

Relay Missouri Advisory Committee Meeting
December 5, 2017
CART Reporter: Kimberly A. Pfleinger Schacht,
RPR, CRR, CRC, CCR, CRI

APRIL MASON DONOVAN: I guess we will go ahead and get started. I am losing my voice. With that being said, excuse me, and here are the interpreters that will voice for me. I will make sure they do all the work.

My name is April Mason Donovan. I am here today as the new Chairperson for the Relay Missouri Advisory Board. I am privileged to have this opportunity. Thank you all for your vote of confidence in me.

So I am going to go ahead and let's start with introductions. And would you like to start.

OPEOLUWA SOTONWA: Good morning. My name is Opeoluwa Sotonwa, and I am the Executive Director for the Missouri Commission for the Deaf and Hard of Hearing. I am happy to be here.

ERNEST GARRETT: Good morning. My name is Ernest Garrett, III. And I am the Executive Director of Deaf, Inc. and Deaf Empowerment.

STEVEN DOTTHEIM: Good morning. My name is Steven Dottheim. I am an attorney with the Public Service Commission. I am subbing this morning for Whitney.

RIC TELTHORST: Good morning. I am Ric Telthorst. I am the President of the Missouri Telecommunications Industry

Association.

2

KARI SALSMAN: I am Kari Salsman. I am with the Commission staff. I am going to start doing Dana's role when it comes to the Relay issues and meetings.

DANA PARISH: Hi. I am Dana Parish, and I am with Commission staff as well.

CLAIRE MENGWASSER: Hello. My name is Claire Mengwasser. I am a speech language pathologist at Missouri School for the Deaf.

DIANE WIELAND: Hello. My name is Diane Wieland. I am a Program Manager at Parquad in St. Louis., Missouri.

STACY BRADY: Stacy Brady, Missouri Assistive Technology.

JOHN VAN ESCHEN: I am John Van Eschen. I am with the Missouri Public Service Commission.

CHRIS SMITH: Good morning. I am Chris Smith, Senior Account Executive with Sprint.

MICHELLE VICINO: I am Michelle Vicino. I am the Relay Manager for Relay Missouri.

ROB HONAN: Hi. I am Rob Honan. I am with MERIL in St. Joe. I was appointed to the Council when I was still living in Jeff City. I am still a Missouri resident. Here I am again.

APRIL MASON DONOVAN: I am going to skip -- I am going to go ahead and skip her.

All right. And as for myself, I work for Vocational Rehabilitation. I am a Rehab Counselor for the deaf and hard

of hearing, and I cover 26 counties in the center of the state. 3

I cover all of those. So I have been working with Vocational Rehabilitation for about four years. And before I forget, has everyone already signed in on the sign-in sheet? There is a sign-up sheet.

DANA PARISH: It is right here.

APRIL MASON DONOVAN: We will make sure everyone has signed in on that.

ROB HONAN: Do you want to introduce yourself, Adonis?

MICHELLE VICINO: My name is Adonis Brown. I am the newly hired Executive Director for the Missouri Statewide Independent Living Council.

ROB HONAN: I invited him. I wanted to introduce him to people since it is a public meeting.

APRIL MASON DONOVAN: There is a sign-up sheet we have coming around. Before we go ahead and get started with the agenda, I would like Dana to go ahead and get started where the bathrooms are and the housekeeping stuff.

DANA PARISH: Bathrooms, out this door and to your left. There are the women's restrooms out the door and straight across, catercorner across the hall is the men's restroom.

STEPHANIE LOGAN: Sorry I am late.

APRIL MASON DONOVAN: So Rob has the sign-in sheet right now. And you can go ahead and sign in as well. You have already signed in. After you are done, please hand it down and keep it

rolling.

4

Would you go ahead and introduce yourself.

SPEAKER: Hi. My name is McKenzie Adam. I am a nursing intern following Dr. Logan.

APRIL MASON DONOVAN: Go ahead.

STEPHANIE LOGAN: Hello, everybody. My name is Stephanie Logan, and I apologize for being late. I am the Executive Director of Deaf Lead formerly known as the LEAD Institute.

APRIL MASON DONOVAN: Do we have someone else?

SPEAKER: Clementine Brown. This is my spouse, Adonis Brown.

APRIL MASON DONOVAN: Are we good? Going once, going twice, done. All right.

We will go ahead and get started with the agenda. Let's see, first thing we want to do is the Equipment Program Update. So Stacy is going to present on that.

STACY BRADY: Thank you very much. I did an overview of the fiscal year 2017 budget, and the numbers that are pulled are on this.

As you can tell, we assisted 1,277 consumers in TAP For Telephone. Now I separate that out from TAP wireless, and we will get a full count a little later.

By far TAP For Telephone, we provide the most substantial equipment, 787. And we have a vision loss, 342. And there is a separation because of the national deafblind distribution program that we administer at MTAP. Physical mobility would be

38, and speech, 9. And I want you to keep track of that speech category because there is a lot of things happening there in regards to technology becoming unavailable. And then cognitive is 6. 5

What you see on CapTels is more referrals from OEI. We see those when an individual needs analog based telecommunications; they do not have high speed Internet to access that. It is nice those referrals are coming in.

As a reminder, Missouri Assistive Technology is the equipment distribution program. That's what EDP is. And we are allowed under the FCC to distribute a hybrid CapTel, which is the 840 Plus that works on analog or Internet-based lines. We also distribute at Missouri Assistive Technology the CapTel 2400 I, and the capital 840 in the two-line analog. That's your system that requires two analog phone lines to be able to access the captioning and the voice portion while having a direct dial. Does it make sense to everybody?

JOHN VAN ESCHEN: What is OEI?

STACY BRADY: It is the initials that -- Michelle, you want to explain this?

MICHELLE VICINO: It is -- they are experts in the CapTel phone itself with training and installing. They are a good support to have.

STACY BRADY: Looking for fiscal year for 2017 and looking at the state year, Missouri Assistive Technology distributed -- 69

CapTels.

6

On TAP wireless. As I mentioned previous, we did TAP telephone. And tap wireless we had 208 consumers receive equipment. What is different on this is who received equipment. TAP For Telephone, the hearing loss is the higher group. In TAP wireless, it is the vision loss group at 135. And hearing loss is second at 52, and speech is 3, and mobility physical, 13 and multiple and others, 1, and vision, combined vision and hearing loss that does not meet the deafblind outreach program, the national deafblind we had 4.

So of those consumers, smartphones are by far the number one device requested in the program. And that's allowing individuals to access a variety of telecommunications which by the way, FCC told us at TELPA to stop using telecommunications and to just call it communications. Telecommunications went back to a 508 legislative rule. That's what they told us. I stick along with the words.

Tablets are 34. The non-smartphone, the Jitterbug flip is 20. One of the things that comes up with that are individuals may not live in an area where they can get great call service. So, for example, up in the Hannibal area and pretty much all the way up to Iowa state line and down towards Moberly area, not including Moberly, that whole area cannot get great call service. Even though they are on Verizon, they are not on the system for great call service.

An interface box allows an iPad to connect to a telephone with a desk phone twirly cord to allow them to have a private conversation through whatever telecommunications app that they use, which is great independence for a lot of folks.

Visual signalers, we are seeing a rise because the HomeAware. We had 22 and we replaced 6 devices in the fiscal year.

ICanConnect, Missouri is known as the ICanConnect, it is the name, but it is for the national deafblind equipment distribution program. And the numbers on that, Missouri serves 73 consumers who met the definition of deafblind. We were able to provide 242 pieces of equipment. And the nice thing is it is very robust on the equipment that allows individuals to access distance communications.

So just a little bit more, Power-Up is coming up in April, April 16 and 17. Exhibitor registration is open. Attendee registration is coming soon. And we are combining this year's Power-Up with the Centers for Independent Living. So the MOSILC is very involved in this year's Power-Up.

Some sneak peeks, Be Alert, which will be on different alerting systems for individuals with hearing loss. Current trends in assistive technology, that will be a little bit about looping and a variety of other technologies that can be used in the public or at home. OTC, over the counter hearing aids, that's about the PSAPS. With the new rules and regulations

coming out accessing hearing aids and how those hearing aids connect to distance communication devices, it is going to be a hot topic. And then, what is up with I stuff at MoAT, because multiple programs -- and then how do I connect with iCanConnect.

And I will pass out cards. And we have updated our e-mail addresses at Missouri Assistive Technology. It is our first initial, last name, @MO-AT.org. So mine is SBRADY@MO-AT.org.

Any questions?

APRIL MASON DONOVAN: Anything?

STACY BRADY: Thank you.

APRIL MASON DONOVAN: Okay. Are you ready, Michelle?

Michelle will be the next presenter and she will be presenting on the Relay status.

MICHELLE VICINO: Hold on. I need to get everything set up first.

APRIL MASON DONOVAN: I do have a question for Stacy. Has any deaf consumer contacted you in regards to the neutrality issue?

STACY BRADY: They have not contacted me. We are aware of it. Okay. As a member of the Disability Accessibility Committee, I am on the equipment distribution side. So I do go to Washington, D.C. for those meetings. I am only on a subcommittee, not on the full committee. It is something we are watching very closely, especially with Missouri Assistive

Technology having the TAP for Internet program.

9

APRIL MASON DONOVAN: Okay. Thank you.

Are there any other questions for her piece? Michelle, are you ready?

MICHELLE VICINO: Is everybody okay with me here because I need to advance the PowerPoint and scroll?

Hi, everybody. Nice seeing you again. I am sorry we had to delay the meeting. You know, mom problems. My son was really sick in October. Well, he was sick in October, so I couldn't come. So thank you for being flexible with moving the date to December.

Without further ado. The Relay Missouri Snapchat -- I am sorry -- snapshot from March, 2017 to October, 2017. Now the reason why I am going back prior to the last meeting that was in April is because the traffic report that I get in the minutes I don't get the previous month until the 20th of the following month. So I am going back a month prior to our last meeting because I now have that data. So this -- these numbers are going to look relatively high to when I was here in April because we are going over a longer, a much longer span of time. We are going from March to October as far as the relay minutes. So total TRS relayed minutes were at a little over 173,000 minutes over the time frame. And for CapTel, which is the analog only, does not include IP CapTel, and it is 130,000 minutes in the time frame.

However, for the outreach I am going from April to November 10 because I was able to get the data up until last week, I believe. My contractor supplied it to me. Since April until last week we have done 124 outreach events. This does not include -- I actually forgot to ask Stacy for her outreach. But this is just what my contractor has done in this time, and reached over 20,000 people.

During -- I gave you all the outreach spreadsheet. During lunch you can go through and look at all of the events he has done. But he has done -- a lot of what he has done has been a lot of one-on-one with audiologists, maybe senior citizen centers, because as you all know a lot of relay calls are being hung up on. So he makes sure he is educating to the hearing and the public community as well.

So for the TRS call volume, see the very bottom, purple line, up to October -- like I mentioned before, I don't have the November data yet. This goes up to October. But as you see, however, the past five years, we have pretty much tapered off. It decreases a little bit every year. As I mentioned it is very common. Many people do not use traditional anymore because they are moving over towards Internet-based services, but the FCC requires that the service is still provided. The service is still provided in Missouri.

And CapTel call volume, this again does not include IP-based services. This is only analog. As you can tell we have the

same trends as traditional relay services. It continues to decline. However, it looks like we had a little bump -- actually, it looked like it went up a little bit since August. But again people are moving from traditional CapTel to Internet-based CapTel services, very common in all of the states throughout the United States.

This one, I wanted to make this a little more visual. In the last meetings I had the spreadsheet of the percentage of the different types of calls that are being made with relay, but my team made it more visual. This was put together from the last fiscal year. And from August, 2016 to July, 2017 this shows how the minutes for Relay Missouri are being used so you can get an idea how our population is and where the majority of the minutes are. You can see CapTel takes a big chunk of the pie with a lot of hard of hearing.

I see deafblind at zero percent. And seeing how Stacy was saying your numbers are high, this leads me to believe that they want more IP-based services. Right?

STACY BRADY: Is it -- so the problem -- here is where things get complicated with the deafblind program. The only way for someone who needs like an 880 IB, which is going to be your CapTel used with a Braille device, in order to receive service that has to go through your traditional relay. It doesn't go through the Wi-Fi. It has to have an Ethernet port to it. So that is one unique thing about that. But a lot of individuals

are able to use their smart device which is now going through IP and connect that to their Focus 40 refreshable Braille which is Bluetooth. We are seeing more individuals going towards that IP-based side. 12

MICHELLE VICINO: Thank you. So any questions about the graph? I believe everybody here should have an outreach report. If you do not, I think I printed just enough. We have a full house here. I don't know if you want to go through it now or you want to go over it during lunch. It is up to you. April, I can let you decide.

APRIL MASON DONOVAN: We can review it during lunch. That's fine.

MICHELLE VICINO: It will give you a breakdown of the event, the number of people at the event, the type of outreach it was, whether it was a booth, general or presentation, and then the days. All of the information is there. So if you have any questions, feel free to let me know.

So there is three services that I want to discuss during this meeting. And the first one is called RCC, Relay Conference Captioning. This service was -- is offered in the --

APRIL MASON DONOVAN: It is in the agenda after -- did you see the agenda?

MICHELLE VICINO: My understanding of the agenda, I would discuss the service itself, and you would discuss whether you

wanted to include it. I mean, Dana and John?

13

JOHN VAN ESCHEN: We ought to discuss it all at once. I mean these are new services that are contemplated under the new contract that we have with Sprint. These services, to my understanding, are not available but -- are not available in Missouri currently, but could be if the Missouri Commission would agree or authorize those services.

CHRIS SMITH: Right. Yeah, we included those in our response, in our bid. And it is your decision whether or not -- the Commission's decision whether you want to go forward with those.

JOHN VAN ESCHEN: I guess my idea is that this committee needs to decide whether these are services that we ought to take to the Commission and say, yeah, if the committee thinks these ought to be available in Missouri. And some of them do have a cost, an additional cost to provide the service. But if this is something that the committee thinks ought to be offered, then we would take it to the Commission, say, hey, the committee thinks these are services that should be offered and here is an amended contract -- here is a contract amendment to officially require Sprint to offer the services and see if the Commission agrees with it.

APRIL MASON DONOVAN: So I will go ahead and let you go ahead and explain it.

STEPHANIE LOGAN: Do you know the cost already?

JOHN VAN ESCHEN: For one of the services, yes. And if it is 14
helpful, we can just talk about the three services right now
and, April, if you want to talk about them, we can just go
ahead with it.

APRIL MASON DONOVAN: Is that fine? So I provided the idea
that if all of the state workers have a hearing loss or who are
deaf or hard of hearing would use this and see how it goes and
see if it -- and then expand it later. And then if we all --
if it all is last minute -- oh, if the relay conference
caption -- for example, if I am here last minute and I can't
get an interpreter because it is last minute because it is less
than 24 hours, we can use the RCC and that is an iPad that
you would use and it would have a speakerphone and it is almost
like the same concept as Relay as you would type it but the
person would type everything using this speakerphone. It is
similar to this, and they would read the captioning on the
screen and it would be on my iPad. It would be for each
person whoever was speaking. And then after the meeting, I
could save all of the notes from the meeting. So I thought it
would be very beneficial for people because, you know, if you
are going to take notes, then you miss what is being said
because you can't see the interpreter. It saves costs on the
interpreters.

JOHN VAN ESCHEN: I want to make sure I understand the
service. I really don't quite grasp the service. This is one

of the services that does have a cost to it and I don't know if, Michelle, you can explain from Sprint's end what the service actually would be doing.

15

MICHELLE VICINO: Yes, I want to expand on that.

RCC stands for Relay Conference Captioning. So I will start from the very beginning. So basically RCC is to receive live realtime captioning of calls streamed to an Internet connected laptop or iPad. Now this conference call -- RCC is basically set up more for conference calls or in-person -- I am sorry -- not in-person -- multiperson meetings. It is for conference calls. I am not saying it is for in-person meetings, but it doesn't give the best user experience. But the purpose of RCC is for conference calls. That's the purpose.

Now how it works, if you see the image here -- I will stand up here. Okay. So this is me. That's me. So suppose I am calling into a conference call. What happens is it is when I register for the conference call, I put in the conference bridge -- I give the conference bridge number to a captioning agent. She calls in to the bridge number and will be able to hear everybody. Suppose we all called in for a conference call. Everybody gets calling in. So she hears what everybody is saying. She is going to caption what is being said for me to read.

Okay. This is what my screen will look like. So now before each person speaks, they will say, this is Michelle, and then

they are going to speak. And between each person there will be a break. It is easy to follow along. But that's how our RCC works. 16

Suppose there is more one -- there is more than one hard of hearing person on the conference call. When I get on the call, there is a code that gets me to that screen. I can give the code to anyone who needs to use RCC. You are only paying one time. If five people are calling in, you don't pay for five people to access the captions. It is just one. The reason I say we don't really promote this for in-person meetings, it doesn't give the best user experience because if you have a speakerphone in the middle of this room right now and the agent calls into that speakerphone and she has to listen to what Dana is saying all the way at the end of the table, she may not hear what Dana is saying. So there will be a lot of, indiscernible, she can't understand what is being said. It can be used for in-person meetings, but it is not the best experience.

I have heard of some meetings they use the speakerphone but hire one voice interpreter. She revoices what everybody says into that microphone and Asia captions it successfully for an in-person meeting. But when you do register your calls for RCC call, it is, I believe, recommended 48-hour in advance because any less than 48 hours, you are not guaranteed to get a captionist. So I would not -- I wouldn't exactly use it as a backup for an interpreter because if you can't get in an

interpreter in 24 hours because you are not guaranteed to have a captionist in less than 24 hours. 17

That's going to be how RCC works in a nutshell.

STACY BRADY: So how is this different from realtime captioning when you are doing conference calls that way? I mean if you have to have 48 hours advance, why would you not just contact realtime captioning?

MICHELLE VICINO: Sorry. You said what's the difference between this and CART?

STACY BRADY: Well, on the computer, if I am doing a webinar or listening to my FCC calls or deafblind calls, we have CART. We have CART on the conference calls. What's the difference?

MICHELLE VICINO: Well, the one big difference between like RCC and CART is the one- and two-way. Now with RCC, one- and two-way means that if I am using RCC and I would ask a question, I can type my question and the agent will speak it for me.

So I was told with CART, they do not -- that's two-way and I believe that's not available in that regard. As opposed to just reading it and that's it. I can't talk. Chris, do you want to add?

CHRIS SMITH: I am not sure, but does CART allow users to receive the transcript of the meeting?

STACY BRADY: On the ones I use. And we have two-way on those calls.

CHRIS SMITH: RCC allows for that as well.

18

MICHELLE VICINO: Okay.

JOHN VAN ESCHEN: So CART is a one-way service and RCC is a two-way conferencing service.

CHRIS SMITH: Between one or two. We currently --

APRIL MASON DONOVAN: Okay. I apologize. I thought I made a little bit of a mistake here because I was reading through. It said it could be used anywhere. I misunderstood that. Where does it say that? Right here on this document, on the FAQ, frequently asked questions.

MICHELLE VICINO: Can I see it?

APRIL MASON DONOVAN: I made copies for everyone too.

MICHELLE VICINO: When it says "anywhere" it means like if I have a mobile, I can use this anywhere I go. I can be in a library, at home. I can go into someone's office on my laptop. That's where "anywhere" means. You are not stuck to one location.

CHRIS SMITH: Let me --

APRIL MASON DONOVAN: I was just thinking it was different then.

CHRIS SMITH: Yeah. A couple of other things. We currently have six other states that are using this service and the Federal Government is also -- in fact, they are our biggest customer for RCC. As Michelle mentioned, it is 60 days to implement the service. But assuming this office is taking the

service, you would be given a unique user name and password. I 19
think Michelle mentioned that as well.

But you should also know this is not, obviously, a FCC requirement to have this service. But it is a great business application and for the states that have it, they use it and enjoy it. Unfortunately, this screen shot probably doesn't do a lot of justice. But if you would like to see a demo, we could set that up for you and you would see a live demo. It is available Monday through Friday, 8:00 to 6:00 local time. It is available in English and Spanish. And I think Michelle mentioned, Internet Explorer, Chrome, Firefox, Safari are all browsers that supports it.

OPEOLUWA SOTONWA: I think it is going to be a wonderful service. I don't disagree with you, April. I think it would be more appropriate to recommend everybody to look at it and then we all can decide together, and we will have a full understanding about the information and we can make a correct decision for us. So this way it can be transparent and cost analysis and just to see the benefits. I am just putting that out there.

MICHELLE VICINO: I might be able to show a demo if this computer is connected to the Internet.

CHRIS SMITH: I sent you --

MICHELLE VICINO: It is not mine.

CHRIS SMITH: I sent it to you.

MICHELLE VICINO: I can try.

20

Look on the RCC website for more information, click on the demo. I can see if I can get it on my iPad, and I can show it around and you can read and see what the demo looks like.

(Trying to figure out if it will work on her computer there.)

STACY BRADY: So is this a subscription fee? Or is it a per use fee? And who gets billed that? The company that is using it? The individual requesting it? It goes through Relay?

CHRIS SMITH: Yeah. So this is a per minute fee, and the State would get billed.

JOHN VAN ESCHEN: What is the fee?

CHRIS SMITH: \$3.26 per minute. It is a standard fee we charge all customers. There is no setup cost or anything like that.

JOHN VAN ESCHEN: Are there other options available for the deaf and hard of hearing communities to have a Relay-type conferencing service?

CHRIS SMITH: There are. I am not as familiar with all of them that are available, but there are some out there, yes.

STEPHANIE LOGAN: I was just doing the math here, and figuring some things out. It seems like it is \$200 per hour which is pretty expensive.

CHRIS SMITH: Yeah. That's one of the things we are looking at. We obviously want to make sure we are competitive in the

marketplace.

21

Back to John's question about other providers of the service. We know that it may be a bit costly for some states. Frankly, that's probably why we only have 6 of our 35 states that have it. But again those states that have it, they enjoy it and use it, and it has been a great benefit for their users. Yeah, cost is always going to be a concern when things are -- when budgets are tight. I would suggest that if -- I will just -- under full disclosure, if it is not going to be a service you will use a lot, it may not be, you know, worth the investment. But if it is going to be a service that you will be using continuously, month over month, I think it would be worth the investment.

RIC TELTHORST: I have a question about how would an individual initiate using the service? Then you said the State would pay for it out of the Relay fund. So let's say I have got a meeting that is going to be a conference call. There are ten people there, and one person wants to use this service because of their hearing ability. Then would that person make the request to use -- to initiate the service? How would the billing work on that? I am just trying to figure out how that would be initiated.

CHRIS SMITH: Sure.

MICHELLE VICINO: I missed the question because I was pulling up the demo.

CHRIS SMITH: Normally, there is one person that is the manager of the service, if you will, and that person would be -- I believe Michelle mentioned earlier, would be provided with the unique user name and password. And so when --

MICHELLE VICINO: Actually. Are you talking about setting up a call? How it works when you set up a call, there is a website specifically for Missouri. It will have a Missouri Relay website on the RCC site. I am in Missouri. So my number is a 314 number. That's how they know where you are. So the person registering the call has to be in the State of Missouri. If I am in Illinois, if I put in 618 number, it won't work because you don't reside in Missouri. I am going to put conference number, the time, the date, and my number to call back, and I am going to submit it. It is going to give me a confirmation code. That confirmation code will get me back into the call to receive the captions.

Now you don't have to register like that for Sprint IP Relay or any Relay services. You typically have to register to get a ten-digit number. It gives me a confirmation code that I share it with anyone who needs it to access the captions. Then five minutes before the call starts, I go to the Internet-connected website, and on the top right there is a box that asks for the code. I plug it in there and it is going to put me in the call. I will sit there and wait.

I pulled up on my iPad a demo of what RCC looks like. Now

RCC, you can change the font, the color, the size, the speed in which it comes through, how often it refreshes, how fast you want the text to come through. 23

I do know a lot of hard of hearing employees who are in -- I actually -- we did have a hard of hearing employee that worked for ESPN, he was one hard of hearing person in a hearing community and he relied on RCC. It was something rather than the company having to purchase all of this equipment for him to be able to make his calls. This is readily available for him provided by the State of Missouri.

So on my iPad, that is what RCC looks like. Now state -- April, I don't know if this is connected to the Internet. Even if it is, it is showing you the same thing as my iPad because I can't get an agent right now to caption this meeting. So that's exactly what RCC looks like.

APRIL MASON DONOVAN: I did print out this page in regard to the RCC. I had a printout of how it works and what it looks like. I can pass out these papers that I have here. The copies I have, I can pass it out if you are interested.

STACY BRADY: With number portability. If I live in Kansas but have a Missouri phone number, it lets me dial because I have an 816 number -- correct? -- I get to use Missouri Relay instead of Kansas.

MICHELLE VICINO: You live in Missouri and travel to Kansas.

STACY BRADY: Let's say I live in any of the eight states.

Because of the number portability and because of the lines, how 24
does it play into who is billed if I have a phone number here
but maybe I don't live here?

MICHELLE VICINO: You live in Kansas -- I am making sure I
understand the question. You live in Kansas but your number is
where?

STACY BRADY: Missouri.

MICHELLE VICINO: I will have to follow up on that. 816 does
go across both states.

STACY BRADY: The 913 is Kansas.

MICHELLE VICINO: Do you know the answer, Chris?

CHRIS SMITH: I don't.

CLAIRE MENGWASSER: For example for that, my friend that
lives in New Orleans kept her cell number when she lived in
Missouri. So she still has a 314 area code but lived in
New Orleans for ten years.

STACY BRADY: My parents are Texas residents with Missouri
phones.

MICHELLE VICINO: Okay.

RIC TELTHORST: Yeah, that's just more and more common. So
if your system uses the area code as the default whether or not
you can use it, that's tough because as Stacy said, you could
be a Missouri resident with a Texas phone number that has a
Texas area code and the system will say, no, you can't use it
because you are not in Missouri or we don't have a relationship

with Texas or whatever it is. That's really a design problem, 25
I think.

CHRIS SMITH: Yeah. I don't have the direct answer to that.
I don't think that we are limited by that, but I want to
confirm that first.

JOHN VAN ESCHEN: Let's say I dial 711 to reach Relay and the
number I want to call and use Relay is for a conference call.
What is going to happen today?

MICHELLE VICINO: If you dial 711 to access a relay call or
access a conference call?

JOHN VAN ESCHEN: Yeah, to access Relay Missouri service and
then the number you want to call is a conference call.

MICHELLE VICINO: Well, actually they are -- they will
caption the call on the TTY, they will. There will be -- they
will pass off to another Relay operator, I believe, every 20
minutes because they have to have relief. But if it is an hour
conference call, they will be at their TTY and caption for an
hour, and they are required to. There is no time restriction
on a Relay call when you dial 711.

JOHN VAN ESCHEN: Just so I understand what RCC does and
provides beyond that, help me understand that.

MICHELLE VICINO: Are you talking about the difference
between 711 and --

JOHN VAN ESCHEN: If I use Relay Missouri service today for a
conference call, which you indicated you can do that, what does

RCC provide beyond traditional Relay service?

26

MICHELLE VICINO: Well, first of all, I for one do not have a TTY. I couldn't use 711 to call a conference call. And raise your hand in here if you have a TTY. (One hand.) Many don't have TTYs anymore because, as you see, the minutes are dropping. It is kind of making its way out, like they don't have TTYs to use for conference calls.

And RCC is mobile. They can take it to work. They can take it -- they are not confined to where their TTY machine would be. It is more comfortable because a TTY, I believe, only shows -- how many lines? -- like two lines of text as opposed to a computer where I have a full screen to be able to read. I can change the font, size, color. I can save the transcript. I can e-mail the transcript. I think it is more efficient. It is much more comfortable than using a TTY machine.

The captionist, the RCC captionist are the same ones you see the captioners for NBC. They are a company called VITAC out in Colorado. They are more capable to caption a conference call and longer periods of time. Relay, I believe they switch every 20 minutes. Chris, do they switch every 20 minutes?

CHRIS SMITH: 20.

MICHELLE VICINO: There would be more -- there might be more pauses or they won't understand or be able to keep up with that length of a call and caption it for an hour, maybe two hours, a conference call.

Anything you want to add?

27

CHRIS SMITH: I am just thinking about the example. So you are a single-user calling into a conference call, and you are not -- okay. I was just thinking, are you connected with other users that would be on that conference call? I am thinking that one through. I don't know.

APRIL MASON DONOVAN: So are you concerned about double dipping? Is that what you are concerned about because a person is using a TTY to connect to a conference call?

JOHN VAN ESCHEN: RCC costs more than traditional relay service, and I am just trying to understand the difference that RCC brings to a conference call versus traditional Relay Missouri service which the rate is considerably less.

APRIL MASON DONOVAN: So with the TTY, the screen is smaller, you get less text, and also, you have to type in "go ahead" and GA, a lot of shorthand. You have to type and take turns with the operator. I stopped using TTY.

STACY BRADY: You no longer have to type GA or SK to finish a call. They stopped it to make it more fluent, the GA and SK.

JOHN VAN ESCHEN: Who are --

MICHELLE VICINO: Relay, 711 is more used for calling the doctor, calling one person. If you are calling a conference call with a lot of people calling into a bridge, it can be very confusing. Like for me a TTY user, who is talking? I mean the agent is not going to know who is who. With RCC they can

distinguish, and you can see here, every line you see is a different person talking. A TTY you will not have that. It will be one huge script with -- it will be very confusing for the caller.

JOHN VAN ESCHEN: Who are the six states that have this and how long have they had it? What sort of overall cost per year do they incur?

CHRIS SMITH: Actually, I don't know if I can share the specific states.

JOHN VAN ESCHEN: Okay.

CHRIS SMITH: I would say that again, you know, Federal Government, they are our biggest customer of this service, and they have probably had it for, I don't know, at least seven or eight years I would say. It has been a while.

And the other states that I mentioned, the six or seven states, each of those states have had it at least two to three years.

JOHN VAN ESCHEN: Based on what you know about Missouri, if we went ahead and had RCC offered in Missouri, what sort of financial impact would that be for the Relay Missouri fund?

CHRIS SMITH: Again, I think it is going to be determined by usage. That's hard to predict. I don't know how much usage you would have. But it is pretty safe to say that it would add an additional, you know, two to five thousand dollars annually.

JOHN VAN ESCHEN: Oh, is that all? We are doing the math.

\$200 per hour. I don't know how long meetings last or you would have meetings last, but if you factor, you know, one meeting a month or two meetings a month, I mean it could add up. Are the meetings an hour? 30 minutes? Two hours? It is really hard to quantify.

RIC TELTHORST: Could I ask --

MICHELLE VICINO: I do want to add that you also -- if this service is added to the contract, it is going to rely on how much promotion is done with it, how much outreach is done. I have one contractor in St. Louis, and he will be promoting it as much as he can. So as much usage, the usage out of that is going -- I think it is going to fall on him as opposed to whether or not you all are going to help us spread the word.

So more states are taking it on. Two more states I know have added it on and it didn't explode. But it relies on how much you do to get the word out and whether they take the action to start using it.

RIC TELTHORST: Question, just to clarify on your remarks about cost. Are we talking about making this service available to everyone, every person in the state or just for this group? \$200 an hour, it is not going to be \$5,000 a year. It is going to be hundreds of thousands of dollars perhaps.

CHRIS SMITH: Again, it depends who you make it available to.

RIC TELTHORST: Okay. I thought there was a proposal on the table about who we would offer it to.

CHRIS SMITH: No. That's your call as far as, you know, businesses in the area that are inquiring about it. You would have to make that determination if you want to pay for that service for various companies. But if it is specific to Relay Missouri, then that's different. If it is only to Relay Missouri, it is different.

STACY BRADY: Okay. Let me just throw something out there, and I may be the fly in the ointment. Typically, when there is a conference call and sign language users are using it, maybe video remote interpreting, the employer is typically responsible for that, paying those minutes or paying for that contract or that monthly service charge or however they are set up. So there is -- how would that not end up coming back -- I get because it is IP. How is that -- I am not sure what I am trying to say here. How is that accommodation -- why would we separate those accommodations separate from that accommodation or would we say we are going to take on video remote interpreting too? There is just different things to think about in regards to that and for us applying it.

CLAIRE MENGWASSER: To add on to that, would companies then prefer to use RCC over having an in-person interpreter? And then from a language perspective, you know, some deaf people struggle with reading. How well are they accessing the information without an interpreter?

APRIL MASON DONOVAN: Some deaf individuals don't know sign

language as well.

31

MICHELLE VICINO: I want to add RCC and VRI can be two completely different things. RCC can be used by a hard of hearing person who does not sign. They can't use VRI. RCC is available to the deaf, hard of hearing and speech disabled. But VRI you are limiting yourself only to the deaf population.

STACY BRADY: But the point being the accommodation itself. That's where the question lies. It is not who is eligible, but it is who is supposed to provide the accommodation, the employer or the State?

MICHELLE VICINO: You are right. I have been contacted by some businesses, hey, what do I do? I have an employee who needs this accommodation. Some businesses can't afford it. Some businesses can. I mean I don't know exactly what the law says, but some businesses cannot afford it. RCC would be perfect for them. The state would help provide it.

APRIL MASON DONOVAN: Especially with the non-profits, a company, you know, that has less than 24 employees, as well for -- or 25.

DIANE WIELAND: I can see the not-for-profits say no because it will cost too much.

APRIL MASON DONOVAN: I can provide these copies that I brought if you guys would like. I went ahead and printed off from the RCC website.

STEPHANIE LOGAN: Yes, please.

APRIL MASON DONOVAN: I know it is heavy. Here you go.

32

Bathrooms are out this door.

CHRIS SMITH: John, I have taken this to -- those two questions, the number portability and 711 versus RCC. I have taken them as action items, and I will follow up with you if that's an appropriate response.

JOHN VAN ESCHEN: Yeah, I mean those are things that have been brought up in the discussion. I don't know how the committee feels about RCC, if the majority of committee members want to see if the Commission wants to go ahead and implement it. If this is a worthwhile service, I would take it to the Commission, if that's how the committee wanted to go.

STEPHANIE LOGAN: Maybe I am missing something. What is the negative to this? I mean, really, what is the problem? I am not really understanding what the issue -- except for the cost. I understand a little bit of that. It is a high cost. Suppose my agency uses this service for a meeting and then my understanding is maybe we don't have to pay that charge because we are not using the service. I mean that's a positive; right? I am trying to figure out exactly what I have missed. Where the negative might possibly be. I mean is it slow?

CHRIS SMITH: Yeah. I am a little bit biased; right? I don't know there is a negative. Aside from the cost thing, you know, we can debate that. Again, I think the states that have it and, John, I would be more than happy to share those with

you off-line if you want to follow up with those states to get their perspective. But as far as that is concerned, the states using it, they love it. They enjoy the service. So I don't really see a downside to it. Like I said earlier, it is a great business application. For business meetings, conferences, I mean it is the perfect solution. 33

DIANE WIELAND: Is there any way we can try it for a certain period of time and see how much it costs and then go from there? Because we don't know, we don't know the cost. We know it will be a great benefit. So why not have a trial period and then we can get an idea?

JOHN VAN ESCHEN: Is that a possibility that, say, it gets implemented in Missouri, see how it goes on a trial basis?

DIANE WIELAND: Yes.

JOHN VAN ESCHEN: I don't know from -- the in's and out's whether that is an option. I mean once it is implemented, it is implemented and not to be taken away. Is that Sprint's point of view?

CHRIS SMITH: Not necessarily. As far as the trial is concerned, we don't really do trials. But I would be -- I would entertain something in the order of like -- for like a year or something like that. Then -- because frankly you are only paying for the minutes that you use. Right? If you are not using it, then you are not paying for anything. It is 3.26 a minute. If you don't use it, you are not paying. The

converse is true too. If you are using it a lot, then that could drive the cost up to the State which might not be a bad thing.

OPEOLUWA SOTONWA: I see the benefits to it, and I also think there are some issues that we don't fully comprehend everything to make a decision right now. So if we could maybe have an independent study done to kind of look at and review all of these states and what they have going on and their successes, just get feedback that can be provided from this committee and we can discuss and share and do some more research on it, and that way we would be a little more informed to go ahead and make a decision and get the full concept, like I said. Just a suggestion I am throwing out there.

ROB HONAN: I just want to talk about what Stacy said earlier. I see this also as a civil rights issue. You are getting people -- giving people an accommodation. I hate to see a price put on that. I want to make sure that the State is able to pay for it. And if you come up to a certain level and you are going over that, they are going to say, no. To me, that's a problem. So I think I agree with Ope, I would like to see some additional studies or see how the other states have addressed that when you come up to a cap of usage. To me, I see it as an accommodation issue. I would hate for it to be a cost issue. To me, it is a civil rights and accommodation issue. So I think that's important.

APRIL MASON DONOVAN: So it sounds like you guys are possibly 35
wanting John Van Eschen -- I am sorry. I didn't mean to -- go
ahead. Your conversation, John.

JOHN VAN ESCHEN: Well, you know, there are some issues I
think with the service. I mean, I think cost is one. And as a
state agency that is responsible for the fund, and it is
ultimately paid by consumers throughout Missouri, we do have a
concern if the service is being abused in some way. I think
there was an issue about customers having a Missouri telephone
number but not actually residing in the state which -- that's
an issue. Whether that's a significant issue or not, I don't
know.

But this is the first I am really hearing about the service
right now. I think having the service available for, say, a
year. I don't know how that would really work in terms of --

SPEAKER: Like a pilot you are talking about?

JOHN VAN ESCHEN: Right. I have not thought that through. I
don't know the implications of having a service available and
then all of a sudden it is not available, if that's what is
being discussed. I am not quite sure what the financial
implications are of the service.

APRIL MASON DONOVAN: And Ope had suggested maybe a few of
you were in agreement as well that maybe it would be best -- in
our best interest to gather some more information, whether it
be through Sprint providing us that information from the other

states that are utilizing this and then we can come together again and kind of -- or e-mail or however you guys want to do it, communicate that.

JOHN VAN ESCHEN: I guess from my point of view, just so I have a better understanding of it, I would like to know who these other states are, reach out to them, talk to them, see if there is any problems with the service and report back to the group.

CHRIS SMITH: Yeah. I will do everything I can to get you as much information to make a sound business decision on this.

JOHN VAN ESCHEN: And frankly, I don't want to stretch this out and delay things if people want RCC service to be available and if maybe a month or so after we have done some more research on it, have a conference call to discuss it or something. I don't know if we want to wait another six months.

APRIL MASON DONOVAN: That's my concern as well.

JOHN VAN ESCHEN: We can see --

MICHELLE VICINO: I want to add, off the top of my head -- you did ask earlier how much the states are paying. Well, we can't discuss the information on how much the other states are paying for RCC nor do we -- I don't even have access to some of the other states. But off the top of my head, the states that do have it, Rhode Island, Connecticut, Federal, New Jersey, North Carolina, Arizona, I believe and -- how many was that?

STACY BRADY: Five, plus the Feds.

JOHN VAN ESCHEN: Rhode Island, Connecticut, New Jersey,

37

Arizona.

STACY BRADY: North Carolina.

MICHELLE VICINO: North Carolina. That's off the top of my head. So if you have any contact with them, you can feel free to ask them. They can disclose what they can. But as far as us sharing how much they spend on a service, we don't have access to that.

JOHN VAN ESCHEN: I mean that is my thoughts about it but, again, that's just my opinion.

APRIL MASON DONOVAN: So that sounds good. We will just gather all of the information that we can, and we will convene again maybe in a month or so. Then we can do it through a conference call.

JOHN VAN ESCHEN: What I will do is I will look at it from my end. And what I find out I will share with the group, anticipate sharing it through e-mail, and then the group can decide at that point how we want to proceed.

APRIL MASON DONOVAN: Does that sound good to everybody? Anyone opposed to that? You want to go ahead and finish.

DANA PARISH: I don't know if you want to finish or the food is here as well if you want to take a small break. It is completely up to you how you want to take that.

MICHELLE VICINO: I can go through my PowerPoint pretty quickly. But if there is questions, it will drag it out.

APRIL MASON DONOVAN: Let's go ahead and finish your portion if that is all right. 38

MICHELLE VICINO: The next one is video assisted speech-to-speech. I went over this one, one or two years ago when it first came out. It is a relatively new service. I will give you a refresher. So we have a speech-to-speech service which is also a-- already available for Missouri. It is a part of the TRS service that we provide. Video assisted speech-to-speech allows a person with a speech disability to -- they use both the telephone -- so they are connected to the speech-to-speech operator. But they also have a video, like a camera so the agent can see the caller, one way. The caller does not see the agent. And the agent uses visual cues to facilitate the conversation. If they see them holding up two, it helps the agent facilitate the conversation. It is like an enhanced speech-to-speech. VA speech-to-speech is what that is.

JOHN VAN ESCHEN: Is that a cost?

MICHELLE VICINO: I believe not. Chris, is there a cost?

CHRIS SMITH: No.

MICHELLE VICINO: We just have to set it up. There is a 60-day -- from when you decide, 60 days for us to set it up and it is specifically for Missouri residents.

So the next service -- I am sorry. The next service is speech-to-speech VCO. This one took me a little while to wrap

my head around it, but this is actually a VCO call. VCO is voice carryover which is a call for a hard of hearing individual. So they struggle to hear but they can speak for themselves. But rather than this just being a VCO call using a relay agent, it is a VCO call which uses a speech-to-speech agent. The difference is a speech-to-speech agent is specially trained to work with people who have speech disabilities or people who don't have easily understood speech. It is a VCO caller with a trained speech-to-speech agent, and that agent repeats words as needed that are not understood by the caller. That makes the difference between a VCO call uses a traditional agent with no special training as a speech-to-speech agent. That's the difference.

This one again, no extra charge. No extra cost to the State. But it has to be set up. That's another 60 days after to get it set up.

OPEOLUWA SOTONWA: So I am curious about that speech-to-speech. Does that include people with accents? Like are they able to understand that?

MICHELLE VICINO: Can they understand people with accents? Yeah, they are especially trained for -- did you want to add something, Stacy?

STACY BRADY: I will let you finish and see if Ope says what I am thinking.

MICHELLE VICINO: Are you talking about a hard of hearing

person with an accent?

40

OPEOLUWA SOTONWA: Well, yeah, it could be. Like if I talk, I have an accent so often people don't really understand clearly what I am saying. I am just curious if that --

MICHELLE VICINO: I don't.

MARK SEEGER: Why not?

STACY BRADY: I think the concern is, let's say I am talking to someone from India and I have no hearing problem, no speech problem, but I can't understand them. How do you avoid the fraud and abuse of using that service?

MICHELLE VICINO: Well, anyone who uses relay is registered. So we do have the protocol for misuse of 711. So this is still a traditional relay call. It is just using a specific agent.

DIANE WIELAND: Do you know how many people are using this service?

MICHELLE VICINO: Oh, this is brand new. Oh, I don't have those numbers yet.

DIANE WIELAND: Oh, it is brand new.

MICHELLE VICINO: The last topic. 711 misdials. So you may have noticed that a lot of businesses publish 711 on their websites on their television commercial, but they don't have an explanation of what 711 is or what it is for. And as a result of that even though it was meaning well publishing 711, there has been an influx of calls that are not really relay calls going to 711. So it is people trying to get in touch with the

business rather than making a relay call. There has been a great deal of confusion at the beginning for the agents and for the callers who are trying to contact a business but they are getting a relay operator. They don't know what is going on.

So from that, when that happens, you have agents that have to explain to every single misdial that comes in, who they are calling. They have to explain 711 and what they do. And they have to explain the service, which that could take a few minutes. That time that they are explaining the service to a hearing caller, they should be processing calls to Missouri Relay, legitimate calls. Instead of doing that, they are over here. It is not a good use of their time. So because of that, it has an impact on being able to forecast the usage of Missouri Relay.

Now I don't know -- you should be familiar. There is a minimum standard for Relay which is 85. 85 calls need to be answered within 10 minutes. I am sorry.

STACY BRADY: Minutes?

MICHELLE VICINO: 10 seconds. Sorry. That is a daily service requirement. If you have an influx of all of these misdials coming in, that messes up our ability to forecast usage. I mean if you have a lot of calls coming in, we are thinking, oh, do we need to hire more people? But they are not legitimate relay calls. So that is what has been going on.

So back in January of 2017, we did a trial with one of the

other accounts on how are we going to handle this misuse of 711. There was a recorded message set up. If you had someone who misdialed to 711, a hearing caller trying to call Pizza Hut because they put it on their card and they tried to call Pizza Hut, and when the agent sees it is a misdial, they direct them out to the recording and the recording handles it. The recording explains what 711 is for, the purpose of the call. Please call the business directly rather than using 711. We are hoping to implement this to all of our states in January of 2018.

So as a result of that trial, it improved answer time because our agents are focused on legitimate relay calls. They no longer have to explain the service to the misdials. They don't have to address additional questions. It reduces set up times. If I am trying to make a relay call, my call is answered promptly because they are not explaining the service with the misdials. My call is being answered. My call setup is reduced and very few customer inquiries as to why the calls were transferred to the recording. I don't have the script of the recording but it is clear. It explains the service. It explains what 711 is and to call the business directly. That's what happened.

Any questions about the 711 misdials?

JOHN VAN ESCHEN: So when somebody dials 711 mistakenly, they automatically get routed to this recording?

MICHELLE VICINO: No. So if you call 711, you are going to get an operator first, an agent first. But if you say, yeah, I would like to order a pizza or something totally that you would have asked the company, the agent is going to be like, okay, this is a misdial. And I think the agent answers and says, you have reached Relay Missouri, and then they say, one moment please, and transfer you to the recording. It doesn't automatically go to the recording. You go to the agent and an agent will transfer you out.

Okay. Then, a few other updates. As you all know, Sprint is remaining the provider for Relay Missouri. Thank you for that. We will be -- the contract dates have changed. It is September 25th to September 24th. We will be here until September 24, 2020.

And then also, every five years each state is required to file an application for recertification with the FCC. So that was done in October. We work with John and Dana to get everything to them. So they filed with FCC back in October.

The OEI reps, Outreach Experts Incorporated, I found out we have five additional people in Missouri that can help. Again, OEI are experts in CapTel trainings and installations. They will go to a customer's house, train them how to use it for free. It does not cost the State anything. This is CapTel offering their support. I found out there are two Reps, one in Kansas City and one in St. Louis. And there is three

installers in St. Louis. The installers don't go to trade shows and I do sometimes. They will actually refer people to the state program. I like to keep in touch with them and see how things are going. But if they do -- they do refer people like to MoTAP or to the state program. So they are a good resource to have.

I also handed out -- you also should have the Annual Report last year so you can go through that as well. If you do not have one, let me know because I have a few more copies.

That's it. Questions?

ROB HONAN: No.

JOHN VAN ESCHEN: The other two services that you talked about, I didn't hear really any questions or feedback about those two services. And those two services --

MICHELLE VICINO: I think we were trying to get through pretty quickly.

JOHN VAN ESCHEN: Do we want to talk about this later?

APRIL MASON DONOVAN: I think we should go ahead and put our questions down on paper, and then we can go through that after lunch. And then we can write down your questions during the lunch break related to the video STS, speech-to-speech and voice carryover, those two things. Is that okay? Should we go ahead and have lunch? Everything is so good. Okay.

(Lunch break taken.)

APRIL MASON DONOVAN: We will get the meeting started. Does

anyone have any questions about the video to speech and the voice carryover and the speech to speech, STS? Sorry, I am tripping over my words.

MICHELLE VICINO: Speech-to-speech VCO and video assistance speech-to-speech. Do we have any questions about the video assisted speech-to-speech?

SPEAKER: Who will be providing the equipment for video assistance speech-to-speech?

MICHELLE VICINO: I think they themselves are responsible for the equipment; right?

CHRIS SMITH: Yeah.

MICHELLE VICINO: They are responsible, the user.

APRIL MASON DONOVAN: What type of equipment for VCO is there with regards to speech-to-speech?

MICHELLE VICINO: Someone who uses the phone and speech-to-speech interpreter, so it is a VCO phone.

STACY BRADY: I have a question. So sometimes on smart devices and tablets, the -- how would it work to get the video to be one-way? How would you do that? Is there going to be an app for that?

MICHELLE VICINO: I believe it uses -- the software is called OmniJoin. You download it on your computer. Most computers have the camera. It looks one way; it looks this way. It doesn't look back. It is one-way. So the agent doesn't have the capability -- doesn't have a camera on her.

STACY BRADY: Right. That would be on a computer. What about smart devices like iPhones, Samsung, Android, and tablets?

MICHELLE VICINO: You mean making a call through a wireless device versus a computer?

STACY BRADY: Right.

MICHELLE VICINO: I don't think it is -- I don't know if it is possible to download OmniJoin to a wireless device. Let me look into it.

DIANE WIELAND: How are you planning to promote this service?

MICHELLE VICINO: I was looking down at the beginning of the question. What was it again?

Three services are the ones, if you agree, then we will promote those three services that I just discussed during the PowerPoint.

STACY BRADY: So back to the video assisted. If I have my camera, do I need to have a special headset or microphone to be able to hear or am I using my telephone and trying to read my computer, my computer that has a camera or an additionally installed camera?

MICHELLE VICINO: So I am trying to remember how the process works. What happens is I am a speech-to-speech user. I register the call first. Then it is on a laptop. It will take me to a website that connects me to the agent so she sees me. I will use any phone for the voice part. It won't go through

the computer.

47

I am sure -- because, you know, sometimes with relay services, you can kind of make things work together. And I am sure there is some way you could make it go through the computer. But it is separate and it is the phone and the computer. So far I have not heard of it being used on a wireless device. I am not sure that's completely out of the picture, but I will follow up for you.

STACY BRADY: I was thinking when I use Skype. On Skype I have my headphones, my microphone in front of my mouth and I am making an IP call. I didn't know if that would be the same. But it sounds like you need to have two separate pieces, a computer and an alternate telephone.

Advice, you need to make sure this is still a speech-to-speech call so they have to have that landline phone line because it is a TRS. Your Skype phone number is IP. So you still have to have that number that takes you to Relay Missouri, 314 or with your landline phone that will take you to the Relay Missouri service.

But I can still use my smartphone because it is a phone separate and use my computer to get the --

MICHELLE VICINO: Right.

APRIL MASON DONOVAN: So are you saying that Sprint came up with this video assisted speech-to-speech?

MICHELLE VICINO: It was feedback from the community.

Feedback from the community and they wanted that, so that's how 48
it came out.

RIC TELTHORST: I have a question for Michelle. Michelle,
are you saying all three of those services that you talked
about the conference service and the two video services, are
they all potential services Sprint could provide if the
contract were amended?

MICHELLE VICINO: Yes.

RIC TELTHORST: Is it a package deal? Can the state select
a la carte pieces?

MICHELLE VICINO: Right.

RIC TELTHORST: Thanks.

APRIL MASON DONOVAN: So it sounds like RCC charges -- it has
a fee, 3.26 per minute -- and video assisted costs nothing.
And the last one, voice carryover speech-to-speech costs
nothing.

JOHN VAN ESCHEN: When we say it doesn't have an additional
cost, there is a cost though; right?

CHRIS SMITH: Yeah. It is the same as your TRS calls.

JOHN VAN ESCHEN: Okay.

APRIL MASON DONOVAN: So would you prefer that we get more
information on all three of those that we have just discussed,
like do you want more visibility for all three of these,
whatever these services are called or would we want to go ahead
and approve the last two that don't charge anything? Or what

is your consensus?

49

MICHELLE VICINO: I want to add a situation about the speech-to-speech VCO. How it came out, that was another feedback from community. And there was one gentleman in New York, he has a pretty severe hearing loss. As you know with hearing loss, eventually you start to lose your voice a little bit too. It is not understandable as it should be. The gentleman, over time people couldn't understand him on the phone. He is not labeled speech disabled. He does not have a speech impairment. He -- in labeling him as such, to him, he doesn't like it. So he asked that if he used the VCO phone, can he use a specially trained operator. That's how this came out. Instead of just using a regular relay operator, he uses a specially trained one, speech-to-speech operator to help the other party to understand his speech. He wants to continue to speak for himself even though he doesn't have clear speech anymore. But he wants that freedom, that independence. That's how it came out. It is still a VCO call for someone who is not labeled speech disabled.

I mean there are times when I take my hearing aid out for a week and you can't understand me for a while. I drop my S's. I mean I have heard it is a common thing if you can't hear yourself that -- I mean it is unfortunate. There have been times where I couldn't wear my hearing aid for over a week and you couldn't understand me anymore. That type of thing I would

use VCO with speech-to-speech operator who can understand me specifically. That's how this product came about.

50

APRIL MASON DONOVAN: Yeah, that same thing pretty much happened to me while I was doing a presentation to a group. My cochlear implant was on and the battery died mid-presentation. And my -- I am sure my voice sounded completely different because I have become more obsessed on making sure everyone understood me and more self-conscious about my speech. Anyway, I can relate to that.

DIANE WIELAND: I would like to make a comment for the speech-to-speech and the VCO and that is that it is smart to have the VCO because I know when I make a call and I get upset or nervous, people can't understand me. People can understand me better when they see my face. So I can say to think outside the box and to cover every detail because it is very important for people who have speech impairments to be understood. And sometimes I am better than other days. But when people see me, they can understand me better.

APRIL MASON DONOVAN: So you are saying that for those who want video assisted speech-to-speech, STS, whatever, what if they don't have a camera available? Will Missouri Assistive Technology consider providing that equipment or not?

STACY BRADY: I was texting my office to find that information out. That would not be -- that's not typically telephone, but it could be Internet. We will see if they get

back to me.

51

APRIL MASON DONOVAN: So what are your thoughts? Any thoughts? Concerns? Would you prefer to get a little bit more information for all three of the services that we mentioned earlier?

OPEOLUWA SOTONWA: I think -- well, my personal opinion. Since our issue is the first one we talked about, the cost, we don't have the full picture. With the other two, there is no cost there. So I don't think it would hurt for us to go ahead and approve the last two we spoke of for now while we wait to get a little more information on the first service.

APRIL MASON DONOVAN: It looks like we have an idea on the table. So would you want to go ahead?

CLAIRE MENGWASSER: Sure.

APRIL MASON DONOVAN: Okay. So it seems that we have a motion under your name, Ope. Bear with me. I am new to this.

OPEOLUWA SOTONWA: I motion that we go ahead and approve the second two services, speech-to-speech and voice carryover.

ERNEST GARRETT: I second.

APRIL MASON DONOVAN: Any of those -- raise your -- all in favor?

(Vote taken.)

Any opposed? (No hands.)

It looks like we will proceed with that.

APRIL MASON DONOVAN: Okay. So now we are on -- it looks

like we have already --

52

JOHN VAN ESCHEN: Okay. What is going to happen is, these will -- these two services will be brought to the Missouri Commission of five Commissioners. I will let them know that the Committee would like to have the contract amended to --

INTERPRETER: Could you speak up a little bit. I am sorry.

JOHN VAN ESCHEN: I will let the five Commissioners know that the committee would like to have these two services offered in Missouri and the contract that the Commission currently has with Sprint will need to be amended. And ultimately the Commission, the Commissioners are going to have to vote on whether they agree with that recommendation or not. They have the final word. But I just wanted people to be aware of that because the fact that this committee voted on it does not necessarily mean it is going to happen. The Commissioners could say -- they may ask a lot of questions, which we may not have the answers to. We may have to come back to the group to get answers. But I don't know. But just so everybody has the understanding. And I will let you know when that happens. We will probably get it on the Commission's agenda fairly soon, within the next couple of weeks.

Not to complicate it further, but any contract amendments also have to be run by the Department of Purchasing for the State of Missouri. That is the process we have in place.

APRIL MASON DONOVAN: Okay. So do we have any questions

related to what John and related to what Michelle has presented? I see none. So now it looks like we have already discussed the RCC, the video assisted speech-to-speech, speech-to-speech VCO, and now we are on the Missouri PSC staff report.

DANA PARISH: While we were at lunch, I passed out two pieces of information to everybody for the items I will cover. The first one is the Relay Missouri fund. It is a little chart. Very helpful person pointed out a little typo. Back on April 1st, there is a surcharge reduction. And it was from 6 cents to 4 cents. I got a typo there on the 4 cents. If you want to make a note on your copy, it would be super.

Typically we try to keep 5 to 9 months worth of funds in the fund itself. So we needed to reduce that. That is what we are attempting to do. Currently, we are at 4.1 million in the fund. It is gradually reducing. That is to be done over a four-year period. So it is well on its way.

Anyone have any questions over that?

STACY BRADY: Question. So with the FCC stating that it is okay to fast track analog line -- what's the word I am looking for -- to stop using that service, how will it impact the fund?

DANA PARISH: John, you want to take that.

STACY BRADY: Analog retirement.

JOHN VAN ESCHEN: I don't know if it will have an immediate impact other than IVOIP. I mean the surcharge is applied on a

per line basis and to the extent that the line is used for telecommunications service and whether it is --

54

INTERPRETER: What did you just say? You used an acronym.

JOHN VAN ESCHEN: I used the acronym IVOIP, which stands for Interconnected Voice Over The Internet Protocol service, IVOIP for short.

INTERPRETER: Thank you.

JOHN VAN ESCHEN: It is basically phone service provided through the Internet. Stacy was talking about the FCC has -- is allowing companies to abandon --

RIC TELTHORST: Retire.

[LAUGHTER]

JOHN VAN ESCHEN: -- retire copper lines. Copper lines is somewhat of a dated technology. Usually companies are going to other forms of technology for the lines such as fiber. The surcharge is applied based on the line, the service line, regardless of whether it is copper or not. So I really don't see early retirement as affecting the fund. I don't know, Ric, you might have some insight.

RIC TELTHORST: I would certainly agree with John. The type of technology used isn't going to really affect the fund's balance. But what has affected the fund's balance will continue to be that people are not using wire line technology because the fee is charged on the wire line phone regardless of the technology. So as people move away from having a home

phone, a wired line home phone, yeah, it will affect the balance and it probably already has. Don't you think?

JOHN VAN ESCHEN: Yes.

STACY BRADY: Thank you.

JOHN VAN ESCHEN: Did you want to move on to the next item, contract?

DANA PARISH: Sure.

JOHN VAN ESCHEN: Michelle talked about a new contract was awarded to Sprint in September. That's a three-year contract. The only thing I will add to that is we decided to switch to a different billing method where for the last, I don't know, 20 years since we have had Sprint be the relay provider, we have been billed based on what is referred to as session minutes, which basically means the billing clock starts when the phone starts ringing.

What we have decided to go to is a billing method based on conversation minutes. So we are only billed for if the call actually gets answered. Based on the numbers we had, it looked like we could save a little bit of money overall by switching to this other billing method. And I think in terms of how other states do it, I think it is somewhat divided. But we decided to go this other route. Which I don't know if that will affect minutes of use that Sprint reports to the group or not. I mean billable minutes will now be on conversation minutes and not session minutes, if that makes sense.

MICHELLE VICINO: Minutes of usage will be the same because we are still going to do the outreach the same as always. The community doesn't care how the state is billed. The usage will be the same. But the billing, I am assuming, would be less because you start paying when the phone is answered by the caller. That's the only difference you are going to see in my opinion. If you want to add anything --

CHRIS SMITH: That's right.

MICHELLE VICINO: The usage is the same.

JOHN VAN ESCHEN: In any event that's a slight change from before. It is a three-year contract. We use the State of Missouri purchasing department for that process that they use for all of their contracts. Any questions about that?

DANA PARISH: Okay. And the last item we have are the committee vacancies. Happy to report at this time there are no vacancies. It has not happened in a while. You can see the term end date on the positions here. So it looks like we are pretty good for a while unless there is something I am not aware of.

So that's --

APRIL MASON DONOVAN: Any questions related to Dana's part of her presentation?

MICHELLE VICINO: One thing I noticed, when was the last time Scott Dollar came? I have not seen him for a while.

DANA PARISH: This is Scott Dollar's second missing of the

meeting. He did contact us 12 times, as did GayLynn as well.

57

JOHN VAN ESCHEN: What do -- refresh my memory. What do the by-laws say about missing meetings?

DANA PARISH: I think Steve has a copy of them. If I recall correctly, I think they have to be excused, meaning they have to contact us. But I think if there is anything further wanting to be done, any action taken, I think the committee would have to vote on it.

APRIL MASON DONOVAN: I think you can miss three times. That's what I remember.

STEVE DOTTHEIM: Would you like for me to read from the by-laws on that?

APRIL MASON DONOVAN: Please.

STEVE DOTTHEIM: Section 4 Removal and Vacancies.

The RMAC recommends to the Missouri Public Service Commission the immediate removal of any member if a member is, one, absent from two consecutive RMAC meetings without prior notification to the Chair of the significant reasons why the member is unable to attend the meetings or, two, absent from five meetings during the member's three-year term. Any member may be removed for cause from RMAC by vote of two-thirds of the members then serving on the RMAC with the approval of the Missouri Public Service Commission. C, in the event that a member is removed from the RMAC or resigns by communicating to the Chair, the Missouri Public Service Commission will appoint

a new member to the RMAC.

58

APRIL MASON DONOVAN: So it looks like both Scott and GayLynn did inform the Chair that they were not going to be able to attend. I feel that that satisfies that.

STEPHANIE LOGAN: I agree.

ERNEST GARRETT: I agree.

APRIL MASON DONOVAN: Obviously, right now we have no vacancies. Any questions? Concerns?

Next on the agenda is open discussion. Announcements?

OPEOLUWA SOTONWA: I have a few Commission -- the MCDHH has a few events coming up. On the 6th we are going to St. Louis to present our legislative priorities for next year. So we will be -- I will encourage everybody to participate in that and come and listen to see what we plan to do. And then we go to Kansas City on the 9th and in Springfield on the 13th.

And then on -- in February we have the Deafblind Legislative Day on the 21st.

APRIL MASON DONOVAN: Is there any questions about Ope, what he just announced? Any other discussions?

STEPHANIE LOGAN: We just set up a new 24-hour seven days a week 365 days a year crisis line. So you can contact through videophone and communicate with a person who is fluent in sign language and has crisis skills. We are very excited about that.

APRIL MASON DONOVAN: Do you have any promotional material

for that yet?

59

STEPHANIE LOGAN: Not right now. We are working on developing a logo right now. We will be disseminating stuff very soon.

APRIL MASON DONOVAN: Any other questions for Stephanie?

ROB HONAN: Question for Ope. Where in Kansas City?

OPEOLUWA SOTONWA: The Whole Person. I will e-mail you the information, Rob.

APRIL MASON DONOVAN: Do I understand it that Deaf, Inc. set up an SSP?

ERNEST GARRETT: Yes, the training. Correct? We did get the grant to provide both training for direct service and training and direct service.

OPEOLUWA SOTONWA: Also, in Kansas City Beyond Interpreting, that's the name of the agency who got the -- they got part one and two of that grant. There is -- we are waiting on a second bid. It is closed now and we can review those bids. And it seems like -- we wanted to be able to provide services all over the State of Missouri, and we opened the second bid to hopefully cover more.

APRIL MASON DONOVAN: Anything else?

So in the meantime, John, you have your homework to do to get more information about RCC. And you will just keep us abreast and updated. And now we can set up our next meeting for 2018. Since we were supposed to meet in October, this was

a rescheduled meeting for today. So we are supposed to meet in April. 60

DANA PARISH: Yes.

APRIL MASON DONOVAN: That's just as normal. Let's make sure it doesn't conflict with the Power-Up Conference and that's April 16th and 17th. We normally have our meetings on Thursdays; correct? Is it Wednesday or Thursday?

JOHN VAN ESCHEN: In the past we have had them on Wednesday. But we -- from our perspective, it would be better to hold the meetings on a different day than Wednesday. Wednesday doesn't work very good for us because the Commission has their agenda meetings on that day. And sometimes we have a conflict where we need to be at the agenda meeting.

APRIL MASON DONOVAN: What do you think then about the 10th or 12th or 24th or 26th?

ERNEST GARRETT: 10th.

STEPHANIE LOGAN: 10th.

APRIL MASON DONOVAN: Is that a Tuesday?

MICHELLE VICINO: I can't do the 10th. Typically, those last two-weekends -- last two weeks of the month. So I would propose maybe the 17th.

APRIL MASON DONOVAN: That's Power-Up.

MICHELLE VICINO: My bad. How about the 24th?

OPEOLUWA SOTONWA: That's -- the 17th is tax day.

APRIL MASON DONOVAN: So the 24th? Looks like the 24th. It

looks like more people can come for April 24th at 11:00, of course, here, the same location as usual.

61

Okay. I think that's it. Anything else, John?

JOHN VAN ESCHEN: No.

APRIL MASON DONOVAN: Or Dana?

JOHN VAN ESCHEN: Dana is going to be in another part of the PSC. And I think Kari mentioned she is taking over Dana's spot. So you will be seeing e-mails and things of that nature from Kari from this point forward. I wanted to make sure you were all aware of that.

RIC TELTHORST: Thanks for your service, Dana. Appreciate it.

DANA PARISH: Thank you.

APRIL MASON DONOVAN: We will miss you. We wish you the best of luck.

DANA PARISH: Thank you, April.

APRIL MASON DONOVAN: Thank you, Kari, for taking over her responsibilities. I am sure you will shine as well.

KARI SALSMAN: Thank you.

APRIL MASON DONOVAN: It sounds like the meeting is now closed, adjourned. So please drive safely and have a great holiday with your family and friends and everybody be safe.

