

Relay Missouri Advisory Committee Meeting

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RPR, CRR, CRC, CCR, CRI

KARI SALSMAN: April, you mentioned who was on the call. If you want to I could go through the list of who all it shows is on.

APRIL MASON DONOVAN: This is April. Yes, please.

KARI SALSMAN: We have myself and John Van Eschen with the Public Service Commission. We have Cady Macfee on here with T-Mobile. April. It shows Dawn. And then the interpreter Alicia. We have Kimberly the captioner. John Moore is on with us. Stacy Brady, Chris Smith, Heidi Rich, Marc Poston, Sarah Prechtel. I hope I said your name right, Sarah. Stacy Adrian, and Karl Ewan. And there is a phone number, a 314-684 --

RON IRVING: Yes, that's Ron Irving.

That's me. Thank you.

KARI SALSMAN: Did I miss anybody?

APRIL MASON DONOVAN: This is April. It looks like nine.

I want to say good morning to everyone. Happy to see you all. I just wanted to start the meeting going forward. So it seems like everyone accepts the captioning through chat.

So thank you, Kari, for your help setting up the meeting and we appreciate it.

So thank you for your support. And also, if there is a way 2  
to start the agenda.

CADY MACFEE: Yes. I start the agenda.

APRIL MASON DONOVAN: Looks like the first order on the  
agenda is the T-Mobile report. So I will let you go and you  
may have the platform.

CADY MACFEE: Thank you, April. First, I wanted to back up.  
I want to make sure the two interpreters are aware of who are  
Deaf on the call because I don't want the question to be  
missed. We have Sarah, April, John, myself, Karl. And am I  
missing anyone else?

I wanted to make sure. I am going to share my screen and  
let the interpreter sign, and it might help if most of you are  
off video and then you need to be on -- then, you know, you can  
open up your screen. It is just for the purpose for the  
speaker and the interpreter to be more visible.

Can everybody see my screen? Just type "yes."

Okay.

CADY MACFEE: Thank you. Good morning to everybody. It has  
been a long time since I have seen you all. I missed the last  
meeting just because I was on my maternity leave. But my baby  
is now seven months old. She is doing great. So it is nice to  
be back.

All right. I am going to start off by introducing the  
T-Mobile accessibility team that are on the call today. First,

we have John Moore who is the senior manager. Karl Ewan, also a senior manager. And also Chris Smith, the account executive sales for Relay Missouri. And I am going to let John take the floor now. So thank you for being on the call today, Karl, John, and Chris.

JOHN MOORE: I will also have the interpreter sign for me so thank you. So we will go to the next slide.

Great. Thank you. I really appreciate being here today and, April, it is great to see you. And happy birthday yesterday. And it is fun how we share. So I hope you are doing well. It has been a long time and I really appreciate you being involved and engaged in the TRS industry. So thank you.

I am here to kind of update you on the industry changes that have taken place in the last four to five months. But first I want to update you all what the difference between a traditional CapTel analog and IP CapTel services. What we want to discuss with you -- I spoke with John and Kari, the Commission staff, regarding what is taking place in our industry and with a great suggestion from Kari and John it is to bring the attention to all of you to update you where we are today and where we want to go in the future.

So as you know, CapTel has been a service for 20 years. And the analog type of technology has been a stand alone landline type of service. And currently today you have 59 users that

have actually made a call or receive a call on their devices.

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The entire State of Missouri is only 59 at this time, and it is declining rapidly at about 25, 30 percent year over year. And so we want to bring up to date with you -- with the situation with analog.

Before I do that, I just -- the other problem is the Internet protocol for caption service which is not part of the state contract. That is a separate entity directly to the FCC as an Internet protocol type of service. The State of Missouri is only responsible for landline types of services at this point. So on January 1st we made an announcement that we are no longer an IP CapTel telephone service, CTS. We have -- we allowed another vendor to take over that service. I cannot go into any real details of the negotiation with our vendor with this service. But we have made a decision, both parties. It is the best to move forward with the Internet protocol service for CTS. So that being said, January 1st that took effect.

Unfortunately, as January and February and March, to continue the service for traditional landline CapTel services, we do not have a contract to move forward. And so we are seeing T-Mobile is more into migrating into more newer services that are available, such as, we are a wireless company and we believe in the future is to migrate with customers to better quality of services. So I would like to go to the next slide.

This is more of what we are responsible for the state

contract right now is the traditional relay services, which we still continue to offer TTY, VCO, hearing carry-over and speech-to-speech. And then today we also have the CapTel 840 which is 59 users, and then we also have an RCC captioning. In fact, I am working on a new video for RCC right now. I am here in Rochester, New York where we are putting together some RCC videos to increase the awareness of RCC. Next slide.

What we are having this conversation today is to partner with the advisory board and with John and Kari. The contract we have is new has been awarded for three years. And then we also have the outreach program. And then we also have the Missouri TAP, working together and providing products and services.

What we are seeing here is for the 59 users and future users is we don't see the PSTN as a future product moving forward. What we see is CapTel, traditional landline continues to convert to digital and some issues with connectivity with PSTN, analog types of caption telephone services. And we are also with no contract with our vendor in the future we cannot bid for caption telephone service for analog. We will honor our contract today, absolutely. We have that all clear. However, we would like to partner with the State and with the advisory board to help reduce the number of the 59 to potentially have -- move them to other types of services. There has been an explosion of many different IP providers today as well as

wireless devices with apps.

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And so we would like to do an analysis, how we can reach out to those individuals to let them know that there is a better service provider available to you with better experience and better connectivity. And so what is the communication today is for you to be aware of, and we would like to partner with TAP as well as with the state to help move the direction of those 59 users to better than the analog type of service that has been around for so long and has not really had upgrades. It has limitations of quality as well as you have to have a separate 800-number to use to provide that to another person to call you along with your own phone number.

So as we are moving forward with new emerging technology we like to partner with the State and with the TAP program to move those 59 users off on PSTN and to other types of products and services, and we are putting together some marketing information. And hopefully we can work with our vendor currently, CTI to help reach out to the 59 users to migrate them to better products and services. We don't know how many are still -- only have analog. We would like to find out and see what other ways that we can provide services to continue to move them off the traditional landline to an IP or an app type of solution.

There are so many positive new products out there that allow for users to have mobile connection instead of having to drive

home or to make a call at their home. So we are just seeing there is better products and services that we want to reeducate those 59 users and so that we can move forward to the right direction of products and services. With us at T-Mobile, we want to be able to bring more products and services. And we are in a situation where we are limited what we can do. But if we can move the products of the 59 users, we will be able to partner more and do more services with TAP and with the State of Missouri ensuring people with hearing loss, speech -- speech disabled community and other people with disability have access to our products and services.

And so I really wanted to have this conversation, bring you up to date where we are today. I believe about 98 percent of the users today are all on Internet or app solutions today. Very few -- and it will continue to decline and decline. And we want to make sure that we are providing all of the information for the users to choose what is best for them for their communication needs.

So I will stop here and pause. Maybe you can move the screen. We can take the screen off. I can be available for questions so I could see everybody. I don't have a second monitor. So can we do that?

Can we do that? Great!

I will open it up for questions. Any concerns how we can move forward together, how we can move forward together to

create a better solution?

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APRIL MASON DONOVAN: Does anyone have any questions regarding to John's presentation? Because that was a lot of information to think about, maybe we are a little bit overwhelmed.

JOHN MOORE: It is a big change. It is something that we believe that there are better products and services that can be available. So re-educating and doing a little bit of assessment of making sure customers are aware -- they may have -- what they may have the analog phone for so long but don't realize, oh, I have Internet now. So they can just upgrade it very quickly. And so -- and all of this will be handled by the ability for the FCC directly. And also, they can eliminate potential issues with additional changes to their home landline. We are hearing more and more about that. And you want to move forward and be engaged in additional technology as much as you can. And there is many benefits to that for those -- it could be security enhancements to their home, information to their home, access to all sorts of information and so that's really important. And we want to make sure that we move people to the best and future of technologies.

APRIL MASON DONOVAN: I know. I am not trying to be personal. But I have always have a lot of support from T-Mobile. I was saying Sprint for now. But I know T-Mobile

has been through excellent service for Deaf, deafblind, and speech, so I really applaud your effort.

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And so does anyone have any questions regarding John's information or concerns? Any concerns, please bring it up.

JOHN VAN ESCHEN: I know at our last committee meeting Stacy from the equipment program had raised concerns about technical issues associated with analog CapTel users. We did -- after that meeting -- tried to look into it and we also contacted other states and joined the National Association of State Relay Administrators. And it appears to be a common problem that's occurring throughout the country. For whatever reason, analog CapTel service has issues when the signal is transmitted and it might be converted to a digital signal. I don't know if there was really an acceptable remedy to that situation other than for the user to switch to digital CapTel service or some other service, but there was a problem that was brought up. We looked into it. We don't see an easy remedy to -- in terms of ensuring the analog CapTel service can work 100 percent of the time as it is intended to.

I guess when you say there is 59 users of analog CapTel service, do you know who these users are exactly? Do you know their names, addresses, things like that? I mean what is your plan for reaching out to them?

JOHN MOORE: John, great question. This is the first step is just a notification. You know, I really do appreciate you

acknowledging the situation today of the digital environment 10  
changing to -- from the analog. So we are working with our  
vendor, CTI that we have worked with for many years, 20 years.  
They do have the ability to work with us to provide what we  
call ESN information. The users actually used it. So we need  
to coordinate that together and then work with the TAP program,  
and they may have their own database who use it.

I just have one quick question. Is the TAP program limited  
on income distribution or is it open -- it is limited? Stacy?  
Hi.

APRIL MASON DONOVAN: Let Stacy answer that question. I  
don't want to overstep.

CADY MACFEE: Stacy, you are muted.

STACY BRADY: Hi. Sorry about that. So, yes, we are income  
based. However, as an equipment distribution program and an  
assistive technology program we allow anybody to try the  
equipment first if they qualify, then we obtain equipment at no  
cost. If not, we make a referral. So they are not getting  
left out of the loop. They just may have to pay the \$75 for  
the caption phone, yes.

SPEAKER: (John Moore)

JOHN MOORE: Thank you, Stacy. I appreciate that. What we  
want to do is coordinate that with our vendor to cooperate with  
us so that we can reach out and send notification. That will  
be the next step. The first step is to notify you all and

agree, this is the right step to reach out to those users so that we can give all the details. We do have information related to the vendors to upgrade, absolutions. And one thing we do know that the caption telephone, PSTN, can't convert over to a -- we know it is popular for those using a VCO because it allows one voice at a time. Like with our meeting, we can't overlap with an interpreter; we have to go one person at a time. But with a caption telephone it goes and goes and goes. So there are some users that prefer voice carryover. We can get that information and we can communicate. And I am assuming going forward we can work with you, Stacy, John, and Kari to have a separate meeting just to let you know what is our plan and how we can reach out to the 59 users. It is not something we want to do right away. It is going to take months and months. But I think it is a process that we want to go with so we can make sure we reach out to everyone. We don't want to just focus on the 59. We do need to communicate to those who have the equipment, have put it away, may need to use it again later down the road. So we want to make sure that we reach out to all of those users who have obtained the captioned telephone. So that's what we would do. We will put together a team and after this call, have that.

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But today was just -- is more just of a courtesy notification where we can see how we can do better services in the future. By working with us, it gives us more opportunities

as T-Mobile Accessibility. We are changing. We want to look at wireless solutions more for the community, not -- we have not changed any policies related to analog since 1990 when ADA has passed. So we want to be able to partner with states and how we can ensure people with hearing loss have access to -- as I believe is today's functional equivalencies as it was written in 1990. The functional equivalency was written on analog terms. But not just on analog, but updating to 911 as well. All of the other components are very critical to our communication needs. So what I believe this is the first step, partnering with you and allowing us to move forward and then we want to partner with the future wireless opportunities as well in the near future.

Sorry, John, it was a long answer.

APRIL MASON DONOVAN: More questions. This is April. Also to make sure that -- are you aware of the technical issues that have been going on in other states?

JOHN MOORE: Is that to me, John Moore?

APRIL MASON DONOVAN: This is a question to John Moore, yes. I want to make sure you are aware of the technical issues in other states as well.

JOHN MOORE: Absolutely. We know that. Many of our states have issues with the conversion of digital, absolutely. And often they are not notified in advance. That's the problem. We have no control of the local exchange carriers when they do

that, and they have no knowledge of CapTel. That's when the -- 13  
one of the areas of gaps in the communication.

APRIL MASON DONOVAN: I am really happy you are already aware  
of that. So that's good to know.

Any other questions?

JOHN VAN ESCHEN: What's been the reception in the other  
states about T-Mobile's interest in no longer offering CapTel  
service?

JOHN MOORE: I think the -- great question. I have been  
meeting with many of our states. We are notifying all of our  
states. The reaction is they understand. This is very old  
technology. The digital issue is concerning. I think the real  
concern is those who have analog phones but don't have other  
solutions. So we want to be able to work with those customers  
making sure they are aware. They will most likely have  
solutions but there may be some who do not. We need to work on  
ways on how we can offer services that they can continue to use  
caption services. So that's just -- that's what we need to  
find out. Move the 59. We may come down to just two users  
that may need support and how we can engage in that as we move  
forward with this.

All of our states do know that there are better services  
that are coming, more are available such as ASR, where you  
don't have an operator on the line. There is more and more  
apps that are available. It is just very popular. And they

understand that. We are working with states. We are working -- partnering with us as well with the equipment program. You are not the first moving in that direction to get people to the best technology that are available. And a lot of the customers are -- have not been engaged in what is really available. So we want to make sure we reach out to them for that. So that's where we see the future with our states right now.

I think Stacy had a question.

STACY BRADY: I still want to remind everyone that while, yes, things are advancing at rates that we can't keep up with in either T-Mobile or the equipment program, we are doing our best. We do have situations in Missouri, and as a matter of fact I have one going on right now, they don't have Internet. They don't have access to Internet. It just doesn't exist in their area. They don't have steady wireless service from any carrier in their area. So we are still going back and I know people are like, oh, my gosh, I can't believe, we are still looking at using TTY and voice carryover in this situation because I can't rely that the switching station isn't going to be -- is going to be consistent. I cannot guarantee that. So we do -- we are lucky we still have options in the old world. At least it is something. We are not just cutting off the world.

And more importantly while a lot of these options are great

for those who are Deaf and hard of hearing, we are extremely limited when it comes to speech differences. So that's a huge avenue that we are going to start missing here real soon as this technology continues to change unless the equipment starts changing. And again, this is not a TAP issue. This is not a Relay issue. This is an equipment issue at the manufacturer level.

JOHN MOORE: Great point, Stacy. I agree with you. That's why we want to partner together. I think we can get the assessment. And then one thing about T-Mobile, we are launching rural areas of coverage more and more, and there may be opportunities to partner in that area with our 5G network capabilities. One of the great things about our merger was to enhance more and more penetration into rural areas with our coverage and so we can look at case by case. We may just have four or five and then we can learn from that, what can we do? What can we partner with, with some solutions? But this is not something that we are gonna change in a few months. This may take six months. And I think that's important that we do -- do it right and do it with partnerships to make sure that -- what I worry about is we have four or five of those, they are gonna have digital problems and we are not gonna be aware what to do. We can be engaged with those five and making sure they are in contact with us in case they are gonna lose their analog capability and what can we do to partner to find solutions.

That's what I ask today, work together, and as we move forward 16  
with more and more, better technology, for sure.

APRIL MASON DONOVAN: And, of course, technology is ever  
changing as always.

I know we have a new member here in the Relay Advisory  
Council named Stacie -- yeah. I just wanted to help her  
understand more. What is the core of the problem with that?  
What happened in the first place? With technology -- I mean.

JOHN MOORE: Is that a question to me, April? Can you  
repeat? I didn't follow. Can you try again? Thank you.

APRIL MASON DONOVAN: No problem. Okay. I have to give a  
short answer, short question.

So before, one, having to start with the increments. What  
was the downfall that happens? So to help with the new member,  
Stacie Adrian.

JOHN MOORE: A couple -- we go back to CapTel when we first  
launched years ago. It was the only option was digital -- I  
mean analog PSTN. New company has come on board. There are  
eight providers out there right now, seven or eight, and we are  
gonna see more providers coming in. Those providers include  
the Internet protocol, all of them do. All of them provide  
Internet capability. And then also what is coming is more and  
more apps are available to wireless devices. And they don't  
really require much broadband support on those types of  
transmission for broadband or wireless. Very little because it

is not a video capability.

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So in time as emerging technologies with IP have come out with apps, which is more superior, better experience, and mobile as well to integrate with what most people use today, devices on the go, they are not gonna drive home, wanna make a phone call on an analog phone. They want to use their devices.

The other piece, obviously, is the technology for homes that analog technology is going away. More and more is digital. And the only -- and the main reason digital, it just gives you more options for customers to use for many, many other reasons for their home. Not just for Internet, but other -- like for security or Wi-Fi capabilities, to anything to use for video or gaming. It is just that's what the digital does. It just gives you all those -- where you want to go with your future communication needs and what you need for your own self things you want to do on the Internet or that are available. So that is going to continue. We have no control of that.

And so by moving those 59 users off and making sure they are available to better products and services but also not getting in the position, well, they could potentially have very poor service with analog because the conversion happened in their home and they may not know that. And so at some point the goal for all carriers is to have digital. I believe that's where we are gonna see soon in the future as digital will be provided with what customers want today.

APRIL MASON DONOVAN: Stacy has a question.

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STACY BRADY: I want to add on to that. A lot of this came about as part of the 21st Century Act. So between 2016 and 2018 the FCC said to the telephone carriers, you got to get your stuff together and getting it more advanced for going forth. As that started happening, that changed the whole avenue of how equipment was coming about and entering the market. And while that was going on, I think what was not expected and anticipated was how quickly that was gonna move within five years of making that announcement that's when the analog services started being interrupted at a break neck pace. And CapTel analog just didn't keep up with it. And that's when we found out last year things were starting to fall apart and fall apart quickly.

So again, it is all part of that 21st Century Act for Accessibility. And again, nobody could have gauged that was gonna happen so quickly.

JOHN MOORE: As more future -- great point, Stacy. As more communication access is needed it will be additional space. There will not be another analog provider coming. And we will not be an analog provider of the next contract for CapTel. And so we believe that we can work together for the 59 users, do that assessment, prevent them having any potential problems down the road, migrate them to better products and services. And we at T-Mobile want to bring in more services. So we are

kind of limited to what we can do because of our current contract we have with analog. So we can move forward without having down the road no users for PSTN, we can bring in more products and services to the community.

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APRIL MASON DONOVAN: I have a question to Stacy Brady.

For those who do not have Internet access, can -- I mean I am just thinking with you -- can you provide a hot spot to connecting for Internet access or something?

STACY BRADY: Excellent question, April. And also we already have it available. There is a -- it is not a secret. CaptionCall has introduced a phone into the market that uses the cellular towers to allow individuals to have caption phone service. We have been offering that since November. We have been very quiet about it because we are having to go into homes to do demonstrations to see if it is even going to be sustainable because a lot of our consumers -- well, St. Louis is being hit pretty significantly with the providers. Most of my people who are needing service are in the rural rural communities. It is not in the big cities, Kansas City and St. Louis.

But the nice thing is, CaptionCall, which by the way just got bought out recently, CaptionCall has a hot spot built into the thing for the device, and so the SIM card comes from whatever tower company is present. In some cases it will be T-Mobile or AT&T. I don't have any control over that. But

that's something that is out there and available. We have had 20  
about five consumers take advantage of that option as far as in  
their community because that was what was available. We  
couldn't get them on anything else.

JOHN MOORE: Stacy, that's great information. I would love  
to learn more about that as we are learning. We do provide hot  
spots as well, I mean as a T-Mobile carrier. So I think there  
is some potential that we can help as well. And so as we do an  
assessment we learn and this will help us bring in some support  
necessary, yeah.

APRIL MASON DONOVAN: Any other questions? It doesn't matter  
how big or small. Going once? Going twice?

Done! Okay. Thank you, thank you, so much, John, for your  
patience and willingness to answer our questions. So I am  
gonna have Cady talk about the Relay Missouri outreach.

CADY MACFEE: Thank you, April.

Thank you, John, for your time today. Are you going to stay  
on?

JOHN MOORE: I have a flight in two hours. I need to  
prepare. Good to see everyone. I am looking forward to  
providing resources, and Stacie will reach out to you, and Cady  
will support you. And, John, we can keep you informed as to  
how we make progress. We can schedule a time for that.

APRIL MASON DONOVAN: Have a safe flight.

CADY MACFEE: If you are not speaking, if you could turn off

your video.

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APRIL MASON DONOVAN: For those who don't have access to chat, just click on the chat button and it will show up, the captions.

CADY MACFEE: Okay. Thank you, April.

So what is new with Relay Missouri? Last November T-Mobile Accessibility was awarded the Relay Missouri contract. So that's exciting. We are happy they will be the provider for Missouri.

I have been the Account Manager for Relay Missouri for three years. And my Outreach Specialist, Dawn, has been with us for two years. I am very thankful for her for staying on, especially during COVID. And she hasn't really been going out the first year, but now things are opening up again so she is doing more and more outreach.

Stacy Brady and I have been talking on and off recently about working together, and we want to provide trainings on different products and services that we both can provide. We talked about doing this virtually or in person. We don't have all the details ironed out. But I know once we have it all planned out, we will share with the Board, and I believe it will also be on our website as well. Do you have anything in addition to say to that, Stacy? No? Okay.

I am going to put on the chat, if you could copy and paste it to your e-mail or whatever, I will give you a minute to do

it. But we are releasing our Relay Missouri website and I would love your approval to check it out. The old platform was not in compliance with the ADA but this new platform is. But I need you to check it out and let me know what you think of it. We have added webinars to this website. That's one of the big differences to this new platform, in addition to it being in compliance with the ADA. Here is the link. It is not online right now. So you have to click on this link to see the new design, the new platform. Shoot me an e-mail after you view it and let me know if you have any concerns or if you like it. I would really appreciate your feedback.

The next slide is traditional relay service call volume. Because this is a new contract, we changed the graph, the line graph. And if you remember from last October, you probably have seen multiple lines. But with the new contract we are only showing what is happening right now, the first fiscal year.

So last July we had about 16,000 call minutes, 16,000 minutes total. Not 16,000 calls; 16,000 minutes. And we were still in the pandemic. You got to keep in mind that a lot of people aren't making calls to their loved ones or their friends or the doctors. It has been slowly declining and it went back up in October, slowly declining again, November, back December, obviously for the holiday, and then slowly declining again. We only have numbers up to February. I know this is April. We

get our March report next week. So this is why we only show  
until February right now.

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This is the CapTel call volume. Keep in mind that this is just analog phone, not the Internet protocol caption -- CapTel telephone service. Okay. It has not exceeded over 10,000 minutes since July or -- the highest it has been was in October, about 8,500, maybe a little less than that. And as you can see it is slowly declining. In February we had a little over 5,000 minutes. These are for the 59 CapTel, registered CapTel users.

Relay Conference Captioning. This is like one of my favorite services that we provide at Relay Missouri. The hours are still extended from 8:00 p.m. on Monday through Friday, and Saturdays from 8:00 to 2:00 p.m., closed on Sunday. We are seeing a slow increase, and we had a big -- I believe in -- what was it? September or August -- we had a big usage, large usage we had ever seen. And it kind of slowly declined over the holidays. And now things are back and running again. So we are seeing a jump in February, 18 uses and that's great. I hope that in March and April that it slowly increases because this is a really great service and another new addition to the Relay Conference Captioning is that people with speech differences are able to use this service. And the reason why they are great candidates for this is because if they have -- if they need to process the information auditory, they might

need to do auditory and the visual at the same time depending on their disability. And this is helpful for them to retain and they can keep the notes, the transcript to review later. And I have been really marketing this, especially to the speech differences community because I want them to know that this service is available to them.

I am gonna ask for Dawn Shipman, my Outreach Specialist to get on the call. Hi, Dawn.

DAWN SHIPMAN: Hello.

CADY MACFEE: Do you want to talk about what you have been doing?

DAWN SHIPMAN: Yes. Like Cady said, you know, starting out in the pandemic things were limited but things are really opening up now and since -- really October I have been to several events. Two of them were held at the Margaritaville resort, which was the Interpreter Conference and the Missouri Rehab Conference, and those I felt were really fruitful. I feel like I made a lot of contacts. I have done a couple of goody bag distributions. Not as much as now that we are able to see larger groups of people and make really good connections.

I was at the Health and Wellness Expo at Cape Girardeau. We are really trying to work into the more rural spaces. That was a really good place to go.

And then just recently at Deaf Nation and Power-Up in

Kansas City and Blue Springs. And then I have an event next week that will be in St. Charles. It is the Health and Senior Health Expo. Super excited about that.

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And then I have got some upcoming things in May and June. I feel like we are really gearing up and able to really reach a larger number of people and make those relationships I know will really pay off.

So that's really been about it. I can't believe it has been two years and really what a difference the past few months have made. I feel like I am actually able to start doing my job. So it has really been an honor.

Does anybody have any questions?

STACY BRADY: Don't forget that Kim was at the ASHA conference at St. Charles this last week as well.

DAWN SHIPMAN: Yeah, I almost forgot about that. Thanks. I feel like we are reaching far and wide, and hopefully we will be reaching more and really gearing up and be able to reach people with services that really need it and make people aware of it.

CADY MACFEE: We have members of what we call the growth team at T-Mobile. Basically, they are helping us do outreach in our T-Mobile states. And Kim McRay who has been a part of, you know, T-Mobile Sprint forever, she lives in Blue Springs. And she has volunteered to attend an event in the Lake of the Ozarks for the speech and hearing last week. It was a great

event. So we are thankful that we have more people to help us do outreach. 26

Here are some pictures. On the far left is me in the green shirt. That was at the Power-Up Conference. That was a great event. I did two presentations on -- one on speech-to-speech with Stacy Brady and the other one was on Relay Conference Captioning. The speech-to-speech session we had 67 attendees, and we had about seven for the RCC.

The picture in the middle is from Deaf Nation. That was on April 2nd in Kansas City, Missouri. It was a great event. Probably two to three thousand people. We have not received the final numbers, but it was a well-attended event.

Here is a picture of Dawn at -- was it Cape Girardeau, did you say?

Here is a picture of her at the booth and she said it was a great booth as well.

DAWN SHIPMAN: Yes. Tons of vendors but lots -- it was really, really well attended for most of the day. There was -- I just had the opportunity to make some really great connections, and we will be speaking next month to a women's group that would love to hear more about relay services. So I am super excited about that. I forgot to mention that. That was a great, great place to be, a great event.

CADY MACFEE: Dawn already mentioned some of this next slide. Anything to add about the future outreach events?

DAWN SHIPMAN: I think you have them all covered. I am super excited for next week for the Baue Funeral Home. I believe I went there -- 27

(Talking over.)

I was absolutely blown away how many people came. And that's when masks were still being worn and people were still really careful. I mean we are all really careful. But we have a little bit more freedom I feel like. I feel like there will be even more people there. I think that will be a really fruitful event.

CADY MACFEE: We have Seniors Day at the Missouri State Fair in August. I am still working on an agreement with the State Fair. They have placed us outside by the entrance of the building for the last couple of years. And I have been really unhappy with the location only because people would come outside and they smoke right by our booth. And the weather has been unpredictable, windy or rainy. It rained last year. And so I have asked to be placed inside but still be a sponsor. So we are hoping that this will work out this year as well.

Another thing that I have been working on is now that conferences and expos are open, we have had people that are very interested in learning more about our service. And they want a one-on-one or they think of a client that would benefit from the service. And so they said, hey, I want you to come and present at my organization. And I say, okay. So one thing

that I am working on -- when I go to an event I bring in like a sign-up sheet. So if people want us to follow-up, I make a list of all of the places that we need to go. And we break up the team and visit all of these people that are interested in a follow-up. We should really feel that there are so many people that are out there that don't know about our service or don't know how to use our service and so they need more of a one-on-one just to learn the different steps to take to learn how to use it and then to be a regular user.

So Dawn, myself and Kim McRay who is a part of the growth team, she and I are going to do tours. We have done two in the past. It was very successful. We saw growth in services after that. So we know this will be successful as well. So if you know of anybody that would benefit from learning about any of our services, please reach out to me and we would be happy to add them to the list.

If you have any questions, here is my e-mail, my personal cell phone. Here is Dawn's information as well. You can send us both an e-mail or you can just send one of us an e-mail. Dawn's e-mail is not fully activated but it will be. That's her T-Mobile address when it is activated.

Any questions about Relay Missouri?

APRIL MASON DONOVAN: I have a question. Two.

I have a question. When will the new Missouri Relay website be available?

CADY MACFEE: It should be released next week but I need approval from you guys to make sure that it is working great and you like it. So I need your feedback.

APRIL MASON DONOVAN: And the second question is: I know Mike Ellis retired. Who took over his position?

CADY MACFEE: Karl Ewan. Karl, do you want to join?

He probably got busy.

The person who took over for Mike Ellis, her name is Jacque Lee. J-A-C-Q-U-E. And the last name is L-E-E. She has a hearing loss herself. She has been a great Director for our team. We really like her and she has been very progressive. She listens to us and she has been very awesome. Right now she is still learning a lot about our team and everything that we do. It is a very, very great transition for our team so far.

APRIL MASON DONOVAN: Thank you.

So do we want to go over the website and vote through e-mail?

So give us a chance to look at the website and give you feedback or do -- what do you think?

I am asking anyone to answer my question.

CADY MACFEE: We really would appreciate it if you guys could vote on it because you guys are part, you know, the Board members and we are all partners in this.

STACY BRADY: Kari, do you have a quorum?

KARI SALSMAN: Yes, there is enough of us on here today.

APRIL MASON DONOVAN: Do you want to go and vote now?

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CADY MACFEE: You have to really look at it to vote right now. Do we need to give you time or have you had a chance to look at it?

KARI SALSMAN: What if we send out a link through e-mail to the whole committee, that way it gives people a time to look at it and they can respond that way through e-mail. Unless you want to take the time now for people to look it over. I didn't know. I would think --

CADY MACFEE: Cathee?

JOHN VAN ESCHEN: I would give people time to look over the website. I wouldn't attempt to do it now.

KARI SALSMAN: I would agree.

CADY MACFEE: Okay. Would Friday be a good deadline or do you need more time than that?

APRIL MASON DONOVAN: I think Friday is great. We could look over the website until Friday and then we can vote through e-mail.

CADY MACFEE: Kari, did you have a chance to copy the link? If not, I will send you an e-mail with the link and then you can share it with the team members and have them to vote.

KARI SALSMAN: Yeah, I copied the link. I can send out an e-mail to the committee and people can respond with feedback or vote and then go from there.

CADY MACFEE: And if there is something -- if there is like

an issue on anything, please do let me know. You can send me 31  
an e-mail directly and then that week we can get it fixed.

APRIL MASON DONOVAN: Who makes the website?

CADY MACFEE: David Michalowski Media.

JOHN VAN ESCHEN: Just to be clear. If people could try to  
provide their feedback by the end of business on Friday; is  
that correct?

CADY MACFEE: Correct.

APRIL MASON DONOVAN: Great.

CADY MACFEE: Any more questions for Relay Missouri?

All right. Thank you, guys, for your time. Stacy Brady,  
the floor is all yours.

APRIL MASON DONOVAN: Wait, wait, wait. This is April.

The next on the agenda is future of CapTel services.

CADY MACFEE: We already talked about that.

APRIL MASON DONOVAN: Just double-check.

Can we have a five-minute break and then we can get back to  
Stacy Brady?

Okay. Five minutes break.

(Break taken.)

APRIL MASON DONOVAN: Now we are back. Stacy has the  
platform to talk about the the equipment program update. Thank  
you, Stacy.

STACY BRADY: Thank you. I am Stacy for -- I saw a couple of  
new people on here -- and I do the equipment distribution

program as per the statues. I am with Missouri Assistive Technology. So we provide equipment to eligible individuals and we have a variety of options. And so as part of some of the new things that are happening, I think T-Mobile did a great job explaining a lot of the things we have been coming up against in regards to text-based phones. And then Cady did a great job talking about outreach and such. And we have been cooperatively working on making sure we are getting trainings out and also so people are aware of the programs that offer services and equipment.

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As I mentioned earlier, in November we started offering CaptionCall. And CaptionCall is unique. While it is an IP CTS device -- people who require text in order to understand the conversation, not to send out messages, but to understand the conversation, and they respond by voice. This became a response to the equipment failing as the line changes occurred. And I think we mentioned earlier, it caught everybody off guard when all of a sudden the analog CapTel stopped working and we had no idea why. And so in chatting and such and learning about the equipment and finding out other states were having the same issue, one of the resolves was that CaptionCall offers the IP CTS device that will hot spot to the local cellular tower and an individual who can connect to that is able to receive captions on a phone. So that took over a need that we were finding that had -- where an individual doesn't have

access to Internet and who needs a captioned phone. And in some cases, which is nice, it can Bluetooth to a cellular phone so they may not even have a house phone at this point. And I think we will talk about later on in the meeting that a declining number of households have service traditionally. So we started offering that.

T-Mobile also talked about how a lot of companies are starting to offer automated speech recognition, ASR. There is another device we have on the program. It is not very popular. And we have all of a sudden started experiencing odd issues we are working through. And that's called the XLC8-GLT. I will do it again. XLC8-GLT. And that is a phone that connects to the Internet and uses Google Live Transcribe. So there is no relay operator. It does however have to connect to a phone but the phone can Bluetooth to a cellular phone or it can use a house line. However, to get the caption, you have to connect to the router. So that is important to be aware of.

And then last we still do have access to our TTYs which is a safe zone no matter what. We do not use the Uniphone much any more, again because of the change in the fiber and digital lines. However, the traditional TTY where you put a handset of a telephone on to the couplers is still working and it is doing its job and doing it well. It is just slow, but if that's what you know what to expect upfront, at least you have communication. That's what is kind of going on in the

text-based world.

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Cady did mention that at Power-Up the two of us -- Cady did the lead. She did a great job of talking about the speech-to-speech. And the whole session was actually about ways to connect if you have a speech disability. So we talked about the TelliTalk which is a phone that has an electrolarynx on it but the electrolarynx does not work independent of the device. And that's the only way to keep it on the program. If it works independent, it defies what we are allowed to offer. We also talked about using hearing carryover for individuals that need that. And I don't know if Cady wants to go back and touch on this, but T-Mobile has released new ways of connecting individuals using hearing carryover which I think is really cool. I know when they are marketing to different agencies and groups such as the SLPs out there, speech language pathologists, that it could be a huge way for individuals to connect that they have not been able to do in the past.

Other than that, equipment is going well. We are starting to see some significant delays in equipment coming to the United States. One is manufacturing purposes as far as what new technology is out there. But some of it is just production issues. So we have one phone that we recently had to put off on the side as a device we can't show because of production issues. If that comes back, we are happy to put it back on. But they are telling us it is at least a year before we are

going to be able to get the equipment, and I don't know if we are going to continue things like that but it is highly possible.

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That's what is going on with equipment and TAP. We are looking forward to 2022 and getting back out there. Power-Up was kind of our big event where we actually maxed out, which is a great problem to have. People were excited to be back in person.

Any questions?

APRIL MASON DONOVAN: I don't have any questions. Do you have any other questions for Stacy? Okay. Going once? Going twice? It is done. Thank you, Stacy. I am happy you are still on top of it.

Oh, oh. Stacy, I have one question that has come up to me. Do you want to promote to our CapTel consumers the website or not? Like what do you do about that?

STACY BRADY: I am hesitant to do that. What would be best -- and I don't know if T-Mobile can do it because they are the ones that run the website for Relay. We provide demonstrations. It doesn't matter the person's eligibility. If they qualify, we give them equipment. If they don't qualify, we tell them how to do it. If there is a way to say demonstrations are available, that would be advisable. At least it gets them to us and to the local center. Because something where we are talking text-based really does need to

be in the home. While in the past we could do it in an office, 36  
it just does not work that way anymore and that's again going  
back to the line issue. Regardless of what is coming in and  
out of the home, it is when it hits that switching station that  
the whole world gets turned upside down and we can't guarantee  
that unless we are in the home. There is no cost for a  
demonstration.

APRIL MASON DONOVAN: I just wanted to make sure we are on  
the same page.

Now we are going to go to the PSC.

STACY BRADY: I think Cady has something to say.

CADY MACFEE: Sorry. I am dealing with really bad allergies  
right now.

On our T-Mobile access.com website we only have state CapTel  
listed. I will post a link here in the chat. It is only the  
state CapTel that is listed. We are no longer promoting  
IP-CTS. We refer people to the FCC website to let them pick  
their caption phone. If anybody reaches out to us directly, we  
refer them to the FCC. We do not have the FCC link on that.  
That's just to let you know what we are doing.

APRIL MASON DONOVAN: That's good to know. Thank you so  
much.

I am looking at the website quickly. Okay. Anything else?

I am going to have Kari talk about the PSC staff report.

KARI SALSMAN: Hi, everyone. This is Kari. The first two

items under the staff report has to do with the Relay fund and the balance and the surcharge. The Relay balance as of March 31st was a little over one million. Staff had recently done a review of the account in general. Previously in 2017 we had reduced the surcharge to 4 cents in an attempt to reduce the fund balance which was significantly higher than the target balance of 5 to 9 months of expenses. During this review we realized that unless the surcharge is increased, that the fund will actually drop below the target range this coming September. So basically a 4-cent surcharge did the job to reduce the balance. But at this time it is not enough to fund the expenses of providing programs while also maintaining a balance within the desired target range. So we explored various rates and different approaches and it was determined that the surcharge needs to be increased from 4 cents to 10 cents per line to get the fund balance to stay within that target range, and this increase will go into effect on June 1st.

Do you have any questions on that?

APRIL MASON DONOVAN: No. But I wanted to make sure that Kari can repeat what the surcharge covers for the new members.

KARI SALSMAN: The surcharge covers the expenses with covering the T-Mobile outreach, the equipment program, basically all of the services provided by T-Mobile, everything in relation to do with the Relay fund and services.

APRIL MASON DONOVAN: Do we have to make a motion to approve? 38

KARI SALSMAN: No. Actually the Commission has already approved this increase in the surcharge. It is already set to go into effect on June 1st.

APRIL MASON DONOVAN: Good to know. Okay. Now go ahead with the new Committee member appointment.

KARI SALSMAN: The next two items have to do with our Committee. We do have a new member, Stacie Adrian was voted in by the Advisory Committee, and is formally recognized as a new Committee member. Thank you, Stacie, for joining us. Did you have anything to say?

STACIE ADRIAN: No. Just thank you for having me.

KARI SALSMAN: We still have one committee vacancy which represents the speech impaired. I know we go over this each meeting. Does anyone know anyone interested to get with April or myself? April, I know you previously were going to post on Facebook. I didn't know if you would want to post again on Facebook to see if it strums up any interest.

APRIL MASON DONOVAN: I have to post it for both, for the speech disabled and the other position now Stacy Adrian filled it.

Now I am working for the St. Louis Community College. I found a couple of students who has a speech disability. So I may reach out to them to see if they are interested. It is worth a try.

KARI SALSMAN: Oh, yeah, that would be perfect.

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APRIL MASON DONOVAN: Anything else?

Just as a reminder, don't forget to vote and approve the Relay Missouri website by Friday. Right?

Okay. Cady says yes. She gave a thumbs up.

Now we have open discussion and announcements. Any update? Anything that is going on?

Sarah said: Has anyone reached out to Starkloff Disability Institute? They may have several people.

Anything else?

Since there is no other announcements or whatsoever, we need to set up a date for the next meeting. So we normally meet in October.

STACY BRADY: Does Cathee have dates for the Interpreter Conference because that will be important to work around. And also are we looking at in person or on Zoom?

JOHN VAN ESCHEN: What do people prefer? Do they prefer Zoom meetings or do they like to meet in person?

APRIL MASON DONOVAN: It is April. I prefer in person. Do you want to meet in person or on Zoom?

I vote in person.

Sarah said she is flexible.

Claire said either way. That's good.

I am looking in the chat. Okay. Let's go for in person in October.

Maybe October 26th? What do you think?

Sarah said it works for her for October 26th.

JOHN VAN ESCHEN: What date are you talking about?

APRIL MASON DONOVAN: It is a Wednesday.

JOHN VAN ESCHEN: The exact date, you said it is a Wednesday.

APRIL MASON DONOVAN: October 26th, Wednesday.

JOHN VAN ESCHEN: It is fine with me. I don't know about everybody else.

APRIL MASON DONOVAN: Okay. How about 10:00 or 10:30 in person?

Oh, Sarah is asking where the meeting will be held. Normally we meet in Jefferson City, Missouri at the Public Service Commission building on Madison.

KARI SALSMAN: The 22nd is on a Saturday. Unless I had the calendar pulled up wrong.

APRIL MASON DONOVAN: 26th. Wednesday.

KARI SALSMAN: Oh, 26th. I thought you were saying 22nd. The 26th. Sorry.

APRIL MASON DONOVAN: That's okay. I always have an accent. 26th, Wednesday at 10:30. It will give you time to travel. It is confirmed. October 26th, Wednesday, 10:30 in the Public Service Commission building.

JOHN VAN ESCHEN: Okay.

KARI SALSMAN: That works.

APRIL MASON DONOVAN: Kari, please make sure the captionist

is coming too.

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KARI SALSMAN: Yes, I will make sure that we have Kimberly there and the interpreters. And then I will have to see for sure what room is available. Hopefully, we can get the room when you just walk in on the main entrance like we had several of the prior ones in person. But I will have to check the scheduling and let everyone know.

APRIL MASON DONOVAN: Good to know. Okay. And watch out for the e-mail and vote by Friday for the Relay Missouri website and, of course, give feedback to Cady. And, Cady, I am happy you are back after your maternity leave. You look great.

Anything else? Anything else before we leave?

Thank you so much. Have a great day. Be safe out there. Stay well. Bye!

KARI SALSMAN: Bye!

JOHN VAN ESCHEN: Thank you.

CADY MACFEE: Thank you.

Thank you, interpreters.