THEY DON' T HAVE TO
SAY THAT THEY ARE GOING TO
PARTICIPATE IN ANY MEETINGS. THE
ONLY THING THEY HAVE TO AGREE TO,
WHEN WE SEND THEM A VAR OR CONTACT
THEM THEY ARE WILLING TO ANSWER
QUESTIONS ABOUT HOW THE EQUIPMENT
IS MEETING THEIR NEEDS.

MS. WHITLOCK: AND I DON' T
THINK I PUT IT ON THERE. THEY DO
HAVE TO BE 18 AND OLDER.

MR. VAN ESCHEN: SO HOW MANY

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WI RELESS PHONES HAVE YOU HANDED
OUT?

MR. EXLINE: THE ONLY ONES
WE'VE DONE IS IN THE FIRST PHASE
WITH THOSE 25 OR SO PARTICIPANTS.
THE SECOND PHASE WE'RE JUST TRYING
TO GET THE CATALOGS AND EVERYTHING,
ALL THE INFORMATION TOGETHER AND
KICK THAT OFF IN THE NEXT TWO TO

♀

32

THREE WEEKS.

MS. WHITLOCK: THEN THE FUNDS
FOR INDIVIDUALS WHO ARE DEAF-BLIND,
OF COURSE, THAT'S A SEPARATE POT OF
MONEY WHICH IS WHY YOU DIDN'T SEE
THEM LISTED ON HERE. BECAUSE
THAT'S THROUGH THE NATIONAL
DEAF-BLIND EQUIPMENT DISTRIBUTION
PROGRAM. SO THEY CAN ALREADY GET
THESE SAME DEVICES THROUGH THEM.

MS. WIELAND: HOW MANY PEOPLE
ARE YOU LOOKING FOR?

MS. WHITLOCK: HOW MANY ARE WE
LOOKING FOR?

MS. WIELAND: YES.

MS. WHITLOCK: WE'RE EXPECTING
ABOUT 300. THAT'S KIND OF WHAT WE
WERE ESTIMATING.

MS. WIELAND: OKAY.

MS. BAKER: I NOTICE ON YOUR

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STATISTICS YOU SAID A LOT OF THEM
WERE OVER 60. ARE YOU TRYING TO
WORK -- I KNOW YOUNG PEOPLE HAVE A
DIFFERENT LIFESTYLE, BUT ARE YOU
TRYING TO FOCUS ON ANY SCHOOL

♀

33

DISTRICTS TO GET THIS INFORMATION
BECAUSE I'M THINKING IN ST. LOUIS
ALONE WE HAVE A LOT OF EDUCATIONAL
INSTITUTIONS THAT WORK WITH THE
DEAF. ARE YOU AIMING FOR SOME
CHILDREN -- SINCE YOU SAID 18. YOU
SAID 18. HIGH SCHOOL.

MS. WHITLOCK: WE REALLY WOULD
LIKE THEM TO BE TRANSITIONING OUT
OF HIGH SCHOOL AND OLDER. THAT'S
REALLY THE TARGET GROUP THAT WE'RE
TRYING TO GET BECAUSE A LOT OF KIDS
WILL GET THE DEVICES IN SCHOOL.

MS. MASON-DONOVAN: SO LET ME
KNOW IF YOU NEED ANY HELP, I WORK
WITH A LOT OF TRANSITION SERVICES.

MS. WHITLOCK: SURE.

MS. MASON-DONOVAN: FOR DEAF
AND HARD-OF-HEARING CHILDREN.

MS. WHITLOCK: WE'LL BE SENDING
YOU THE APPLICATIONS. OUR WEBSITE,
BE SURE TO GO TO OUR WEBSITE
BECAUSE PROBABLY IN ABOUT A WEEK WE
SHOULD HAVE THE FREQUENTLY ASKED
QUESTIONS, THE FAQ UP ON THE

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♀

34

WEBSITE AS WELL AS WHAT MARTY MENTIONED, THE WIRELESS CATALOG THAT DETAILS EVERYTHING. YOU GUYS HAVE BEEN GREAT. IF YOU HAVE ANY QUESTIONS, JUST LET US KNOW AND SEND PROSPECTIVE INDIVIDUALS TO THE TAP PILOT AT THE ATT.NET E-MAIL. THANK YOU VERY MUCH.

MS. BAKER: THANK YOU. LET'S GET READY FOR THE SPRINT REPORT. MICHELLE. THE SPRINT REPORT, MICHELLE.

MS. VICINO: HELLO, EVERYONE. IT'S BEEN SWEET COMING BACK TO WORK BUT I HAVE TO TELL YOU I DON'T KNOW IF ANY OF YOU KNEW ME BEFORE, BUT I AM THE SPRINT MISSOURI COMMITTEE MEMBER SO I RECENTLY JUST CAME BACK TO WORK AFTER A SHORT MATERNITY LEAVE, HAVING THE BABY. SO YOU GOT MY REPORT IN FRONT OF YOU. IF YOU ARE MISSING ANY, LET ME KNOW, I HAVE MORE COPIES HERE. I SEE ONE THAT IS MISSING ONE. DO YOU HAVE YOURS? I THINK WE HAVE AN EXTRA

♀

35

ONE, WE CAN PASS IT DOWN. I HAVE EXTRAS REGARDLESS.

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WE' RE GOING TO BEGIN WITH OUR
POWERPOINT. BASICALLY I' M GOING TO
COVER THESE FOUR POINTS. MISSOURI
TRAFFICKING TRENDS, OUTREACH AND
MARKETING FROM APRIL THIS YEAR,
RELAY MISSOURI UPDATES AND FCC
UPDATES.

THIS BAR GRAPH GIVES ALL THE
STATISTICS FROM 2008. THEY ARE
BILLABLE MINUTES FOR TRS AND
CAPTEL. THESE ARE ALL THE TOTALS
SO I' M SEEING SOME PEOPLE GOING
WHOA. SO SINCE 2008 TRS HAS
DECLINED NATIONALLY ALL OVER THE
U. S. THAT' S BEEN THE TREND BECAUSE
PEOPLE ARE NOT USING TTY ANY MORE,
THE TRADITIONAL RELAY SYSTEM.
HOWEVER, WE DO RECOMMEND PEOPLE
KEEP THOSE TTYS IN THEIR HOMES FOR
EMERGENCY SITUATIONS BUT MOST
PEOPLE ARE CLOSETING THEM AND NOT
USING THEM. MOST INDIVIDUALS ARE
TRANSITIONING TO VRS, THAT' S WHY

♀

36

WE' RE SEEING THE LARGE DECLINES IN
NUMBERS. CAPTEL IS THE YELLOW AND
THAT ONE FOR SOME TIME WAS STARTING
TO GAIN BUT THEN IT STARTED GOING
DOWN AGAIN. I DON' T KNOW IF YOU
ARE FAMILIAR WITH CAPTEL 840. THAT
USES THE A PHONE LINE, ANALOG PHONE

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LINE. NOW WE'VE GOT DIGITAL AND VOIP AND ALL THESE OTHER THINGS AND THEY ARE NOT COMPATIBLE WITH THE OLD CAPTEL MACHINE. NOW WE HAVE AN 840 I AND THAT'S AN INTERNET CAPTEL PHONE. BECAUSE THE STATE COVERS 840 PHONES ONLY, NOT 840 IPHONES WE'RE SEEING THOSE NUMBERS. SO THE FOLKS WHO HAVE TRANSITIONED TO THE 840 I THAT'S WHAT YOU ARE SEEING IN THE DOWNWARD TREND FOR CAPTEL ON THIS GRAPH.

THIS IS A SNAPSHOT OF WHAT'S BEEN GOING ON SINCE APRIL OF 2014. FOR TRS RELAY CALLS WE'VE GOT 10013,241 SO FAR. THAT'S UP THROUGH SEPTEMBER. I DID NOT INCLUDE OCTOBER. FOR CAPTEL CALLS

♀

37

WE'RE ABOUT 86,000. WE HAD 33 OUTREACH EVENTS AND THE REASON WE HAD 33, WHICH IS A LITTLE BIT LESS THAN PREVIOUSLY IS BECAUSE OF MY LEAF. THE DOC TOLD ME I NEEDED TO SLOWDOWN A LITTLE BIT AS I GOT NEARER MY DUE DATE, A LITTLE BIT SLOWER. I KNOW MANY OF YOU HAVE MET BOB LISTER. HE'S VERY, VERY ACTIVE IN THE COMMUNITY AND WE WERE KIND OF TOLD WE NEED TO KIND OF

OCTOBER 2014

BACK DOWN A LITTLE BIT. SO THAT'S WHY IT IS A LITTLE BIT LOWER. THE PEOPLE WE REACHED IN THE AUDIENCE THAT WAS OVER 39,000. IN JULY WE HAD A HUGE EVENT. IF YOU HEARD THE SRE, THE SPRINT RELAY EXPO, WE HAD ONE IN MISSOURI. THERE WAS A BIG TWO-DAY EVENT, KICKOFF EVENT, SOCCER EVENT IN THE KANSAS CITY AREA. WE HAD 18,000 PEOPLE THERE ALONE, 18,000 AND THAT WAS A LOT OF PEOPLE THAT ARE NOT DEAF-BLIND THAT WERE EXPOSED TO RELAY MISSOURI AND I THINK THAT'S WHAT HELPED OUR

♀

38

NUMBERS DURING THAT TIME PERIOD.

ANOTHER PERSPECTIVE FOR THE TRAFFIC REPORT IS THE TOTAL TRS CALL VOLUME. AS YOU CAN SEE THE TOP BLACK LINE, THAT WAS 2008 AND YOU SEE THAT THAT WAS A BIT OF A STEADY DECLINE AND THEN THE VERY LAST GRAY LINE THAT'S LIGHT GRAY IS THIS YEAR. SO YOU CAN SEE OVER THE YEARS WE CONTINUALLY DROPPED. BUT IF YOU WILL NOTICE, IT IS NOT AS DRAMATICALLY DROP AS WE'VE SEEN IN PREVIOUS YEARS. SO THE DECLINE IS NOT AS MUCH AS IT WAS AFTER 2008 SO THE TRAFFIC, THAT'S THE CALL VOLUME OVERALL GIVES YOU AN OVERVIEW.

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THE NEXT POWERPOINT SLIDE IS ABOUT CAPTEL CALL VOLUME. YOU WILL SEE A SIMILAR TREND AND THAT'S THE TRANSITION AGAIN TO THE 840 I WHICH IS NOT COVERED BY THE STATE. SO PEOPLE THAT ARE STILL USING THE CAPTEL PHONE BUT THEY ARE USING A DIFFERENT VERSION OF IT, SO WE WILL SEE THAT DECLINE IN MINUTES. ARE

♀

39

THERE QUESTIONS SO FAR? YES, APRIL.

MS. MASON-DONOVAN: SO IT'S NOT ABOUT OTHER COMPANIES THAT ARE MAKING CAPTEL -- I'M SORRY -- CAPTION CALLS, I GUESS IS WHAT THEY ARE OFFICIALLY CALLED? THAT'S NOT THE DECLINE?

MS. VICINO: THAT'S POSSIBLE. THERE ARE OTHER COMPANIES THAT ARE IN COMPETITION, WE'LL SAY THAT ARE PROVIDING THESE SERVICES, THESE PHONES. IF THEY ARE NOT USING THE ANALOG 840, THEN YEAH, THAT COULD BE PART OF THE TRANSITION AS WELL. I JUST DON'T HAVE THAT INFORMATION.

MR. VAN ESCHEN: WHAT DOES SPRINT EXPECT TO HAPPEN GOING FORWARD? YOU HAVE SEEN A DECLINE IN CALL VOLUMES FOR BOTH

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TRADITIONAL RELAY SERVICE AND
CAPTEL SERVICE. IT LOOKS LIKE IT
SLOWED DOWN A LITTLE BIT. BUT ARE
WE EVENTUALLY GOING TO GET DOWN TO
NOTHING OR IS IT GOING TO LEVEL

♀

40

OFF? HAVE WE ABOUT BOTTOMED OUT IS
WHAT I GUESS I'M ASKING?

MS. VICINO: THAT'S AN
EXCELLENT QUESTION. WE DO EXPECT
IT TO LEVEL OFF. WITH CAPTEL
CURRENTLY WE'RE ENCOURAGING AND
TRYING TO DO PROMOTIONS, VERY HEAVY
PROMOTIONS ON CAPTEL. THE NUMBERS
CAN BE DISCOURAGING, BUT WE DON'T
HAVE A PLAN TO GET OUT OF THE
BUSINESS. WE ARE STILL RUNNING IT
AND WE DO EXPECT IT TO LEVEL OFF,
YES.

DR. LOGAN: WE'RE SAD.

MR. EXLINE: MISSOURI DOES
COVER THE 840 I, WE DO COVER THE
840 AND THE 840 I.

MS. VICINO: FOR THE EQUIPMENT,
YES, BUT I'M TALKING ABOUT BILLABLE
MINUTES. THAT'S IMPORTANT TO CLEAR
UP.

THIS GRAPH IS REPRESENTING THE
OVERALL CALL VOLUMES SINCE JUNE OF
LAST YEAR. THE BLUE IS TRS AND THE
RED IS CAPTEL, SO YOU CAN SEE SINCE

♀

41

LAST YEAR THE DIFFERENCE BETWEEN TRS AND CAPTEL. THEY ARE ACTUALLY SORT OF CATCHING UP TO ONE ANOTHER. CAPTEL HAS BEEN FAIRLY STEADY OVER THE LAST YEAR, BUT AGAIN WE EXPECT IT TO LEVEL OFF. THERE'S BEEN A LOT OF CHANGES THROUGH THE FCC IN REGARDS TO CAPTEL BUT WE EXPECT THAT ALL TO LEVEL OFF. IT IS A VERY POPULAR PHONE FOR SENIOR CITIZENS, LATENED DEAF SO I THINK IT IS A VERY BENEFICIAL TECHNOLOGY FOR THOSE FOLKS.

SO I HAVE ADDED A NEW SLIDE THIS TIME. I WANTED TO SHOW YOU THE DIFFERENCE OF PERCENTAGES, THE BREAKDOWNS FOR USERS OF RELAY MISSOURI SINCE THIS LAST -- SINCE JANUARY OF THIS YEAR TO THE PRESENT. YOU WILL SEE TTY IS NOT INCLUDED IN THE CAPTEL NUMBERS. TTY AND THE VOICE, IF YOU SEE THE VOICE PART IS LIKE THOSE WHO ARE USING THAT. SO FOR DEAF-BLIND YOU SEE THE PERCENTAGE IS EXTREMELY

♀

42

SMALL. THOSE NUMBERS WERE AT THE BOTTOM.

MS. BAKER: CLARIFY THAT. ARE YOU SAYING -- I'M NOT QUITE UNDERSTANDING THIS CHART. ARE YOU SAYING THAT PEOPLE ARE USING THEIR VOICE WHEN THEY MAKE A CALL, FOR EXAMPLE? I DON'T UNDERSTAND.

MS. VICINO: THE VOICE PART MEANS THERE IS AN INDIVIDUAL WHO IS HEARING AND I'M MAKING A CALL TO YOU, WHO MIGHT BE USING THE RELAY SERVICES. I'M THE VOICE CALLER. DOES THAT EXPLAIN MORE CLEARLY TO YOU?

MS. BAKER: YEAH.

MS. VICINO: OKAY. ARE THERE OTHER QUESTIONS?

MR. VAN ESCHEN: JUST SO I UNDERSTAND THAT. IS THE RELAY USAGE PRIMARILY FROM WHERE THE CALLER IS A HEARING PERSON AND THEY ARE TRYING TO CALL, SAY, A DEAF PARTY?

MS. VICINO: YES. SUPPOSE I'M

♀

43

USING A TTY AND YOU ARE A HEARING INDIVIDUAL AND YOU ARE GIVING ME A CALL THROUGH RELAY MISSOURI AND I ANSWER ON MY TTY. YEAH. SO THAT IS THE VOICE PART. YOU ARE MAKING INITIATING THAT CALL.

THE SPEAKER: YOU PROBABLY

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ANSWERED THIS ALREADY BUT I'M STUPID. DO YOU HAVE A BREAKDOWN OF THE NUMBER OF CALLS THAT ORIGINATE IN MISSOURI VERSUS OUT OF STATE?

MS. VICINO: DO I HAVE IT BREAKDOWN OF CALLS THAT ORIGINATE IN MISSOURI? ALL OF THE CALLS THROUGH RELAY MISSOURI ORIGINATE IN MISSOURI. IF YOU ARE IN ILLINOIS, FOR EXAMPLE IF YOU ARE MAKING A CALL THROUGH RELAY IT IS USING THEIR SYSTEM, THEIR RELAY SERVICE, THE ILLINOIS RELAY. IT WON'T SHOW UP ON MY SPREADSHEETS AS A MISSOURI RELAY CALL BECAUSE WE ONLY HANDLE CALLS THAT WERE INITIATED IN MISSOURI.

MR. SOTONWA: TO FOLLOW-UP ON

♀

44

BARRY'S QUESTION. IF YOU ARE IN ILLINOIS AND YOU ARE WANTING TO CALL SOMEONE THROUGH MISSOURI, WHO IS IN MISSOURI WHO ARE, WHO IS INITIATING THAT CALL.

MS. VICINO: THE CALLER IS FROM ILLINOIS, IT DOESN'T MATTER WHO THEY ARE CALLING AND WHAT STATE, IF THEY ARE CALLING SOMEONE IN CALIFORNIA OR MISSOURI, THEY ARE USING THAT STATE'S RELAY SERVICE TO

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INITIATE THAT CALL. THAT'S WHERE
IT IS ORIGINATING. THAT'S HOW THE
SYSTEM IS SET UP.

MR. SOTONWA: IF I'M CALLING
FROM MISSOURI TO SOMEONE IN
ILLINOIS THAT IS THE MISSOURI RELAY
SYSTEM?

MS. VICINO: YES. THAT'S
CORRECT.

THIS SLIDE WAS FOR THE PURPOSE
OF SHOWING YOU WHAT WE'VE BEEN
DOING SINCE APRIL AND I BLEW THIS
UP ON ONE OF YOUR SHEETS HERE WITH
THE YELLOW. IT IS SHOWING YOU

♀

45

WHERE WE'RE GOING, WHAT KINDS OF
OUTREACH, BOOTHS, DIFFERENT
BREAKDOWNS OF THE TYPE OF EVENTS
THAT WE'VE BEEN INVOLVED IN SINCE
APRIL.

SO NOW OUR MARKETING UPDATES.
IF I'M REMEMBERING CORRECTLY, THE
LAST MEETING WE HAD -- WE WERE
TALKING ABOUT THE WEBSITE AND THE
CURRENT WEBSITE FOR RELAY MISSOURI
IS SOMETHING.COM OR DON'T HANG UP
-- THEDON'THANGUP.COM SO WE TALKED
ABOUT CHANGING THE ADDRESS AND
THE LOOK OF IT. IT IS NOT LIVE
BECAUSE I WANTED IT TO SHOW IT TO
YOU. THIS WILL BE THE NEW WEBSITE

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ADDRESS, RELAY MISSOURI. IF I CAN
GET ON-LINE I'M GOING TO PULL IT
UP. I THINK I CAN TO SHOW YOU WHAT
THAT WEBSITE LOOKS LIKE SO WE CAN
GET YOUR FEEDBACK BEFORE WE GO
LIVE. ON THE NEXT SLIDE YOU ARE
GOING TO SEE WHAT THAT HOME PAGE
LOOKS LIKE, BUT I'M GOING TO
ACTUALLY TRY TO BRING IT UP. IS

♀

46

THAT POSSIBLE?

MS. PARISH: WE CAN TRY. I'M
NOT SURE.

MS. VICINO: HOPEFULLY I'M ON
THE INTERNET HERE. OKAY. SO THIS
IS AGAIN IT IS NOT LIVE. YOU CAN
SEE IT IS A LOT MORE CLEAN. I WANT
TO EXPLAIN THIS TOP PICTURE. IT IS
A PLACEHOLDER FOR NOW BECAUSE I
WANTED TO SHOW DIFFERENT PICTURES
FROM AROUND THE STATE OF MISSOURI.
I KNOW MISSOURI IS NOT JUST ST.
LOUIS, SO THAT'S JUST A PLACEHOLDER
FOR NOW. I DON'T KNOW IF YOU GUYS
HAVE SEEN THE WEBSITE IN THE PAST.
IT WAS VERY LOUD AND SOMEONE TOLD
ME THEY WANTED IT TO BE A LITTLE
BIT MORE CLEAN, MORE SIMPLE LINES
FOR EASIER VISUAL. ON THE TOP YOU
HAVE GOT THE HOME PAGE, SERVICES,

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ETC. THOSE TABS THAT ARE DROPDOWN
MENUS SO IF YOU ARE LOOKING FOR
SERVICES THAT GIVES YOU A LIST OF
DIFFERENT SERVICES. YOUR PERSONAL
CUSTOMER PROFILE. AND THEN AS YOU

♀

47

SCROLL DOWN, YOU ARE GOING TO SEE
THE DIFFERENT SERVICES AND AN
EXPLANATION OF THOSE. ONCE YOU
CLICK THEM YOU GET A MUCH MORE IN
DEPTH EXPLANATION OF WHAT THEY
ENTAIL.

THE SPEAKER: THIS ACTUALLY
DOESN'T BUT IT DOES RELATE TO
MISSOURI RELAY, THE FACT THAT MOST
RECENTLY I WAS WORKING IN GEORGIA.
A LOT OF WORK THAT I DID IN GEORGIA
WAS WITH THE PRISON SYSTEM. IN
GEORGIA THEY REFUSED TO INSTALL ANY
VIDEO PHONES FOR DEAF INMATES.
THEY ONLY PERMIT THE USE OF TTYS.
THE REASON FOR THAT, WHICH KIND OF
CONNECTS TO WHAT YOU JUST SAID, THE
PRISON OFFICIALS SAY THAT THEY CAN
MONITOR THE CALLS MADE THROUGH
RELAY BUT THEY CAN'T MONITOR CALLS
THROUGH VIDEO PHONES. AND I'M
CURIOUS ABOUT WHEN YOU SAY IT IS
CONFIDENTIAL, HOW CONFIDENTIAL ARE
WE TALKING ABOUT HERE?

MS. VICINO: I AM NOT AN EXPERT

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♀

48

IN THIS AREA BECAUSE YOU ARE TALKING ABOUT PRISON SYSTEMS BEING MUCH MORE DIFFERENT THAN THE GENERAL PUBLIC. IF I MAKE A CALL IT IS VERY CONFIDENTIAL. BUT AGAIN, THAT'S NOT MY AREA OF EXPERTISE, BUT I HAVE HEARD THAT COMMENT IN THE PAST FROM OTHER STATES AS WELL. I THINK BASICALLY THE REASON THAT TTY IS BEING USED, NOT VP BECAUSE THEY HAVE TO WATCH AND MONITOR THOSE CALLS. AND BE ABLE TO MONITOR THOSE CALLS. WITH THE VIDEO PHONE IT IS MORE DIFFICULT OR THEY CAN'T DO IT. SO WHEN WE TALK ABOUT CONFIDENTIALITY, THAT MIGHT NOT BE QUITE THE RIGHT USE OF THE WORD. CONFIDENTIALITY IN PRISON IS NOT THE SAME AS THE GENERAL PUBLIC CONFIDENTIALITY SO I'M NOT SURE I CAN TRULY ANSWER THAT QUESTION, IF THAT SATISFIES YOU. DO YOU WANT ME TO INVESTIGATE SOME MORE ON THAT TOPIC?

THE SPEAKER: NO. THAT'S FINE.

♀

49

JUST TO ADD TO IT. THE REASON I ASKED THE QUESTION BEFORE ABOUT

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MISSOURI IN STATE AND OUT OF STATE
IS BECAUSE SEVERAL OF THE INMATES
THEMSELVES TOLD ME THAT THEY TEND
TO CALL THROUGH MISSOURI RELAY FROM
GEORGIA, SAID THAT IT'S MORE
CONFIDENTIAL TO CALL THROUGH
MISSOURI THAN THROUGH GEORGIA
RELAY. I DON'T KNOW HOW THEY DO
THAT. JUST WHAT THEY TOLD ME.

MS. VICINO: SO HELP ME
UNDERSTAND. YOU ARE SAYING THE
INMATES THEMSELVES ARE IN GEORGIA
AND THEY ARE MAKING CALLS USING
MISSOURI RELAY?

THE SPEAKER: THAT'S WHAT THEY
SAID, YES.

MS. VICINO: THEY SAID IT WAS
MORE CONFIDENTIAL?

THE SPEAKER: THAT'S WHAT THEY
SAID.

MS. VICINO: I'M GOING TO PUT
THAT DOWN. THAT'S NEWS TO ME.
GIVE ME JUST A SECOND WHILE I WRITE

♀

50

THAT DOWN.

THE SPEAKER: THERE IS MORE
THAN 400 DEAF INMATES IN GEORGIA IN
THE STATE SYSTEM. SO MARKETING.

MS. VICINO: I'M REALLY SHOCKED
BY THAT. SO THANK YOU FOR LETTING
ME KNOW THAT AND I WILL DEFINITELY

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INVESTIGATE THAT FURTHER. DID YOU WANT TO ADD SOMETHING?

MR. SOTONWA: I WOULD LIKE TO ADD A FEW THINGS ABOUT WHAT YOU JUST SAID ABOUT VIDEO RELAY IN JAIL. THREE WEEKS AGO I GAVE A PRESENTATION AT THE DOC DEPARTMENT, THE DEPARTMENT OF CORRECTIONS, ABOUT HOW TO MAKE PRISONS MORE ACCESSIBLE TO DEAF AND HARD-OF-HEARING PEOPLE AND REALLY THERE IS NO LAW AGAINST VIDEO RELAY IN PRISONS, VIDEO PHONES IN PRISONS. THE CONFIDENTIALITY ISSUE, THEY NEED TO COME UP WITH ANOTHER WAY TO SATISFY THAT, BUT ANYONE IN A PUBLIC PLACE IT SHOULD BE ACCESSIBLE PERIOD. SO IF YOU

♀

51

FEEL THAT IT IS NOT AS CONFIDENTIAL, VRS ISN'T, THERE CAN BE SURVEILLANCE, VIDEOS RELATED TO VRS OR WHATEVER THEY NEED TO DO TO SATISFY THE NEED FOR SUPERVISION AND FOR CONFIDENTIALITY BOTH.

MS. VICINO: THANK YOU FOR THAT. SO BACK TO OUR WEBSITE HERE. I WANT TO SHOW YOU AN EXAMPLE. TO CLICK ON THIS SPEECH-TO-SPEECH, FOR EXAMPLE, IT SHOWS A GRAPHIC OF HOW

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YOU USE THAT SERVICE. THE BLACK,
IF YOU CLICK PLAY IS RELAY MISSOURI
LABELED VIDEO TO SHOW HOW YOU USE
THAT SERVICE, HOW YOU CAN USE IT
MORE CLEARLY, IT DEPICTS THAT IN
THE VIDEO FORM. AT THE BOTTOM OF
THAT FIRST PAGE IS CALL TO ACTION
WHICH MEANS IF I CLICK THAT INSTEAD
OF ME WRITING AN E-MAIL ADDRESS,
TYPING THAT INTO MY -- IT JUST
AUTOMATICALLY DOES A MORE DIRECT
E-MAIL FROM THE WEBSITE IF YOU WANT
TO DO THAT. THAT'S WHAT THE CALL
TO ACTION IS, JUST DIFFERENT

♀

52

CONTACT INFORMATION, ETC. SO IF I
CAN GET YOUR FEEDBACK, IS IT TOO
BORING? IS IT CLEAN ENOUGH? IS
THERE ANYTHING THAT YOU WOULD LIKE
TO DO?

MS. MASON-DONOVAN: I'M SORRY.
I MADE THE OLD WEBSITE TOO LOUD.
I'M USED TO WORKING ON RELAY
MISSOURI. REALLY I LIKE IT. I
THINK IT IS SIMPLE AND TO THE POINT
AND IT'S PRETTY EXCITED ABOUT IT.
THE DON'T HANG UP CALL CAMPAIGN WAS
PRETTY POPULAR BACK THEN. BUT NOW
I THINK IT IS NOT AS POPULAR. SO
I'VE SEEN THAT BEING REMOVED.

MS. VICINO: PART OF THE REASON

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WE HAD THAT DON' T HANG UP CAMPAIGN
WAS ABSOLUTELY TO PROMOTE RELAY
SERVICES. SO THAT WAS GREAT WORK.
BUT I THINK PEOPLE WEREN' T
REMEMBERING IT. IT WAS HARD FOR
THEM TO GET THAT RELAY MISSOURI
WEBSITE AND REMEMBER THAT
PARTICULAR CAMPAIGN AS THE ADDRESS.
SO BASICALLY WE TRY TO LISTEN TO

♀

53

EVERYONE' S ADVICE PRIOR, IF THEY
WANT NICE, CLEAN AND SIMPLE THAT' S
WHAT WE TRIED TO DO.

MS. MASON-DONOVAN: WHAT
COMPANY MADE THIS?

MS. VICINO: SEMIS. IT IS A
COMPANY IN ST. LOUIS. I THINK YOU
USED A SIMILAR WEBSITE.

THE SPEAKER: IF I COULD MAKE A
RELATION. I SUGGEST YOU CHANGE THE
PICTURE FROM ST. LOUIS TO KANSAS
CITY. THAT' S THE IMPORTANT CITY
TODAY.

MS. VICINO: WELL, RIGHT NOW
WE' RE WORKING ON A COLLAGE OF
PICTURES. WE' VE GOT NUMEROUS TO
REPRESENT ALL SORTS OF AREAS IN
MISSOURI. THE CAPITOL, JEFF CITY.
THERE' S WATER FOUNTAINS, PONY
EXPRESS, ALL SORTS OF DIFFERENT

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IMAGES FROM AROUND MISSOURI,
COLLAGE OF PICTURES. SO I THINK
THE STRUGGLE AS HE IS WORKING ON
THAT IS GETTING THEM ALL UPLOADED.
IT IS A SLOW PROCESS TO CHANGE TO

♀

54

THE RIGHT FORMAT, ETC. SO AGAIN,
I'M GOING TO EMPHASIZE THIS IS A
PLACEHOLDER YOU ARE RIGHT. IT IS
NOT FAIR TO KEEP IT IN ST. LOUIS.

THE SPEAKER: IT WOULD BE
REALLY SIMPLE TO JUST PUT UP
ROYALS. THAT'S ALL.

MS. VICINO: NICE TRY. NICE
TRY.

MS. BAKER: SOMETHING OF
IMAGES, YOU MIGHT WANT TO CONTACT
MISSOURI TOURISM, THEY WILL HAVE
THE IMAGES OF DIFFERENT SPOTS IN
MISSOURI.

MS. VICINO: YES. AND IF WE
NEED MORE, I WILL DEFINITELY
CONTACT THEM. RIGHT NOW I THINK WE
HAVE PROBABLY ABOUT 15 OR SO.
THAT'S GREAT, BUT YES, THANK YOU
FOR THAT IDEA. ARE THERE OTHER
COMMENTS ABOUT THIS WEBSITE? DOES
ANYONE NOT LIKE IT?

MR. SOTONWA: MAYBE PUT
SOMETHING LIKE A SHOW ME, YOU KNOW,
WHAT IS YOUR OFFICIAL TITLE,

♀

SOMETHING LIKE THAT?

MS. MASON-DONOVAN: SO WHAT SERVICES ARE YOU TRYING TO EMPHASIZE IN YOUR ADVERTISEMENT NOW?

MS. VICINO: THE PRIORITY OF SERVICES RIGHT NOW, I HAVE NEVER REALLY THOUGHT ABOUT THAT. I THINK THE MOST POPULAR IS CAPTEL BUT WITH THE WEBSITE, I WANTED TO MAKE IT AN EVEN PLAYING FIELD. I DIDN'T WANT TO EMPHASIZE ONE SERVICE OVER ANOTHER. I WANT PEOPLE TO HAVE WHAT THE ARRAY WAS SO THEY COULD TAKE THEIR PICK.

MS. WIELAND: HAVE YOU TEXTED THE WEBSITE TO -- HAVE YOU TESTED THE WEBSITE TO JAWS SCREEN READER? I WAS THINKING ABOUT OUR BRAINS CONSUMERS TO BE ABLE TO ACCESS THE WEBSITE.

MS. VICINO: IS THE SCREEN READER FOR LOW VISION; IS THAT CORRECT?

MS. WIELAND: NO.

♀

MS. WHITLOCK: JAWS IS A SCREEN READER FOR INDIVIDUALS WHO PER

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BLIND. SO BASICALLY IF YOUR WEBSITE GOES THROUGH ACCESSIBILITY TESTING, TYPICALLY THAT'S THE MAIN THING THAT THEY WILL TEST FOR WEB ACCESSIBILITY.

MS. VICINO: SO ARE WE TALKING ABOUT THE 508 COMPLIANCE?

MS. WHITLOCK: BASICALLY.

MS. VICINO: IF I'M NOT MISTAKEN, IT IS NOT 508 COMPLIANT AT THIS POINT. IT IS PRETTY EXPENSIVE TO GO THROUGH THAT, THE COMPLIANCE PROCESS BUT I CAN SPEAK WITH THE DESIGNER, BUT I HAVE TO GO THROUGH THE STATE FIRST. AND I COULD BE WRONG BUT I BELIEVE IT IS A FAIRLY EXPENSIVE TO GET THAT WEBSITE TO BE UNDER COMPLIANCE. SO THAT'S SOMETHING WE CAN TALK ABOUT AFTER WE'RE SURE.

MS. BAKER: YES. DEFINITELY YOU NEED TO BE 508 COMPLIANT. THAT'S THE LAW.

♀

57

MR. EXLINE: IT IS NOT EVEN REALLY 508. IT IS ACTUALLY ADA JUST AS FAR AS MAKING SURE SOMEBODY WHO IS BLIND WILL BE ABLE TO READ THE WEBSITE.

MS. WHITLOCK: THERE ARE SOME GOOD NEWS AT WWW.WEBAIM.ORG OR WWW.WEBAIM.COM.

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MR. EXLINE: THEY HAVE A TOOL YOU CAN ACTUALLY RUN IT THROUGH AND IT WILL JUST PICK OUT IF THERE ARE ISSUES. IT IS FREE TOO.

MS. BAKER: I THINK BRENDA AND MARTY WOULD BE THE PERSONS THAT YOU WANT TO TALK TO, RELAY THAT INFORMATION TO SPRINT.

MS. WIELAND: I HATE TO SEE YOU GO THROUGH ALL OF THAT WORK AND THEN IT IS NOT WEBSITE, THAT IT WOULD BE ACCESSIBLE TO EVERYONE. THAT WOULD BE DEFEATING OUR PURPOSE.

MS. VICINO: RIGHT. IT IS FUNNY YOU BRING THAT UP BECAUSE THAT TERM 508 COMPLIANCE, I THINK I HEARD THAT RIGHT AROUND WHEN I HAD

♀

58

THAT MATERNITY LEAVE WHEN I CAME BACK. SO THE WEBSITE YOU SAID I CAN GO THROUGH THAT WEBSITE AND TEST MY OWN WEBSITE, THIS WEBSITE YOU TOLD ME ABOUT, WEB AIM THAT WILL TEST MY WEBSITE FOR ME.

MS. WHITLOCK: THERE'S RESOURCES ON THAT WEBSITE FOR ACCESSIBILITY, FOR WEBSITE ACCESSIBILITY EVALUATION TOOLS IS WHAT THEY ARE CALLED.

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MR. EXLINE: THEY HAVE A TOOL,
I THINK IT IS CALLED WAVE SO WHEN
YOU GO TO THE WEB AIM WEBSITE LOOK
FOR, I THINK IT IS CALLED WAVE AND
YOU CAN RUN YOUR WEBSITE. I THINK
IT IS CALLED WAVE.

MS. WHITLOCK: THAT IS WHAT IT
USED TO BE CALLED.

MS. VICINO: OKAY. THANK YOU
FOR THAT INFORMATION. I WILL GO
THROUGH THAT AFTER THE MEETING FOR
SURE. OKAY. ANY OTHER FEEDBACK?

SO OTHER UPDATES. I DON'T
KNOW IF YOU ALL ARE AWARE, BUT AT&T

♀

59

IS LEAVING THE RELAY BUSINESS SO
THAT LEAVES TWO RELAY COMPANIES.
SO WITH THAT CHANGE I WANTED TO
SHARE WITH YOU GUYS ANY UPDATES IN
RELATION TO THAT AT&T LEAVING
BECAUSE THE STATE IS GOING TO BE UP
FOR GRABS IN TERMS FOR BIDS FOR
RELAY SERVICE. RIGHT NOW SPRINT IS
WAITING TO HEAR ABOUT ARIZONA AND
MICHIGAN RELAY SERVICES. WE'RE
BIDDING ON BOTH AND SPRINT IS ALSO
EVALUATING THE RFP IN COLORADO.
THEY ARE RELEASING THE RFP SOON AND
SPRINT JUST WON FLORIDA AS WELL.
SO IT IS PRETTY BUSY IN THE RELAY
BUSINESS ARENA. THOSE STATES THAT

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I JUST MENTIONED ARE AT&T STATES. HOWEVER, SPRINT IS STILL A CURRENT PROVIDER IN NEW JERSEY AND PUERTO RICO AND WE'RE WAITING TO HEAR BACK ON WISCONSIN. ALSO EVERY YEAR SPRINT, THE STATES REQUIRE SPRINT TO SUBMIT ANY COMPLAINTS FILED TO THE FCC. SO IN THE PAST YEAR THERE WERE NO COMPLAINTS TO RELAY

♀

60

MISSOURI, SO I WANTED YOU ALL TO KNOW THAT. THAT WAS GOOD NEWS.

THE NEXT IS OUR FCC UPDATES. THEY INITIATED A VIDEO CUSTOMER SUPPORT, WHICH IS AMERICAN SIGN LANGUAGE AS THE EXPRESSIVE LANGUAGE. SO THEY HAVE SET THIS UP, FCC HAS ON-LINE. THEY HAVE ALSO UPLOADED A TEXT 911 SERVICE AND THERE IS MORE INFORMATION THROUGH THE WEBSITE HERE. THAT'S SOMETHING THAT YOU GUYS CAN SHARE WITH ANYONE, YOUR CLIENTS, FRIENDS, ETC. SO ANYBODY WHO HAS GROWN UP SIGNING SIGN LANGUAGE AS THEIR FIRST LANGUAGE, THAT IS GOING TO BE ABLE TO ALLOW THEM TO ACCESS THOSE EMERGENCY SERVICES IN THEIR OWN NATIVE LANGUAGE SO THAT WEBSITE HAS MORE INFORMATION. THAT'S IN YOUR

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HANDOUTS AS WELL.

EFFECTIVE ON MAY 15TH OF THIS YEAR WAS THE ABILITY TO PROVIDE TEXT TO 911 THROUGH SPRINT, WHICH WAS VERY NICE. SO AFTER THAT MAY

♀

61

DATE SPRINT HAS BEEN WORKING WITH MANY PSAPS, THEY ARE CALLED P SAP, THEY ARE HANDLERS OF 911 CALLS AND WE'VE BEEN WORKING WITH THEM TO IMPLEMENT THE SERVICE, THE TEXT TO 911. THE TIME FRAME TO SET THAT UP WAS SIX MONTHS. HOWEVER, CALLING 911 DIRECTLY IS STILL THE PREFERRED METHOD COMPARED TO 911 TO TEXT. THE REASON BEING WHEN YOU MAKE THAT CALL, IF YOU CALL SOMEONE YOU KNOW YOU ARE GOING TO MAKE THAT CONNECTION. SOMETIMES IF YOU ARE TEXTING SOMEONE AND THEY DON'T RESPOND BACK TO YOU, IT IS BECAUSE THEY DIDN'T GET YOUR TEXT. IT IS NOT ALWAYS AS RELIABLE. SO CALLING DIRECTLY FOR ANY EMERGENCY SERVICE IS ALWAYS GOING TO BE THAT PREFERRED METHOD. IF SOME AREAS DON'T HAVE TEXT TO 911 SET UP YET, THE CUSTOMER CAN TEXT 911, IF IT'S NOT AVAILABLE IT WILL BOUNCE BACK AS A MESSAGE THAT YOU ARE IN YOUR AREA, THAT SERVICE IS NOT YET

♀

62

PROVIDED. SO THEY ARE WARNED ABOUT THAT. IT GIVES US SOME TIME TO KIND OF SET THIS UP AND GET IT GOING.

THE OTHER FCC UPDATES, I'M TRYING TO REMEMBER FROM LAST YEAR, WE HAD SOME MAJOR DISCUSSIONS ABOUT CAPTEL AT THE FCC. THERE WAS SOME RECENT CHANGES MADE. THERE'S WEB CAPTEL WHERE YOU USE CAPTEL ON YOUR COMPUTER. THERE IS WIRELESS CAPTEL AND THEN THERE'S THE CAPTEL PHONE. THEY ARE GOING TO BE REQUIRED TO HAVE LABELS ON THE EQUIPMENT AND THOSE LABELS WITH THE PURPOSE BEING TO WARN THAT DEAF PEOPLE AND HARD-OF-HEARING PEOPLE ARE TO USE THAT SERVICE ONLY. THEY ARE NOT FOR HEARING INDIVIDUALS. I'M GOING TO SHOW YOU ON THE NEXT SLIDE WHAT THOSE LABELS LOOK LIKE, BUT THEY ARE GOING TO BE REQUIRED FOR ALL CAPTEL SERVICES. REGISTRATION PROCESS HAS ALSO CHANGED A LITTLE BIT. IN THE PAST, IF I REMEMBER

♀

63

CORRECTLY, YOU HAD TO GIVE YOUR FULL SOCIAL SECURITY NUMBER AND

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CUSTOMERS DID NOT WANT TO PROVIDE THAT SENSITIVE INFORMATION AND GIVE THE NUMBER, SO ACCOMMODATE THAT THEY ARE REQUESTING NOW THE LAST FOUR DIGITS OF YOUR SOCIAL SECURITY NUMBER AND YOUR DATE OF BIRTH. SO THAT GUARANTEES THAT THESE USERS HAVE A HEARING LOSS. THEY ARE REGISTERING TO USE THESE CAPTEL SERVICES, ETC. SO THAT'S THE PROCESS THERE.

ANOTHER CHANGE, IF YOU WILL RECALL LAST YEAR ON THE CAPTEL PHONES, THE FCC REQUIRED, THEY HAD DEFAULT CAPTIONS TO BE OFF. THAT WAY IF SOMEONE PICKED UP THE PHONE TO MAKE A CALL THEY HAD TO CLICK A BUTTON TO TURN THE CAPTION FEATURE ON. THIS CAUSED A REAL MESS BECAUSE CUSTOMERS WERE USED TO BEING ABLE TO PICK UP THEIR CAPTEL PHONE AND USE IT IMMEDIATELY. THEY DIDN'T HAVE TO WORRY ABOUT IT. SO

♀

64

ELIGIBLE USERS OF THE PHONE -- YOU KNOW, CAPTIONING IS EXPENSIVE SO THERE WAS KIND OF THIS CONTENTION WITH MAKING SURE THAT THE PERSON USING IT THAT WAS HAVING THE CAPTIONS ON NEEDED TO USE IT, ETC. SO THEY HAVE ALLOWED THAT NOW, THE

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CAPTIONS ALREADY WILL BE THERE. IT
WILL BE ON. YOU DON'T HAVE TO
PRESS A BUTTON TO TURN IT ON.

MR. SOTONWA: WHY DID THE FCC
DECIDE TO REMOVE THE CAPTIONS
BECAUSE SOME COMPANIES REALLY ABUSE
THE SYSTEM, MEANING THAT THEY GAVE
THE PHONES TO HEARING PEOPLE AND
THEY GAVE THE EQUIPMENT TO HEARING
PEOPLE, THEN HEARING PEOPLE WOULD
JUST MAKE CALLS ON THEM AND IGNORE
THAT THE CAPTIONS WERE THERE AND
THEY WERE BEING BILLED TO THE FCC
FOR THE CAPTIONS AND SO THEY ARE
TRYING TO REDUCE THAT, THEY ASK
THAT WHOEVER NEEDED THE EQUIPMENT
PAY \$75.

MS. VICINO: YES. THAT'S

♀

65

EXACTLY WHERE THE DEBATE WAS. SO
IF YOU SAY AGAIN GIVE THE PHONE TO
AN AUDIOLOGIST'S OFFICE WHERE THERE
WAS GOING TO BE A VARIETY OF PEOPLE
THERE. PEOPLE WHO AREN'T FAMILIAR
COULD PICK THAT PHONE UP, RIGHT?
IF YOU HAVE GOT A HEARING LOSS, THE
CAPTIONS ARE THERE. IF I DON'T
NEED THE CAPTIONS I JUST NEED TO
TURN IT OUT OF SO THE CAPTIONING
DISAPPEARS. IN SOME AUDIOLOGY

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OFFICES, SOME HEARING INDIVIDUALS WERE MAKING CALLS AND THEY WERE IGNORING THE FACT THAT THAT CAPTIONING WAS RUNNING. YOU ARE RIGHT, THAT IS AN EXPENSIVE PROCESS SO THEY WANTED THAT TO CEASE SO THEY WANTED THE CAPTIONING TO BE OFF AUTOMATICALLY. IT WAS A ONE YEAR STRUGGLE BEFORE THEY WERE ABLE TO ALLOW THE CAPTIONING TO REMAIN ON AUTOMATICALLY AND NOW THIS NEW LABEL IS GOING TO BE REQUIRED ON THE PHONE TO WARN ANYONE WHO IS NOT DEAF OR HARD OF HEARING THAT THEY

♀

66

SHOULD NOT BE USING THAT. IN THE PAST IT WAS \$99, THEN 75, THEN IT WAS FREE SO THE COST OF THE EQUIPMENT HAS REALLY CHANGED. NOW THERE'S NO REQUIRED PAYMENTS BUT SPRINT IS SELLING IT FOR 75. OTHER COMPANIES, I DON'T KNOW BUT THERE IS NO MORE REQUIRED AMOUNT. EVERYTHING WITH FCC CAPTEL PROCESS IS NOT DONE. SO THINGS ARE STILL IN PROGRESS. NOTHING IS SET IN STONE SO FAR BUT FOR NOW, THAT'S KIND OF WHAT'S GOING ON.

ANY OTHER COMMENTS?

MS. PARISH: DID YOU WANT TO TAKE MAYBE A QUICK BREAK TO HAVE

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PEOPLE FIX THEIR PLATES AND THEN WE
CAN START BACK UP AGAIN?

MS. BAKER: SURE. DOES THAT
WORK OKAY? WE CAN TAKE A BREAK.

MS. VICINO: OKAY. THAT'S
FINE. IT SOUNDS GOOD.

MS. PARISH: WE HAVE A COUPLE
OF PEOPLE THAT WOULD NEED TO LEAVE
EARLY, 2 O' CLOCK. SO MAYBE WE CAN

♀

67

TAKE JUST A QUICK BREAK AND THEN
MAKE IT A WORKING LUNCH AND TRY TO
STAY ON TRACK.

MS. BAKER: THAT'S FINE.

(THE NOON RECESS WAS TAKEN.)

MS. BAKER: OKAY. WE'RE GOING
TO ADJOURN -- NOT ADJOURN, BEGIN
THE MEETING AGAIN AND MICHELLE CAN
FINISH UP HER REPORT.

MS. VICINO: OKAY. I THINK
I'VE ONLY GOT A COUPLE OF SLIDES
LEFT SO THIS SHOULD BE VERY SHORT.
THIS SLIDE SHOWS WHAT THE WARNING
LABELS LOOK LIKE THAT ARE TO BE ON
THE CAPTEL PHONES. THE WEB CAPTEL
IS SOMEWHAT SIMILAR BUT YOU ARE
USING A COMPUTER SO WHEN YOU OPEN
IT, A WEBSITE POPS UP THAT GIVES
YOU THIS WARNING. I DON'T KNOW IF
YOU CAN READ IT. IT SAYS FEDERAL

LAW PROHIBITS ANYONE BUT THE REGISTERED USERS WITH HEARING LOSS FROM USING THIS DEVICE WITH THE CAPTIONS ON. SO THE WARNING POPS UP IMMEDIATELY AND IF YOU ARE AN

♀

68

INDIVIDUAL WHO DOESN'T NEED CAPTIONING, THEN YOU ARE NOT SUPPOSED TO USE IT. THAT'S BASICALLY WHAT THAT SAYS.

THIS LABEL IS GOING TO BE ON THE PHONE ITSELF ON THE HANDSET HERE AT THE BOTTOM. SO ON THE HANDSET ITSELF, SO WHEN YOU PICK IT UP YOU CAN SEE IT VERY CLEARLY. IT IS RIGHT THERE THAT WARNING LABEL. THIS SLIDE IS A SUMMARY OF EVERYTHING THAT MOSTLY WE'VE ALREADY COVERED. WHEN THE FCC WAS GOING THROUGH ALL OF THEIR POLICIES, ALL THE RULE CHANGES, ETC., SORENSON COMMUNICATIONS SUED THE FCC. THEY BROUGHT UP A LAWSUIT AND THEY DID WIN AND BASICALLY THE CHANGES MADE WERE BASED ON THAT LAWSUIT. THEY SAID THE \$75 REQUIREMENT WAS AN ISSUE, SO THAT ONE IS NOT REQUIRED ANY MORE. YOU CAN CHARGE FOR THE PHONE ITSELF BUT YOU DON'T HAVE ANY SORT OF MINIMUM CHARGE LEAVING THE CAPTIONS ON WAS

♀

ANOTHER RESULT OF THAT LAWSUIT. AND THEN WE'RE STILL IN THAT PROCESS OF CLARIFYING RULES AND SETTING THEM UP, ETC. BUT THE BIRTHDAY AND LAST FOUR OF THE SOCIAL SECURITY NUMBER IS ANOTHER AMENDMENT TO THOSE RULES AND THEY ARE GOING TO BRING BACK THE THIRD PARTY CERTIFICATION REQUIREMENT BUT AGAIN THAT IS ALSO IN FLUX. THEY ARE STILL EDITING. IN THE PAST YOU DID NOT NEED THAT CERTIFICATION BUT THEY HAVE BEEN GOING BACK AND FORTH ON THAT TOPIC, SO IT IS A LITTLE BIT UP IN THE AIR. THE EFFECTIVE DATE, I BELIEVE, IS STILL TO BE DETERMINED. SO THE INFORMATION THAT I GAVE YOU BEFORE ABOUT THE FCC RULES ARE BASICALLY A RESULT OF THAT LAWSUIT ITSELF AGAINST THE FCC.

DR. LOGAN: SO TELL ME ABOUT THIS LAWSUIT? WHAT WAS GOING ON WITH THAT?

MS. VICINO: THAT GANG LAST

♀

YEAR AND IF YOU WILL RECALL THAT THERE WERE SOME ABUSE OF CAPTIONING

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ON THE PHONES -- I'M SORRY. LET ME
BACK UP. THE HEARING PEOPLE USING
CAPTEL AND THOSE CAPTIONS WERE
RUNNING BUT THEY DIDN'T NEED THE
CAPTIONS BUT THEY WERE STILL
RUNNING, THAT IS AN EXPENSIVE
PROCESS. SO WHEN THE RULES WENT --
THEY SET UP RULES FOR REGISTERING
THE SERVICE AND ALL THIS OTHER
STUFF. SO THERE WAS A LOT OF SORT
OF RIDICULOUS PROCEDURES FOR USING
THE SERVICE AS A RESULT OF THAT
ABUSE. SO THEY TURNED THE
CAPTIONING OFF AND THE MINUTES
DROPPED DRAMATICALLY. PEOPLE
THOUGHT THEIR PHONES WERE BROKEN.
THEY DIDN'T REALIZE THEY HAD TO
PRESS A BUTTON. WHERE IS THE
CAPTIONING? THEY THOUGHT THEIR
PHONES WERE BROKEN, BUT THAT IS
BECAUSE THE FCC CHANGED THEIR
RULES. SORENSON FOUGHT BACK ON
THIS. THIS IS FOR OUR CUSTOMER

♀

71

BASE. THEY ARE HAVING TO CALL
CUSTOMER SERVICE BECAUSE THEY THINK
THE PHONES ARE BROKEN, ETC. THAT
WASN'T A GOOD RULE TO HAVE. SO THE
LAWSUIT BASICALLY WAS WANTING THEM
TO HAVE THE CAPTIONS ON
AUTOMATICALLY SO THE USERS DID NOT

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HAVE TO TURN THEM ON THEMSELVES.
THE REGISTRATION PROCESS TO LOOK A
LITTLE DIFFERENTLY. AS I
MENTIONED, PEOPLE WERE
UNCOMFORTABLE GIVING THEIR FULL
SOCIAL SECURITY NUMBER. IF SOMEONE
CONTACTED YOU AND SAID HEY, GIVE ME
IN YOUR SOCIAL SECURITY NUMBER AND
YOU WOULD GO OH, NO THANKS SO A LOT
OF OUR CUSTOMERS WERE HAVING A
SIMILAR FEELING. SO SORENSON
COMMUNICATIONS WANTED TO FIGHT BACK
ON THAT TO MAKE THAT A LITTLE MORE
SAFER FOR PEOPLE. THE \$75 REQUIRED
FEE, IF YOU WANTED THAT PHONE THEY
HAD IT DROPPED, ETC. AND MAKE SURE
THE CAPTIONS WERE BACK ON TO
AUTOMATIC SO PEOPLE PICK UP THEIR

♀

72

PHONES UP, CAPTIONS WERE THERE, IT
IS EASY FOR THEM TO USE AGAIN.
THESE WERE ALL PART OF THAT
LAWSUIT. I HOPE THAT HELPED A
LITTLE BIT.

DR. LOGAN: IT DID. THANK YOU.

MS. VICINO: THE FCC, THEIR
WHOLE THING REALLY IS STILL IN
PROGRESS. THEY HAVE YET TO SET
THESE RULES UP. THEY ARE STILL
TRYING TO DETERMINE WHAT'S GOING TO

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BE PERMANENT. SO AT THIS POINT NOTHING HAS BEEN APPROVED AS A FINALIZED PROCESS. THEY ARE STILL DEBATING THESE THINGS. ANOTHER UPDATE -- IS NOT FCC RELATED. THIS ONE HAS AUTOMATIC CORRECTION, ERROR CORRECTION ON THE DEVICE ITSELF. SO IT GIVES CUSTOMERS OPTIONS. IF THEY WANT TO USE SPELL CHECK OR ABBREVIATIONS OR NOT. SO INSTEAD OF SPELLING STRAIGHT, YOU CAN JUST -- EXCUSE ME, STREET, YOU CAN JUST DO ST SO THIS GIVES THE CUSTOMERS A DECISION THEMSELVES TO USE

♀

73

ABBREVIATIONS OR NOT. IF THE CAPTIONS ARE SHOWING UP AND THERE ARE ERRORS IN SPELLING, NORMALLY THE OPERATOR WILL SAY X X X AND THEN SPELL THAT WORD CORRECTLY AFTER BUT THE CUSTOMER CAN SAY, IF THERE'S A MISSPELLED WORD, JUST LEAVE IT. YOU DON'T NEED TO CORRECT IT. THAT HELPS THE CAPTIONS SHOW UP MORE QUICKLY BECAUSE OPERATORS ARE HAVING TO GO BACK TO CORRECT THOSE WORDS SO THIS GIVES THE CUSTOMERS THE POWER TO SAY NO THANKS.

MS. MASON-DONOVAN: WHERE ARE THESE OPTIONS?

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MS. VICINO: THAT'S A GOOD QUESTION. I THINK IT IS UNDER SETTINGS BUT I HAVE TO CHECK.

MS. MASON-DONOVAN: ON THE PHONE ITSELF?

MS. VICINO: IT IS ON THE PHONE ITSELF. IF YOU CAN'T FIND IT, LET ME THOUGH BUT I DO BELIEVE IT IS ON THE PHONE ITSELF. IF THE OPERATOR

♀

74

HAS TO GO BACK AND CORRECT AN ERROR IT SLOWS DOWN THE CAPTIONING PROCESS BECAUSE THEY HAVE TO PHYSICALLY GO BACK AND CORRECT IT. YOU ARE WANTING THOSE CAPTIONS TO SLIDE BY QUICKLY. YOU CAN FIGURE OUT IF IT SPELLED A WORD BEST ENOUGH YOU CAN SAY IN YOUR SETTINGS NO, DON'T BOTHER CORRECTING IT, LEAVE IT AS IT IS. THIS WAS ACTUALLY A RESULT OF A TRIAL RUN, I BELIEVE, LAST YEAR THAT WAS VERY SUCCESSFUL GIVING CUSTOMERS THOSE OPTIONS GOING FORWARD. SO THEY MADE THAT. AND NOW THAT'S IT FOR MY POWERPOINT. YOUR TURN FOR QUESTIONS. THERE IS ONE MORE THING IN THE PAPER, IN THE REPORT WE GIVE EVERY YEAR, THE ANNUAL REPORT, I GAVE EVERYONE A COPY, BUT IF YOU

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DON'T HAVE IT, PLEASE LET ME KNOW,
I HAVE GOT MORE SO I'M HAPPY TO
GIVE IT TO YOU.

MR. SOTONWA: SO YOU SAID
SOMETHING ABOUT TEXT TO 911, IS

♀

75

THAT WORKING IN MISSOURI? ALL OVER
MISSOURI NOW?

MS. VICINO: IT'S GOT A
SIX-MONTH TIME FRAME TO GET THAT
SYSTEM SETUP SO AT THIS TIME NO, IT
IS NOT RUNNING AND I DON'T KNOW IT
IS EXPECTED.

MR. SOTONWA: DO YOU HAVE A
GUESS OF EXACTLY WHEN?

MS. VICINO: I THINK IT IS
GOING TO BE PRETTY BIG SO WHEN IT
IS SET UP I'M GOING TO MAKE SURE TO
SHARE THAT WITH THE BOARD SO YOU
KNOW.

MS. BAKER: PART OF KANSAS CITY
IS LIKE THIS TOO BUT ST. LOUIS HAS
THE DIFFERENT MUNICIPALITIES, THEY
HAVE THEIR OWN 911 SYSTEM, I'M
FAMILIAR WITH KIRKWOOD AND KIRKWOOD
SYSTEM MAY BE DIFFERENT FROM
MAPLEWOOD OR CRESTWOOD. I THINK IT
IS GOING TO TAKE SOME TIME BECAUSE
THERE'S A BUDGET ISSUE OF AFFLUENT
SUBURBS MAY BE ABLE TO PUT THE TEXT
TO 911 QUICKER THAN THE

♀

NON-AFFLUENT SUBURBS. I THINK IT IS GOING TO TAKE SOME TIME FROM WHAT I UNDERSTAND.

ANY MORE QUESTIONS FOR MICHELLE? THANK YOU, MICHELLE. WELCOME BACK TO THE RELAY COMMITTEE MEETING.

MS. VICINO: THANK YOU.

MS. BAKER: WE NEED TO SEE SOME PICTURES.

MS. VICINO: RIGHT NOW?

MS. BAKER: LATER. WE'LL TRY THAT LATER. YOU CAN INCORPORATE INTO YOUR PRESENTATION. BECAUSE I KNOW THE NEXT TIME WE MEET PROBABLY STACY WILL BE HERE AND SHE'LL HAVE SOME BABY PICTURES.

THE NEXT AGENDA ITEM IS THE PUBLIC SERVICE COMMISSION STAFF REPORT.

MS. PARISH: I'M GOING TO HAND THIS AROUND AND YOU CAN USE IT AROUND TO MEMBERS. HOPEFULLY I MADE ENOUGH COPIES. BASICALLY THIS ITEM IS EFFECTIVE OCTOBER 1ST, THE

♀

COMMISSION PASSED THE RELAY SURCHARGE REDUCTION WHICH WE HAD

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ALSO DISCUSSED IN THE LAST MEETING.
WE WERE REDUCING THIS FROM EIGHT
CENTS TO SIX CENTS AND IT'S
EFFECTIVE DECEMBER 1ST. THE ORDER
HAS BEEN APPROVED. COMPANIES WERE
GIVEN A 60-DAY NOTICE TO PUT THIS
INTO EFFECT. AS YOU ALSO MIGHT
REMEMBER, THE STAFF SOUGHT FEEDBACK
FROM RELAY MEMBERS BEFORE
SUBMITTING THE FINAL DRAFT TO THE
COMMISSION. THE LATEST AS OF
SEPTEMBER 2014, I'M SURE YOU ARE
INTERESTED IN THAT AS WELL WAS JUST
OVER SIX MILLION. BY PUTTING THIS
NEW SURCHARGE INTO EFFECT, WE HOPE
TO REDUCE THE FUND BALANCE UNTIL IT
REACHES A TARGET RANGE IN
APPROXIMATELY FOUR YEARS, 2018 AND
BY DOING SO AT THAT TIME WE WOULD
LIKE TO SEE IT REDUCED TO AT LEAST
ROUGHLY 4.1 MILLION. THAT'S ABOUT
ALL I HAVE. DOES ANYBODY HAVE ANY
QUESTIONS OR ANYTHING TO ADD?

♀

78

OKAY.

MS. BAKER: DO YOU WANT TO
DISCUSS THE COMMITTEE VACANCIES?

MS. PARISH: YES. THAT'S THE
NEXT ITEMS. I WILL PASS A FEW MORE
PAGES AROUND. AT THIS TIME THE
COMMITTEE IS FULLY STAFFED. NO

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VACANCIES TO REALLY SPEAK OF. SO THAT'S WONDERFUL, GOOD NEWS. SO OTHER THAN THAT, THAT'S ALL I HAVE TO ADD.

MS. BAKER: WILL YOU BE GIVING US A ROSTER OF THE NEW MEMBERS?

MS. PARISH: THAT'S BEING PASSED AROUND.

MS. BAKER: AND IT IS NICE TO KNOW THAT WE HAVE NO VACANCIES BECAUSE I'M SITTING ON OTHERS, SUCH IS THE GOVERNOR'S COUNCIL ON DISABILITY AND WE DEFINITELY HAVE VACANCIES.

MOVING ON, I GUESS, UNLESS JOHN HAS ANYTHING YOU WANT TO REPORT?

MR. VAN ESCHEN: NO. DANA

♀

79

PRETTY MUCH COVERED IT.

MS. BAKER: OPEN DISCUSSION. ANYTHING NEW ITEMS THAT WE NEED TO DISCUSS OR I GUESS IT IS DISABILITY, NEW AND OLD BUSINESS. DANA.

MS. PARISH: I JUST HAVE SOMETHING TO ADD. LIKE I SAID, I PASSED AROUND THE SIGN-IN SHEETS. IF, BY SOME CHANCE YOU DIDN'T SIGN IT, I NEED IT FOR OUR ACCOUNTING

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DEPARTMENT TO GET IT PAID FOR.
ALSO IF ANYBODY PARKS IN THE
PARKING GARAGE, SEE ME AFTER THE
MEETING. I HAVE AN EXPENSE REPORT
FOR YOU TO FILL OUT, AND I WILL
WALK OVER WITH YOU TO GET YOUR
TICKET. WE WENT THAT ROUTE THIS
TIME. AND THIS IS DEB'S LAST
MEETING. SO DEB, WE'RE GOING TO
MISS YOU.

THE REPORTER: BUT I'M HAPPY TO
BE RETIRING.

MS. PARISH: THAT'S ALL.

MS. BAKER: DEB HAS BEEN MY

♀

80

CART PROVIDER FOR MANY YEARS. I
MEAN I KNOW OTHERS TOO IN THE
STATE, BUT I WISH DEB WELL IN HER
RETIREMENT YEARS AND I'M GOING TO
MISS HER. I WISH YOU WELL.

AND I JUST WANT TO SAY IF YOU
HAVE NOT HEARD ABOUT THE
WALK4HEARING THAT WAS HELD THE
FIRST SATURDAY OF OCTOBER IN CREVE
COEUR LAKE PARK IN ST. LOUIS AND
THE MONEY THAT WAS RAISED FOR THE
WALK4HEARING WILL BE LOCATED RIGHT
NOW WE'RE LOOKING AT THE REPERTORY
THEATER IN ST. LOUIS TO START A
LOOPING SYSTEM AND FOR YOU PEOPLE
THAT IS A LOOPING SYSTEM IS, THE

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WAY I DESCRIBE IT IS WIRELESS FOR HEARING AID USERS AND COCHLEAR IMPLANT USERS. IT IS WIRED IN A SECTION OF A ROOM OR A WHOLE ROOM LIKE THIS COULD BE WIRED, AND I PUT MY HEARING AID OR MY COCHLEAR IMPLANT ON TELECOIL AND I CAN RECEIVE THE SOUND DIRECTLY INTO MY EAR. AND IT IS VERY POPULAR IN

♀

81

EUROPE. IT IS STARTING TO GET RECOGNITION HERE IN THE USA. THE STATE OF WISCONSIN REALLY, THEY HAVE A VERY ACTIVE HEARING LOSS ASSOCIATION GROUP UP THERE AND THEY HAVE LOOPED QUITE A BIT OF VENUES IN WISCONSIN. SARASOTA, FLORIDA, HAS AN ACTIVE CHAPTER AND A LOT OF VENUES, I SHOULDN'T SAY ALL, BUT MOST OF THE VENUES IN SARASOTA, FLORIDA, HAVE THE LOOPING SYSTEM SO I'M LOOKING FORWARD THAT ST. LOUIS WILL START THAT PROCESS AND MAYBE WE CAN GO ON TO KANSAS CITY AND SPRINGFIELD TO DO LOOPING. IT IS JUST, I DESCRIBE IT AS WIRELESS FOR HEARING AID USERS AND COCHLEAR IMPLANT USERS. YOU DON'T HAVE TO WEAR ANY KIND OF EQUIPMENT OR ANYTHING OR WORRYING ABOUT, LIKE

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FOR ME WHEN I GO TO A MOVIE I HAVE
TO GET THE ASSISTIVE-LISTENING
SYSTEM, PUT THE EARPIECE ON, THEY
TAKE MY DRIVER'S LICENSE. IF THE
MOVIE THEATER WAS LOOPED, I

♀

82

WOULDN'T HAVE TO BE MESSING WITH
ALL OF THAT BECAUSE I COULD PUT MY
HEARING AID ON TELECOILS.
HOPEFULLY AIRPORTS, I WOULD LIKE TO
SEE AIRPORTS DO THAT BECAUSE THAT'S
ALWAYS MY ISSUES. WHEN THEY SAY
SOMETHING ON THE INTERCOM OR
SPEAKER SYSTEM, I DON'T HEAR IT.
FORTUNATELY THEY HAVE MONITORS OR I
CAN ASK THE PERSON NEXT TO ME, YOU
KNOW, I DIDN'T HEAR THAT, COULD YOU
TELL ME WHAT WAS GOING ON? BUT
ANYWAY, THAT'S WHAT THE
WALK4HEARING FUNDS WERE FOR AND WE
RAISED. THE LAST TIME, THE GOAL
WAS 40,000 BUT I THINK WE RAISED
ABOUT 30,000. WE HAD A LOT OF
YOUNG CHILDREN WITH COCHLEAR
IMPLANTS THAT WALKED WITH US, WITH
THEIR FAMILIES. IT WAS COOL TO SEE
THE LITTLE KIDS. SO I WILL HAVE IT
NEXT YEAR. THIS IS NOT JUST --
EVEN THOUGH IT IS HELD IN ST.
LOUIS, THIS IS NOT JUST A ST. LOUIS
FUNCTION. IF YOU HAVE A TEAM AND

♀

YOU RAISE SO MUCH MONEY, A CERTAIN PERCENTAGE GOES BACK TO YOU. SO IF YOU ARE FROM KANSAS CITY OR SPRINGFIELD, YOU CAN HAVE A TEAM OR COLUMBIA, HAVE A TEAM AND RAISE MONEY AND A CERTAIN PERCENTAGE WILL GO BACK TO YOU. AND I KNOW THAT SPRINT WAS THERE BECAUSE I SAW BOB LISTER. ANY OTHER NEWS OR ANYTHING YOU WANT TO SHARE?

OKAY. WELL, I GUESS WE SET A DATE FOR THE NEXT MEETING, AND WE USUALLY HAVE IT IN APRIL.

MS. PARISH: I HAVE CALENDARS IF ANYBODY NEEDS IT. EVERYBODY HAS THEIR PHONES.

MS. BAKER: THE POWERPOINT CONFERENCE, WHAT ARE THE DATES FOR THAT?

MS. WHITLOCK: APRIL 13TH AND 14TH.

MS. BAKER: SO IT WILL HAVE TO BE AFTER THAT.

MS. MASON-DONOVAN: APRIL 22ND. WHEN IS POWER-UP?

♀

MS. WHITLOCK: 13TH AND 14TH.

MS. BAKER: ANY OBJECTIONS TO

OCTOBER 2014

APRIL 22ND?

MS. VICINO: THAT'S FINE WITH ME.

MS. BAKER: DO WE NEED TO MAKE A MOTION THAT WE ACCEPT THIS OR DO WE JUST DO IT BY THE RULES OF ORDER THING?

MS. MASON-DONOVAN: I MAKE A MOTION TO HAVE THE NEXT MEETING.

MS. WIELAND: I SECOND.

MS. BAKER: ALL IN FAVOR SAY AYE. APRIL 22ND, AT THE USUAL TIME 10 OR 11?

MS. PARISH: 11.

MS. BAKER: I GUESS THIS IS IT. THIS IS ONE OF OUR SHORTEST MEETINGS, 1:30. THANK YOU AND THE MEETING IS ADJOURNED.

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