

Public Service Commission

Relay Missouri Advisory Committee Meeting

October 17, 2023

CART Reporter: Kimberly A. Pfleinger Schacht,

RPR, CRR, CRC, CCR, CRI

JAMES FROST: Let's go ahead and start. We will let people join as they arrive. Is that okay with everybody?

KARI SALSMAN: Yes.

JAMES FROST: Okay. So no complaints, objections to that. So let's go ahead and I want to say welcome to the meeting. The meeting starts now at 10:05 a.m. I am the new Chairperson of this committee so please have patience with me as we go along. So I am going to turn it over to Cady and I will let her have the floor.

CADY MACFEE: Thank you, James. Good morning, everybody, Cady Macfee, I am the Accessibility Relationship Manager for Relay Missouri. I have a PowerPoint presentation but I am going to start using my PowerPoint after John Moore, who is on the screen right now. John Moore is one of our managers here at T-Mobile, and he is going to provide an update about the CapTel in Missouri and just give you guys a heads up what is going on. So there will be no PowerPoint during his presentation. So, John, the floor is yours.

JOHN MOORE: Great. Thank you. Can we do an introduction?

I would like to know -- that would be great to kind of start
the meeting. Yeah.

2

JAMES FROST: You want everyone to introduce themselves?

JOHN MOORE: That would be great.

JAMES FROST: I can start. My name is James Frost and I am
the new Chairperson for Relay Missouri and the Committee. So
nice to see you all. I think I saw you at last year's meeting.

JOHN VAN ESCHEN: Yes.

JAMES FROST: Okay. I will let everyone go around and
introduce themselves.

STEPHANIE LOGAN: Hello. Can you see me? Hi there. This is
Stephanie Logan, CEO of DeafLEAD. My seat I think is for
late-deafened adults.

JOHN MOORE: Thank you.

CADY MACFEE: You are muted.

KATE SINKS: Let's try that again. I am Dr. Kate Sinks. I
am an audiologist and I am new to this Committee. This is my
first meeting with you all and looking forward to learning
about everybody and getting to know the process.

JOHN MOORE: Thank you.

JOHN VAN ESCHEN: This is John Van Eschen, I am with the
Missouri Public Service Commission staff. And why don't you
two introduce yourselves.

KARI SALSMAN: I am also in here, Kari Salsman with the
Commission staff.

WHITNEY SCURLOCK: I am Whitney Scurlock. I used to be at all of the Relay meetings, and I decided it was time to come back.

STACY BRADY: Stacy Brady, Missouri Assistive Technology. I am the equipment program distribution person.

JOHN MOORE: Great.

SPEAKER: Great. Welcome, Sarah. You want to introduce yourself to everyone?

SARAH PRECHTEL: Hi there, everyone. Good morning. My name is Sarah Prechtel.

INTERPRETER: I don't know if I am saying that correctly.

SARAH PRECHTEL: I am the Deaf, Incorporated lead supervisor.

INTERPRETER: Excuse me, manager. Her screen is freezing up on me a little bit. I am sorry.

SARAH PRECHTEL: Executive Director of Deaf, Inc.

INTERPRETER: Thank you. Sorry about that. My screen is freezing up.

JAMES FROST: Welcome all to the new members.

JOHN MOORE: Is everyone finished? Good. Well, I will go ahead and start. My name is John Moore, I am the Senior Manager for T-Mobile. I am going to pass over and have the interpreter sign for me. That would be great. Thank you.

First of all, I just -- I am happy I asked for the introduction because I am extremely impressed with the representation that you have on the advisory board as many

states do not have that type of representation. So I think it is great that you have various perspectives of people joining and giving feedback and engaging in this very important service that is being provided for decades. And so I just wanted to acknowledge, you know, all of you for what you are doing -- it is great -- and having that engagement in this platform. So thank you for what you do.

I am here today -- I know I presented I think it was a year ago -- James, you pointed that out -- kind of give you an update from our last time I joined your advisory meeting, I am here to share with you what other states are doing with CapTel. And what I share with you is information for you. What you would like to do with that information, what is being done so far, and I think it is important that the -- this platform is shared with you as we move forward with CapTel in the future.

To kind of recap the last time I joined was more of an update to all of you that we do not provide IP captioned telephone services. That ended in January of 2022. We are no longer a IP provider. However, we do not do new contracts with captioned telephone services for landline. We do honor those contracts as we move forward. But since our last conversation I have participated, I kind of want to give you an update. It has been probably a year. If anyone has the exact date, let me know. I don't recall. But it was more of an update, what was happening in the industry and as of today what we are seeing

here with the landline captioned telephone services in several 5
of our states and as we all know landline captioned telephone
service continues to decrease. And just in one year from
September, 2023 and September of 2022 the number of users for
Missouri has dropped at least 50 percent. Today you have -- in
the month of September you had 19 individuals who actually
received or placed one call for captioned telephone services
for landline.

What we know is -- and it is a pattern -- yes, James.

JAMES FROST: So the landline users, are they mostly -- do
they live in cities or are they in rural areas? Are you
familiar with those statistics?

JOHN MOORE: I can't speak to specifically where located. I
will probably say it is various. So that's a great question.
19 users.

What we are seeing here is customers are learning more about
the Internet options that are available. There are a number of
providers that are running captioned telephone services and
wireless apps, and those are all services that do not require
landline. They can be wireless or Internet, if they have it at
home. And one of the things that's really interesting is we
learned that the challenges for landline is potentially
additional cost because they may have Internet and they have
landline. They might not be aware that there is Internet
services available. They could just take their 840 and convert

to an 840i and they don't need to pay for a landline if they are just using that. And so what -- that's what we are finding is customers do have Internet. A few may not or may choose not to. So one of the things that we are seeing is the experience for customers on landline is limited because all of the resources for Internet and wireless can be available for making calls on the go, they can be touch screens, they can be profiles, and many other features.

But the big thing is for landline is if a hearing person wants to call a captioned telephone service, they have to remember to -- ten digits -- two sets of ten-digit numbers, that is very different than using a wireless or an Internet. And what we learn here from the reports is a captioned telephone user and landline will make -- not -- will call out 95% of the time to a hearing person. They will only get 5% calls coming back. So that means that customers are not calling the captioned telephone services because of the inconvenience of having two sets of ten-digit numbers. On the Internet it is 50/50 in apps because you don't need to remember the two sets of ten-digit numbers. And most make calls by just pressing on the phone. We don't -- we don't necessarily dial a ten-digit number very often. And that's one of the key factors we are seeing is the Internet is a much better in bells and whistles and not having two sets of numbers. You can just call it directly to a captioned service, and that's one of the

reasons we are seeing the numbers decline.

7

Also, we are seeing conversion of digital in homes from analog which is a problem. And I know that this was discussed very heavily at our last meeting that I joined in with you was the issue in Missouri of complaints and concerns about landline converting to digital and there are issues with CapTel.

So that's kind of an overview. But now I want to shift to what some of our other states are doing. Some states have decided to discontinue the captioned telephone services for landlines. And the reason is that -- is to -- one is the service is available on the Internet and wireless is already available. And 99 or something percent of the users have migrated to the Internet because they already have Internet at home. They don't need to spend extra dollars to have a landline connection.

JAMES FROST: I have a question. I think there is a question. Kate, you had your hand up for a question.

KATE SINKS: I just wanted to get a quick clarification. When you say captioned phone for landline, are you speaking specifically for non-internet version like you said the 840 that is going through the relay service, not going through the ISPs or like the 2400; correct?

JOHN MOORE: Correct. Yeah, yeah. Great question. Great question. Correct. Those 19 users are going through the Missouri program, correct. And then how it is funded is we

know that you have hundreds and hundreds of people on the Internet in Missouri but they are -- on the assistive funding mechanism for the Internet. That's where we do know that for sure. So great question.

Go ahead. Do we have an interpreter change?

INTERPRETER: Yep.

JOHN MOORE: Thank you. James?

JAMES FROST: Yes. Are they stopping landline services, do you know? Do they decide to switch to provide digital Internet service or just stop using the landline in general, just altogether? Do you know what I mean?

JOHN MOORE: Great question. So there is steps that can be done that we work with states that made that decision to migrate customers to the Internet or wireless apps. And so let me get my screen so I can see everybody. So what we have done is in states -- is each state has their own EDP or outreach how they do. So we provide a full load of training and information to the EDPs, and then they can reach out if they have the database of information to notify them.

However, what we have been doing and what's happening in Missouri right now is we are able to send a macro. The macro can go to those users who make a call and there is a message that comes across. It is 200 characters and letting them know about the services and contacting customer service, calling the toll-free number or pressing the blue button on their phone.

And then they can speak to a representative that can help them do the transitioning to Internet. That is the best way we reach out because their -- it is right in front and every time they make a call, and then they can speak to a customer service rep. That's one. The EDPs also can reach out if they have the information about the users as a notification. And you can also have -- you know, if you like to have customers contact EDP, they can do that on the macro depending on each state.

What we have done in states that have discontinued the service is we have done all of the steps. We work directly and notify the users, and the migration has been very easily -- what we find here is customers are shocked at why did they not know that they can use captioned telephone on Internet. So they are surprised. We learned that in recent states, many customers -- okay, great, I can move on to the Internet. I don't need a landline. That's what we are seeing.

Re-educating those users --

(Lost sound.)

INTERPRETER: Can't hear you.

JOHN MOORE: Yeah.

INTERPRETER: Okay. You are back.

JOHN MOORE: Okay. All right. So let me back up.

So the important information is we educate the users. EDP is engaged. Not all states have EDP. And so the migration has been very successful, very happy customers because now they

have more options and now they can receive more incoming calls. 10

And that's what we are finding as the very plus to all of the customers.

And the numbers will continue to decline. You know one year from now you will probably be from 19 to maybe five to ten customers, that's all. And so the re-education. What is happening is already happening in Missouri with the macro right now. And then Kansas has -- your neighbor state has -- is implementing the macro and they are going to be moving away from captioned telephone service for landline in December and migrate their customers to the Internet and that will take effect at the end of the year. And we have several other states that will be doing that as well. And it is more of a benefit to the customers to have better services, you know.

Today if you meet a person who needs service and they have Internet, you are not going to give them a TTY. You are going to let them know there is video relay service and all of the other services. What is most important is making sure they are -- they have all of the resources that are available to meet their needs because we know that the features between wireless and landline has a lot of advantages. And analog, well, at some point, we don't know when and how, but those numbers will continue to decline as -- will be mostly all digital.

I am just checking my notes to see if I missed anything.

And the other thing is --

11

CADY MACFEE: John talked about the -- you want to talk about the VCO macro -- sorry, VCO mode.

JOHN MOORE: Is that question to me, Cady?

CADY MACFEE: I am asking if you want to share about the VCO mode.

JOHN MOORE: Thank you, great. One thing is the service does not stop on captioned telephone on landline. You can make a VCO call as well. So you are not -- the person cannot cut off from the phone. They can dial 711. 911 calls will still be processed. 911 call works on VCO mode, voice carryover. They are not technically losing the service. They are going to migrate to the Missouri traditional relay service if they don't make a decision. We do know there are some captioned telephone customers that actually use the phone for VCO, which got feedback on this process. And the reason is why because it is one person at a time speaking. The call is slower paced. But they are able to capture the full call. On captioned telephone, it just goes and goes so there is no stoppage. But like on our call today, one person at a time. So the phone is still functional but it converts to a voice carryover.

SPEAKER: And then Stacy has a question.

STACY BRADY: So when the CapTel is in VCO mode, do you hear the beeps as it is transferring the information like you would hear on some of the other phones that were VCO or is it like

the old traditional VCO phone where the person would speak and while they were waiting for the information to come back it would just be silent? 12

JOHN MOORE: Yeah. And in VCO mode you will have the silence because you have to say go ahead. So that would be -- that will be -- you need it to say go ahead. Just like on this phone there is a silence waiting for the interpreter to do the sign, and then same with the words and then you need to say go ahead just like in voice carryover. And also you will have background noises provided in the conversation but it is just a slower pace because it is typing back to you instead of revoicing technology with typing included. Great question.

SPEAKER: I remember the old days. Go ahead. Go ahead, SK. That was a long time ago.

JOHN MOORE: Yeah. And there are people who like that because they can capture the information a little slower and the whole content of the conversation. One at a time is easier, you know, and so there are people who like -- who like that type of service and so forth. You have voice carryover customers in Missouri as well. Okay?

I think that -- go ahead.

JOHN VAN ESCHEN: This is John Van Eschen. Could -- John, could you -- you mentioned that some CapTel users migrate either to IP CapTel service or wireless service.

JOHN MOORE: Uh-huh.

JOHN VAN ESCHEN: In regards to wireless service, what would they be migrating to? Could you explain that a little bit more. 13

JOHN MOORE: Absolutely. Great question. Yes.

There are apps that the customer downloads on their phone and they register and they self-disclose that they have a hearing loss and then they set up their profile and the app is ready to go and they just press the app, open up the screen, open up the dialing pad and then connect with an agent and then the agent will make the outbound call. And then they will be able to use their phone and talk into the speakerphone or they can use Bluetooth and then watch the conversation on their device. They can change the font size. They can change the background colors. And so there are several -- there are providers out there and there is also other providers -- not necessarily providers, but other technologies that provide ASR, automatic speech recognition on applications. For example, like with Facetime now, you can turn on the accessibility feature for live captions on Facetime. So we are seeing more and more personal technology available on various platforms. Great question, John.

JOHN VAN ESCHEN: You mentioned that there is a message that has been placed on the existing CapTel users' phone so when -- and basically -- could you just say a few more words about that message. I think you called it a macro. But it is a message

that basically indicates CapTel service is not guaranteed to continue in Missouri and call an 800 number or press a blue button. What sort of feedback have you gotten from that message?

JOHN MOORE: Okay. Thanks, John. This is John here. So it is kind of a spin on the macro a little bit. We have two sets of macros that we do. Right now in Missouri which the service may not be guaranteed it is more of an education of some possible changes coming. So we do have a few states that do that just to give them more time, a heads up. Be aware we may be seeing some changes and it may prompt other customers to look into other options.

So the second is an end date. For example, Kansas will be -- they are going to be using December 15th as the macro that the service will end on the 15th. And so we have states that decided what -- states decide what to choose, it is up to them. And in this process we remove all the CapTel information of the service and we don't provide -- some states will stop discontinuing the phone with the 840 and focus on 840i or whatever program. How they provide equipment is various from state to state. And Missouri, I am not sure, I think you do -- you also do the Internet captioned telephone as well. Stacy is confirming that. Thank you.

So -- yes, James.

JAMES FROST: I just wanted to remind you that Stacy has a

question.

15

JOHN MOORE: Okay. Thank you. Good. Let me finish up with John and I will get to the next question.

So as far as -- so those are the two macros that go out. And we do get -- we have had some inquiries in other states. Some say I need help with training or how do I move to Internet? But the majority is they have options. They just need to execute it. We have not received any formal complaints. And we did have one that we worked on and we came to a resolution by offering the alternatives. And we do -- may get a couple of customers who just don't want to use the Internet. So that can happen. We have not come across where a person does not have an option. They have options available, and usually the VCO will be the last. But what we do find is they have Internet. And the majority -- and just a few -- as far as Missouri inquiries, I haven't heard any inquiries or concerns related to that message. But once the end date, you may get some more inquiries as we put an end date, if you choose to do so. So we monitor that. We work with EDP. And then -- but we do find that the customer is able to come to a solution. And that's the macros.

And there is another question. Is it in chat? Okay.

No?

JAMES FROST: Stacy, do you still have a question?

STACY BRADY: Yes. Some of the apps that are used with the

IP CTS type devices, are they all fully integrated now or are they still requiring two devices in many cases where you have to have one for the voice and the other one for the captioning to come in?

JOHN MOORE: You just need one. It used to be like a two line VCO in the past. We no longer -- it is no longer. Today it is wireless phones are able to transmit voice and data on the network today. So the providers can do both. The phones can do all in one right now today. Great question.

JAMES FROST: Any other questions for John? Anybody?

JOHN VAN ESCHEN: Yeah, this is John Van Eschen. John, how many states have decided to discontinue offering analog CapTel service?

JOHN MOORE: As of today five, and we expect by the end of the year will be ten potentially. I don't confirm the states have already made the decision until the actual service is ended, then we will count that as 6, 7, 8, 9, 10. But we do have states scheduled. Coming up, another state will be ending at the end of this month and then we have another four or five. Kansas will be one in -- December 15th. So we will be close to 10 or 11 by the end of the year.

And one thing to add here with 19 users -- and we have had states that have much higher numbers as the service has ended. I mean it is not all people have transitioned. Some may wait, but then they take action afterwards. But we find -- so your

number is -- I would say very low as other states had higher numbers during the transition period.

17

JOHN VAN ESCHEN: What information do you have about the existing CapTel users? I mean do you just know them by their telephone number or do you have more information about the users, their names, their addresses? What information do you have?

JOHN MOORE: As a relay provider, we are prohibited from having that kind of information because of the confidentiality of the calls because we are a call service provider. So, however, the EDP, the equipment program may have it because they signed up for this service for the equipment. So we can't track individual's phone numbers. They call the service. We are prohibited to do that because all information has to be confidential and we don't -- we are not allowed to store that. That has been the integrity of the service.

I think we have a couple of hands up.

JAMES FROST: Just to elaborate on your question, John. The state law says that any communication by the interpreter or CapTel or relay, any information provided, all of it is considered confidential. So they cannot repeat any of the information on any of their customers or users.

And Stacy has a question.

STACY BRADY: Actually -- this is Stacy and I actually have a follow-up statement. John is correct. They do not have that

information. However, the FCC does require that the phones be registered and because they are registered, CapTel themselves has that information. 18

JOHN MOORE: Correct. Again, we are not an equipment provider. So that is correct. They register but as a relay provider, we do not -- like 711, that is available for anybody to use. But for the equipment, that's how they can register, correct.

JAMES FROST: Anyone else want to add a question or a statement? Okay. Thank you, John. I appreciate your update.

JOHN VAN ESCHEN: This is John Van Eschen. Just to be clear, John. T-Mobile would like to know if Missouri is willing to discontinue CapTel service. Is that correct?

JOHN MOORE: That's a great question. That's your decision, the committee, what you like to do. I am not here to tell you to discontinue. But I will tell you that the users are unaware of the benefits that they can pursue with Internet and wireless applications, what -- the newest technology. But I can't tell you to -- you want to turn this off, that is up to you. That would be completely up to you to do so. But I can tell you that we are no longer bidding on contracts that include captioned telephone services. To us -- that's what we are doing. And some states, for example, Arkansas, they are doing TRS only for RP, doing TRS with their RP, with no captioned telephone service because it is not mandated by the FCC.

Captioned telephone is considered an enhanced voice carry-over 19
which we provide today as voice carryover. So it is the
decision you have to decide. But when we are up for bid and if
the captioned telephone services will be required, we will not
be able to bid.

We have shared all of that information with the states. But
we do have states that have decided to amend the contract to
stop the service, to migrate the customers to find a solution.
Like Hawaii is an example. They are going to transition
customers during the contract as there are more benefits for
the consumers they have and they can always use voice carryover
as well.

Again, that's a decision you have to make and we will
certainly -- like the macro that was information that was
shared with you, if you ask us to put that on and we did, and
then you can decide what to do going forward.

JOHN VAN ESCHEN: Okay. And this is something I would like
to talk more about maybe later --

JAMES FROST: I am sorry. I have to interrupt. We are
running behind on time, John.

JOHN VAN ESCHEN: Go ahead. We will maybe come back to this.

JAMES FROST: You can always e-mail John if needed. But I
need to keep moving, the meeting needs to keep moving.

Cady, I would like to turn it over to you.

CADY MACFEE: Great discussion today. A lot of great

discussion. Feel free to e-mail me and then I can forward that 20
e-mail to John Moore if you have any questions in regard to
what John Moore just talked about. Okay. I am going to start
sharing my screen. I would like for everybody to close their
video except for the interpreters. That way everybody can see
the PowerPoint and the interpreter.

Are you able to see the PowerPoint? The interpreter will
have to say yes.

INTERPRETER: I see thumbs up.

CADY MACFEE: Thank you. So you guys already heard from John
Moore about the future CapTel in Missouri. I want to tell you
what you still -- what is staying in Relay Missouri. And we
have the traditional relay services, which is the TTY, the VCO
which is voice carryover, hearing carryover, speech-to-speech,
and Spanish relay. And in addition to that we also have Relay
Conference Captioning and that is the captioning for like your
Zoom and WebEx meetings.

We are not seeing anybody using the Relay Conference
Captioning. And I would really like to change that. I have
had several conversations with different customers in Missouri
trying to encourage them to use this. But I know the ASR has
really taken over and it is convenient, like you don't have to
request the service. I hope that people realize that when they
are using ASR, they are not getting accurate captions. They
are getting about 75% accuracy compared to over 95% with our

RCC. And you can save the transcript which is very beneficial 21
for a lot of people. So if you know of anybody that would --
if you know of anybody that would benefit from this service or
if you have questions about it, please let me know. I would be
happy to do a presentation. I would be happy to work with you
one-on-one just to show you the great benefit of using RCC.

We have been shifting our focus because we know wireless has
been popular since landline is going away for most people. But
there is a lot of seniors who are getting a wireless phone from
family members to go on the family plan. Families are
encouraging their mom or their dad or their grandma to have a
wireless device because they don't want that person to stay at
home and wait for a phone call. And I mean so T-Mobile is a
strong believer that you need a phone and it needs to work
where you live and where you work and where you play.

So a lot of seniors have been going out and about with their
new phones but they still don't know how to use it other than
to make a call. And so what we have with the T-Mobile growth
team is we would go to senior centers. And this is actually
from yesterday. We went to Blue Springs in Vesper Hall, that's
the name of the facility, and we provided wireless education
for seniors. And we grouped them into Android or iPhone
user. Ironically, most of them are Android users. I was
surprised but anyways.

So here we are, the pictures we are working with the seniors

and they come with a list of questions. We teach them how to take screen shots, and how to e-mail that, and how to text that. We taught them how to -- improvise their screen, sorry, magnify their screen, that's the wrong word. And we taught them how to add caption to their phone. We taught them so many things that -- they would ask us question, like, how do I turn on captions on Facebook and how do I do this. It was amazing how many people showed up. We had over 65 people at this workshop yesterday and it is really popular.

And so when we go to senior fairs or health fairs we advertise that. And we get a lot of, yes, please come to our senior center. We talk to them about spam calls. We work with our T-Mobile truck team and they bring about five people to our event to help us educate the seniors about their phone. It was really cool. I like it. It was so much fun. Okay. Next slide.

This was shared with our state customers last week. We had a conference in Overland Park. I will show you a picture at the end. John Van Eschen had the privilege of coming to Overland Park to meet with other state customers and hearing about the future of relay. And this is a potential -- and I think this will help. James, you have e-mailed me a question about the deafblind effort for T-Mobile and the EDP program. I just want to let you know that this is something that we would like to consider having in Missouri, but only Colorado has

agreed to use this. And I am going to show you a quick video so you can see what this service is. Okay?

23

This is called Aira Visual Interpreting. And it is to help like the blind, low vision people to interpret what is being -- their room environment and this is an awesome service. I have not seen it myself, only on video. But I will play it on video so you have a better understanding of the service.

Can you see the video?

(Video shown.)

CADY MACFEE: That was so cool. I am just reading all of your comments in the chatbox. I think it is super cool, and I would love to see this added to Relay Missouri someday.

Sarah, just to let you know relay is changing and we are not landline anymore. So we would really like to be progressive and have all the new tools and technology for our consumers.

Hi, Stacy. I am reading your question. I am not familiar. I just know that T-Mobile has agreed to contract with Aira. I mean we are still in the early stages at this contract agreement. Only Colorado has agreed to be the first state to do this. But we can have a presentation about this and you can learn more about it, not today obviously. I would bring in the person who is in charge of this service for T-Mobile and she can do a presentation and she can answer some of your questions. Okay?

We have been busy going out and about, going to different

conferences. And as you may know Osage Beach is very popular for conferences, big conferences like the Missouri Speech and Hearing --

SPEAKER: Can you look at my question, Cady?

CADY MACFEE: James, I do not know all the answers to the question. I just wanted to show you what this looks like and what -- for right now. That's all I can share. But we can create a presentation at another date with the person with T-Mobile Accessibility to talk more about this further. Okay?

Like I said, Osage Beach is a popular place to host a big conference in Missouri. As you can see we have been to several there. And the first one for us was the Real Choices Real Voices. That was the first time we had been there. It was a great turnout. Over 750 people were in attendance. We are looking forward to going back again because we got a lot of great leads from this conference.

We are a proud sponsor for the Deaf, Inc. 15th Anniversary Gala and they had a great turnout.

We are having an interpreter switch. Okay. Hey, April.

And I was impressed with everything that they have done over the years. It was an honor to be there.

I hosted the Deafblind Taste of Technology in St. Louis in the Community Room of Deaf, Inc. I had started planning this event early this year because I am just getting a lot of comments and, hey, we need -- you know, we need something for

deafblind but I don't know the deafblind community. So I worked closely with Helen Keller National Center representative -- her name is Beth Jordan -- and I told her what I wanted to do. But I told her before I start planning I need to meet the people. I need to understand what they want. I need to understand what they would like to see at the event and if this will be a successful event.

This was the first time I have hosted this and it was great. I was -- I did not know what to expect because, again, like I said, I am still learning about the community. And what I have learned is that the deafblind community in St. Louis are, you know, you know, big oral community. They are cochlear implant users. They wear their hearing aids. Not many are signers. There are a few signers. But most of them rely heavily on their SSP, service support person.

When I hosted this event, when I was planning this event I wanted to say, I learned a lot about the SSP program and how many hours the deafblind community was -- per month depending on their disability, their needs and learning that they only average 15 to 17 hours a month with SSP. I said: What if I, Relay Missouri, pay for the SSP? Does that mean they get to keep their hours? And they said, yes. I wanted them to have like a one place to meet with different resources and technology so they can save their hours and, you know. I am just in awe about everything, what they do, and how they live

their lives. It was just a great turnout. I have pictures I will show you. 26

Here is a picture from the event. I had two presentations. One was on SSP service and it was called BANCRO. The guy named Brett W. wanted a better understanding on how they could do better and how to request SSP services. And we had another presentation, the top left corner, her name is Amy Chadwell, and she talked about Protactile because she had gone to the northwest and did an intensive training on Protactile. So she is bringing that information back to the community to share. They had about 15, 20 people at their workshop. We had 60 people register and we had over 13 vendors.

Future outreach events in Missouri. I am going to the Brain Injury Conference this week in St. Louis and I will be promoting speech-to-speech and IP Relay. And we are doing another event at the Vesper Hall Senior Fair.

And in December, the Bass Pro shop reached out to me and asked me if I could help plan their scuba signing Santa event in -- I don't know if I am supposed to reveal who the secret scuba signing Santa is. But I think it will be a great event in Springfield, Missouri. If you have not been there, they have a really big Bass Pro shop, and their scuba signing Santa is going to be going underwater and signing to people through the glass. So it will be fun to watch and see. And I asked if I could have a booth at the event. And so this is all still in

the works. But that should be for December, the first weekend of December I believe. 27

As I mentioned earlier, we had what is called a START conference. It is T-Mobile state accessibility relay manager conference. And we had about 12 I believe state customers from all over and they came to Overland Park. If you look at the far left you will see John Van Eschen in the corner. I hope you had a great time. I don't think he has ever seen so many magenta in his life. He came and took a tour around the buildings, and I think he had a great time and he got to meet with other state administrators and we had dinner one night at the best barbecue in Kansas City, Jack Stack.

JOHN VAN ESCHEN: This is John. It was a great conference. I really learned a lot. Good event.

CADY MACFEE: All right. That's the end of my presentation. If you have any questions, I will go ahead and close my PowerPoint and open up my screen.

JAMES FROST: Hello. Anybody have any questions for Cady? You can go ahead and start your video now if you want to. Everybody can turn their videos back on.

CADY MACFEE: Any questions? No?

JAMES FROST: No other questions for Cady? Going once? Going twice? All right. Gone. We are moving on.

CADY MACFEE: Thank you.

JAMES FROST: Next we have expansion of outreach for

deafblind. Is that Stacy? Is that already included in a presentation?

28

CADY MACFEE: Well, I mentioned that I hosted the deafblind Taste of Technology and we do have two deafblind specialists on T-Mobile team. So if anybody is interested in a presentation or workshop, they are able to do that virtually or in person. And the Aira is something that we are hoping to add in addition to their Relay Missouri contract in the future for the deafblind community.

JAMES FROST: Okay, great. Yes, Stacy Brady?

STACY BRADY: Cady, would you like to talk a little bit about the type of relay that deafblind use because there is some limitations but it is also very important.

CADY MACFEE: Yeah. So at the Deafblind Taste Of Technology we had the two deafblind specialists from T-Mobile that came to really work with our community to use IP Relay. It is an app for their phone. It is a free app and it is the only service on the wireless app that is approved by the FCC. Basically it is Braille -- you can use Braille devices with it or you can use the large screen which the deafblind community, you know, they would have like either a tablet or they would have a large wireless phone device to use this service. We will work with them to make sure they are registered and make sure that they understand how to use the service. And then we encourage them to make calls because they have to really to get comfortable

with it.

29

JAMES FROST: Great. Any more questions?

Okay. Going once? Going twice? Moving on.

Can we move to the CapTel, what is in the future for CapTel discussion? Do you want to move to that?

CADY MACFEE: We already talked about the CapTel in my presentation with John Moore. That was his part.

JAMES FROST: Yes. But we do need to discuss about whether we want to continue with the landline or not, etc. That's important to us. We need to have an answer.

JOHN VAN ESCHEN: This is John. We can talk about that later in staff's portion of the meeting.

JAMES FROST: Okay. Next we will turn it over to Stacy for equipment program update.

STACY BRADY: Yep. All right. So in -- we have -- we finished our 2023 fiscal year. We are now in 2024. So the information I am going to give you is over this past year. And Missouri actually saw a rise in equipment and consumers who are being served through our programs.

Now keep in mind that TAP is three programs: TAP Telephone, TAP Wireless, which is actually a pilot program, and TAP Internet. So we are getting equipment out to an awful lot of people to help them with their advanced distance communications.

We actually serve 751 applicants with 1,111 devices. And so

that's approximately 90 more than last year and then 146 more devices over the previous year.

30

JAMES FROST: Yay!

STACY BRADY: Yes!

So individuals who meet eligibility in deafblind are referred over into the iCanConnect program which our agency also administers. Brenda Whitlock is our contact for that. But where things get a little tricky is sometimes individuals don't meet the eligibility for iCanConnect. It can be because of income or because their vision or hearing loss doesn't meet the Helen Keller definition quite yet. So when that happens, they are put into one of the TAP programs, and then we will serve them based on the equipment that we are allotted based on state regulations. They may ask for a device that we can't provide as a state entity that would possibly be on the iCanConnect program. But if they are not meeting the eligibility, they are at least getting to us and we are trying to help them. And we will refer them for the ACP, the affordable connectivity, if that's part of their issue or other programs and services including alternative funding. So the great thing is we are kind of everything over here. But we are trying to make sure those individuals are being served regardless.

Some training activities, actually we have two trainings in TAP Telephone that are happening right now. One is in

Columbia, and the other is in St. Louis. So we are getting our 31 demonstration sites updated with some changes. Now I won't count those numbers until later on once I get the report. But in 2022 -- excuse me, 2023 fiscal year, we provided 83 individuals over 300 hours of training. So we are trying to make sure that our TAP certified entities are aware of what is happening and one of our entities is on the phone. I am not going to pick on them. But they are aware of all of the different ways we are trying to get out with outreach as far as those go.

When it comes to our Power-Up Conference, I just happened to pull sessions that are related to entities, whether that is the public or our demonstration sites or the people who help us train individuals, and we had approximately 20 different sessions across two different Power-Up years. That's our state relay conference -- excuse me. My apologies. That is our state AT conference that we do. And so those sessions reached out to so many more people, and that includes equipment that is Android based, Apple based, what we call our lower non-tech savvy smart phones, like the BlindShell, the RealsAM that users may benefit from that don't require those high tech aspects. It is computer adaptations and computer access. Some of our relay -- Cady helped present with me a couple of years ago on the various relays to ensure that people are aware of what is happening. And then also she did a presentation on relay

conference captions.

32

We are going to reach out to ophthalmologists to educate and help to serve in the deafblind community.

I had a call recently from a gentleman who had a little bit of a speech disability, and we talked to them about the speech-to-speech relay which seemed more appropriate for his need than going back to TTY. So it is not -- but we did talk about backup plans. It is not forcing someone into something that is not appropriate. It is educating them on all of their options. Cady is good about that too.

That kind of concludes where we are at Missouri Assistive Technology and the equipment distribution programs. Are there any questions?

JAMES FROST: Does anyone have any questions for Stacy?

STACY BRADY: No? I do want to make a very important statement. So we have been talking about the CTS, the analog captioned phone, Missouri supports doing away with it. The equipment has not worked effectively in most cases for two years to the point that we stopped it. We offer anybody who needs a captioned phone alternative options. So the equipment distribution program is definitely in favor of the CTS, the analog CapTel having an end date. And that's all I have to say.

JAMES FROST: Any questions for Stacy? Going once? Going twice?

PSC staff, do you have anything you want to add?

33

KARI SALSMAN: No.

JOHN VAN ESCHEN: This is John. Thank you, Stacy.

JAMES FROST: Okay. On to PSC staff reports.

KARI SALSMAN: Hi. This is Kari. For the first item under the Commission Staff Report is in relation to the Missouri Relay fund balance. The balance as of September 30th was 1.357 (?) million. I wanted to note that this was up from 1.55 million when we last met. It had a balance update as of the end of March. It is still growing which was also discussed in the -- we had, and it will be discussed later.

When it comes to committee vacancies, we currently have three committee spots that we need to fill if we could. Currently Dr. Stephanie Logan and Scott Dollar are continuing to serving even though their terms have been up. So that is the late deafened. Scott is an at-large position; so that can actually be filled by any of the representation sections that we have. And then the other vacant one is for the speech impaired.

I know at one time April was putting out contacts and Facebook messages and that. I don't know if anybody else has any ideas on how we could maybe get these vacancies filled.

JAMES FROST: I have also sent out a couple of blasts back in July and heard no response. And I will send out another message on Facebook trying to try again to see if we can get

anybody for those three vacancies.

34

KARI SALSMAN: Okay. That would be great.

And then the next item we are going to talk about the case number in reference to the Relay Missouri surcharge and the fund in general.

I am going to share my screen. We have a slide show.

JOHN VAN ESCHEN: This is John. And I wanted to talk about this case that staff filed this summer.

KARI SALSMAN: Hang on. I am trying to get it to actually play it.

WHITNEY SCURLOCK: Go into the slide show.

JOHN VAN ESCHEN: Slide show, right there.

The purpose of the case was twofold. One is to review the Relay Missouri surcharge level, which is currently at 10 cents per landline. And the second purpose of the case was -- or is to initiate a discussion about the Relay Missouri fund's future. We will talk a little bit about that and why we are bringing it up. Basically, we are seeing relay usage, CapTel usage significantly decline over the years, and right now it is serving a relatively small number of users. Go ahead.

But I want to just make clear that it is unlikely the Relay Missouri fund or the relay service will be phased out any time soon, if at all from our point of view. Missouri law will have to be revised to do anything like phase out the Relay Missouri fund or allow the Missouri PSC to no longer maintain a contract

to provide relay service. There is -- and I put down here
Americans with Disabilities Act.

35

Missouri is really the first state in the country to raise the suggestion of, well, gee, we are seeing very low levels of usage in a relatively small number of users, what would happen if we no longer maintained a contract to provide Relay Missouri service. We have talked to the FCC about this, and in brief, they are basically not sure what they might need to do if a state no longer maintains a relay contract. They feel like they may need to do something. We do have a call with them, with the FCC staff in early November to get further insight as to what they might be thinking. But overall in my opinion --

JAMES FROST: I have a question for you.

JOHN VAN ESCHEN: Go ahead.

JAMES FROST: As Chairperson of this committee, could I be included in that early meeting in that first part of November?

JOHN VAN ESCHEN: Sure. Mm-hmm.

JAMES FROST: Okay. Thank you.

JOHN VAN ESCHEN: Anyway, in regards to the case, we have received comments from two parties: Office of Public Counsel and Missouri Assistive Technology. I will say, the comments is still open; you know, we are still soliciting feedback. We still want to know what people think, but these are the comments we have received so far. Office of Public Counsel --

SPEAKER: When do the comments close?

WHITNEY SCURLOCK: We didn't actually set a close date.

36

JOHN VAN ESCHEN: The Commission initially did set a date in I believe August --

WHITNEY SCURLOCK: Yeah.

JAMES FROST: August 12th?

JOHN VAN ESCHEN: -- September.

JAMES FROST: September or August.

INTERPRETER: I am sorry. (Interpreter clarification.)

WHITNEY SCURLOCK: It really doesn't matter because we asked them to re-open it. At this time if anyone files comments, the Commission will still accept them.

JAMES FROST: Because I was in the hospital when -- I was like, oh, my God, I needed to send in my comments and I was in the hospital and trying not to worry about it. So I thought I had missed it.

WHITNEY SCURLOCK: And we didn't mean for them to set a closing date. They just followed protocol. But staff's intent was to leave it open to get the input of anyone who wanted to weigh in somehow.

JOHN VAN ESCHEN: So we are still soliciting comments. We want to hear from people. And I wanted to talk to the Relay Missouri Advisory Committee about the case and see what they might have to say about it, either today or maybe you want some time to think about it, in which case you can e-mail Kari and I. We can provide your feedback into the case.

But in any event, these are the comments that we have received. Missouri Assistive Technology. Stacy, I don't know if you want to say a few words about your comments.

Maybe not.

STACY BRADY: Sorry. Trying to get everything turned on.

Yeah, so what is important to remember is the Relay Missouri surcharge is actually -- the full name is the Relay Missouri equipment service charge, something to that effect. The equipment is tied into this. So if the relay surcharge goes away, the equipment program goes away, which means Missourians are not going to be assisted.

However, the other thing to remember is -- and I put this in the comments -- while the TRS funding is going down, that's the stuff funded by the State of Missouri for the relay, the IP Relay side has gone up and that's the stuff federally funded. So when John -- John, when you are talking about this, I want people to be clear that the use of relay has not actually decreased but the way people access it has changed substantially. That's why the funds have gone the way they have is because people are going away from that to meet either the equipment -- the phone line type of situations and the act of having to have the Internet to be able to access the service. So that has created a unique situation in every state in the US that offers an EDP is experiencing this. This is not unique to Missouri.

When we are talking about the CapTel service, again, we are 38
only talking about that homestyle analog side. We still --
Missouri Assistive Technology equipment program is still
offering captioned phones at the Internet based side.

So does that help clarify some of the things, John? Or is
there something else more you want me to discuss?

JOHN VAN ESCHEN: That's fine. But why don't we go to the
next slide.

STACY BRADY: John, I saw something and I apologize. TTYs
was in there that speech is the population users using that.
That is true. When -- and there is some confusion on this too.
When TTY is in direct connect mode, that means the plug in the
back of the TTY goes into the wall, because of the changes in
the phone line the text comes across garbled. There is a way
around that. And it is where the individual has still
old-fashioned telephone line, telephone, that they put on the
couplers of the TTY and only plug the electrical part of the
TTY into the wall. There is no longer the phone plug and it
will still --

SPEAKER: I have a question for you, Stacy.

STACY BRADY: Go ahead, James.

JAMES FROST: So can just -- as information, just to put my
feedback in there, Apple, I don't know if Apple or Samsung
phones or Google phones, what have you, but Apple has a TTY
mode and I have tried that myself and it is pretty cool. It is

actually turned "on" on the phone, on the TTY.

39

INTERPRETER: Sorry, James. You are cutting off.

JAMES FROST: The text is actually on the phone and the TTY. Yes, that's correct. Yeah, for texting. It reminds me of the old-fashioned days when we had to say GA or SK but it worked.

STACY BRADY: Yes. But not everybody has smart phones or has -- lives in an area where they get reliable service. So again we do have individuals with speech disabilities accessing TTY. Okay.

I am sorry, John. I am ready to move on.

JOHN VAN ESCHEN: Your last bullet point, the comment is -- and I paraphrased your comments -- relay Missouri fund should help promote relay service and the equipment program. I think right now there really isn't much collaboration in outreach between the equipment program and say T-Mobile's efforts to promote Relay Missouri. Is that a fair statement?

STACY BRADY: Yes. My understanding is that the way the structure is written -- and I am not sure on which side -- that only the relay service can be promoted as relay for Missouri Relay. Again, I don't see that contract. That's not the part that we are involved in.

JOHN VAN ESCHEN: Okay.

STACY BRADY: It is hard to promote relay without equipment but not all equipment uses relay.

JOHN VAN ESCHEN: Right. And -- but I wanted to highlight

that particular comment and see what people might have to say about that. I know my thoughts about Relay Missouri and the future has sort of evolved since we filed a case. And frankly, although I was initially wondering, should we continue to spend money on outreach, I am inclined now, maybe we ought to spend more money on outreach. But we will get to that --

JAMES FROST: I have a question again. I can wait until you finish, John, if that's easier. We couldn't hear you, John, if you answered.

JOHN VAN ESCHEN: Go ahead. Go ahead and ask your question.

JAMES FROST: Okay. Also, I think we might have to modify the law to promote the outreach for the equipment program, and I don't know how the law is structured currently. So I think we would have to -- I would have to look at that myself, take a look at that law. So that's something to consider. And I am just kind of wondering that myself: Do we need to adjust the laws to allow outreach? I don't know.

JOHN VAN ESCHEN: Okay. Fair enough. Next slide.

These are things I would like to get the committee's feedback on. Should the Relay Missouri surcharge be adjusted? If yes, what level? Should CapTel be phased out? If yes, when? Also, if they have any concerns about that.

I wanted to talk a little bit about outreach. I would also like to -- at least raise the question of how to reach out to users. That is one of the comments that the Office of Public

Counsel had raised. And I also want to know if there are other 41
issues we should be seeking feedback on.

This particular slide is the Relay Missouri fund balance, and it has got the existing surcharge level, which is the 10-cent surcharge. Right now all landline telephones, they pay an additional ten cents per month and that's how the Relay Missouri fund gets its funding. And as you can see, that's the blue line up there and it is continuing to go up. The black lines represent a range that we would like the fund balance to be within, and that range is five to nine months worth of expenses. That rule of thumb is also applied to another fund that the Missouri Commission administers, and that's the Missouri Universal Service Fund. And so we are looking at maintaining the ten cent surcharge level or decreasing it. And realistically it would either be to the nine, eight or seven cent surcharge levels. I don't know if anybody has any thoughts or questions about that at this point.

The expenses that are built into this are assuming CapTel service continues. Correct?

KARI SALSMAN: Right.

JOHN VAN ESCHEN: It basically is --

KARI SALSMAN: Declining usage but continuous.

JOHN VAN ESCHEN: Yes. Any thoughts? Questions? Well, we can -- are people still there?

SPEAKER: Yes.

JOHN VAN ESCHEN: Okay. We can move on.

42

SPEAKER: Sarah had to leave. She had to leave early.

JOHN VAN ESCHEN: We are happy to get feedback after the meeting. I will go through the next slides quickly. This is the billable minutes of use for relay and CapTel service over the years. And the blue line is for relay service, and the orange line is for CapTel service. And you can tell how it has been steadily declining and it is almost down to zero. Next slide.

In regards to relay service usage, we are averaging between four and five hundred relay calls per month. The actual number of unique relay users is averaging I would say around 50 users that are using relay service. This is a map of Missouri showing where those Missouri relay users are located at based on May usage.

This is CapTel service usage. As you can tell, the number of users receiving or placing CapTel calls has steadily been declining. There were about 30 CapTel users in January and in September John Moore indicated there were 19 users. The number of analog CapTel calls per month is -- has dipped below 400 calls a month. And based on this map that T-Mobile has compiled, that is the general location of the CapTel users in Missouri.

This is that message that John Moore was talking about earlier that was placed on the screens of all CapTel users.

And it basically said, Missouri CapTel service is not guaranteed to continue. Missouri residents discuss your options by calling this number or press the blue button for care support.

I guess I wanted to see if any committee members had any thoughts about should CapTel service be continued or phased out? If phased out, when?

Stacy with the equipment program has stated they are okay with it being phased out, setting a date. Did you have any date in mind, Stacy?

STACY BRADY: No. I will leave that to the Commission to decide because you guys get to see the numbers. Given that we are in the middle of October, I don't know that a month and a half would get us through. Maybe March of next year. But again, I will leave that to the PSC to decide and the Advisory Council.

JOHN VAN ESCHEN: Does anybody have any thoughts on CapTel service, on whether it should be continued or phased out?

JAMES FROST: I do.

JOHN VAN ESCHEN: Okay.

JAMES FROST: So my first thought is this is something that may be a better discussion face-to-face. We could have this discussion in person. I think that maybe it is important enough that we actually set up an in-person meeting because with Zoom it is really -- it is trickier to make a decision

like this. I am thinking if we have a face-to-face meeting, it would really help to resolve this question and find an answer or solution. 44

And my second thought is: Do you have the numbers that you have heard of as of today? Maybe possibly phase it out. But I guess the bigger question is, when?

WHITNEY SCURLOCK: This is Whitney. First off, to backtrack a little bit. I reread the statute and I do think that outreach is contemplated within the statute that develops the Relay Missouri service. They say that it should be implemented by the administrator, but it definitely considers outreach. So I think the funding can be used for that purpose. And it actually requires that at least 10% of all expenditures should go to outreach and education.

Second of all, I think that an in-person meeting is fine. I would be curious whether you mean just if you want to come and meet with us, certainly; if the whole relay committee is interested in trying to arrange a meeting; or if you mean something more formally in the docket that we have established, like in front of, you know, some type of meeting in front of the judge or that?

JAMES FROST: I was thinking more of a committee meeting in person. Not in front of the judge.

WHITNEY SCURLOCK: I just wanted to make sure what exactly you were thinking.

JOHN VAN ESCHEN: If we do that, I think we would like to do it -- have a meeting I would say within a month or so. But I don't know how that works with everybody.

JAMES FROST: I was just thinking about -- it was just a question to put out there because it is so important.

JOHN VAN ESCHEN: Okay. We will see if we can set something up for that.

WHITNEY SCURLOCK: We will talk availability and that by e-mail.

JOHN VAN ESCHEN: Yeah. Did anybody else want to speak up about CapTel service at this point?

JAMES FROST: It looks like Stacy Brady has her hand raised.

STACY BRADY: The captioned phones, the analog captioned phones -- and maybe this will help everybody understand a little more -- the data packets no longer cross from the phone through the phone line. We found this out in June of 2021 when we tried to do some demonstrations. The packet left our analog phone line phone system, made it to the switching station and stopped because at the switching station it then converted to non-analog related type of data packets. At that point, that was it. And then we started seeing it happen nationally. And then we started getting calls from consumers.

So you have got two things happening. The lines cannot support the CapTel in the analog. If you are on Internet, it is not an issue. If you are on CapTel as your phone carrier

changes, which the FCC related that they support copper line retirement for newer services such as digital, fiber and voiceover Internet, then you no longer have to support the way the captioning is coming across.

I don't know if that helps, but it doesn't matter. It is gonna phase out at some point because the equipment is not compatible to the phone service or the phone line.

JAMES FROST: So if Stacy -- somebody had another question in the chat.

STACY BRADY: So Stephanie related: Do I support the phase out of CapTel? I support the phase out of the CapTel that the State is paying for that analog style because I can't even offer the CapTel anymore to be supported if I can't even get it out of my office to the switching station. So, yes, I support phasing out that analog CapTel. I don't even have the equipment for it.

John has a question as well.

JOHN MOORE: Can we take down the PowerPoint so we can see each other? John, can you --

JAMES FROST: John, can you close out the sharing screens, so we can see each other.

JOHN MOORE: Is my audio not working?

I just want to just show you some numbers here as I mentioned earlier. The numbers have dropped rapidly and Missouri is one of the fastest. 50% drop from last year

September to last month September, 50%.

47

It is because I know that the caption of the digital in homes to analog is causing some issues, and that's because the program stopped the equipment to the various issues. I just want to reinforce: You are down to 19. You had over 40 a year ago. And so I think the most important thing is those 19 users may not be aware of all of the alternatives that are out there. There are so many. And by re-educating, by getting them to move forward, they are going to have much better experience. That the 95% calling out and only getting 5% calls, once they move over, they are going to be able to get more interaction with their family and more interaction because they are so isolated. And they are not realizing that there are better options out there. Someone with a hearing loss like myself, we always want to make sure that they have the best experience, the best options for their hearing loss to connect with people.

JAMES FROST: Okay. So I think what Stacy said in the chat, Stephanie -- I just wanted to clarify. The reason that I wanted a face-to-face meeting in person meeting is because it is not as simple as just phasing it out. We have to think about how we support -- how we can support that small group of people who are still currently using it and how to make sure that we don't break that data.

JOHN MOORE: You mean ADA or data?

INTERPRETER: Sorry. ADA. Sorry. Thank you, John.

JOHN MOORE: James, just to clarify --

48

JAMES FROST: -- and when we think about how to transition those people and also how to make sure that they get what they need, etc., etc. So that process. Those are the things that we need to discuss.

JOHN MOORE: Just to clarify: The state requirements for ADA for captioned telephone is not our requirement. It is considered an enhanced VCO. What is required is voice carryover. So we have that for Missouri already. I just want to clarify that. Because the other states that do not have captioned telephone because there is no requirement for captioned telephone, it is up to each state to have that if they wish to do so.

Okay. I just want to clarify.

JAMES FROST: I understand that. But also the ADA requirement is for successful communication access.

WHITNEY SCURLOCK: This is Whitney.

JAMES FROST: But that's the key --

WHITNEY SCURLOCK: So if this helps, the Federal Government is still bound by the ADA. And part of the conversation that we are having with the FCC is that they would probably be required to step in and ensure that the CapTel services, the analog CapTel services were still being provided to that population that needed them. So the real question is just the state support in addition to what the Federal Government is

required to do. And at this stage our program has been satisfying the requirements of the ADA without the Federal Government really needing to do anything to satisfy that requirement.

JAMES FROST: Okay. I get that. We just need to have a discussion. That's all. I just feel -- I would feel more comfortable face-to-face. I know that that's -- that everyone -- I want to be comfortable. It would be everyone's decision. I don't want anyone to feel pressured. So I just feel that if I see everyone around the table in person and we all agree, then I would feel more confident moving forward knowing that we have a plan in place.

STACY BRADY: So I will say this, we have actually been talking about this for quite a while, for actually several years. It has only gotten to the point where we have gotten -- it has only gotten to the point that now because we are giving very limited options as everything continues to decrease. So this is actual -- has actually been a discussion in progress for at least the last five years -- actually seven years when the FCC started allowing copper line retirement.

JAMES FROST: Right. I get it. But I am new to this process. I am new here. So I just want to make absolutely certain that everything is in line, that the I's are dotted, the T's are crossed before we move on. That's just who I am.

JOHN VAN ESCHEN: This is John Van Eschen. I wasn't -- I was

trying to keep up with the chat on the side and I thought I saw 50
some people indicate they were okay with phasing it out. Is
that what I am hearing or seeing?

JAMES FROST: One person, yes, Stephanie Logan.

JOHN VAN ESCHEN: Anyone else?

JAMES FROST: I haven't heard from anyone else. Anybody
else?

I think we have spent enough time on this issue so we need
to move on.

JOHN VAN ESCHEN: Okay. I mean are you wanting us to try and
look at a face-to-face meeting or another Zoom call or do you
want to --

JAMES FROST: Let me e-mail the committee.

JOHN VAN ESCHEN: All right.

JAMES FROST: We will poll the committee and see and then we
will see what everybody agrees to do.

JOHN VAN ESCHEN: I just have one or two more slides where
I -- if we can get back to that, then I will be done.

INTERPRETER: I did put up in the chat, I believe they only
booked us for two hours. I am not sure whether the other
interpreter has to leave or not. I know I have another job. I
can probably stay on for maybe 20 minutes, but I do have
another job I have to get to.

JOHN VAN ESCHEN: We are looking for feedback about
outreach --

SPEAKER: John?

51

INTERPRETER: Is there anyway -- I just wanted to make sure that you were aware that the interpreters were only booked for two hours.

JOHN VAN ESCHEN: We are trying to wrap it up.

INTERPRETER: That's all I needed to hear. Thank you.

JOHN VAN ESCHEN: Should Relay Missouri collaborate with the equipment program on outreach? If yes, how should that work? I mean, basically, I am looking for feedback about how much funding should we provide for outreach. Should the fund pay for outreach and services helpful to the disabled community but are not currently supported by the fund? I put in parentheses things like IP Relay, and I put in Aira, that service that was discussed earlier for blind people. I put in realtime text. That is something that we may want to talk about later. It is my understanding Maryland is the only state that is promoting that type of service at this time. But I am looking for feedback if anybody has any ideas about outreach. I don't know if anybody wants to speak up now or save it for later.

JAMES FROST: We can save that for later. Let's go ahead and keep moving.

JOHN VAN ESCHEN: The other feedback, how to reach out to users. And things we should be seeking feedback on. And you can e-mail either myself and/or Kari about that.

And that's it. So I turn it back over to you, James.

JAMES FROST: Great. Any open discussions that you guys feel 52
that we need to discuss as a committee?

Okay. So I will go ahead and start wrapping up the meeting.
I will ask -- well, I will send you e-mails about what we need
to setup if we are interested in setting up a Zoom or if we are
wanting to do an in-person meeting. I will send out those
e-mails if that is all right with all of you.

KARI SALSMAN: Okay. That sounds good.

JAMES FROST: Dr. Logan?

SPEAKER: This is my sign name.

I did not know that.

My understanding --

STEPHANIE LOGAN: It is my understanding that in this meeting
right now we have three committee members. Is that right?
Kate, myself, and --

INTERPRETER: I missed the last one.

STEPHANIE LOGAN: There is three of us, on the committee.
Correct? Is there actually just three on the committee?

KARI SALSMAN: Are you meaning between the permanent and
non-permanent members on this call?

STEPHANIE LOGAN: I am just curious. We have three members
currently that are here right now on this meeting, right now;
right? I just want to clarify. Kate is also supporting
phasing out, and I think with the education aspect and
supporting, I am in the same boat. And I know we can't vote on

this right now today, but I do want to make sure and clarify that I am not the only person advocating that but that Kate is also in support.

JAMES FROST: I support that too. I just wanted to make sure going further for the committee if we feel comfortable because just being a new -- new in this position, new Chair, I don't want to step on any toes.

STEPHANIE LOGAN: Yes. Understood.

I just want to let you know that I am not available to be there in person in Jeff City. I am not able to drive to be in an in-person meeting. If you set up an in-person meeting, I can join through Zoom. I am happy to do that.

JAMES FROST: We might do a hybrid meeting. We could do a hybrid meeting, in-person and on Zoom both.

STEPHANIE LOGAN: Just wanted to -- good job.

JAMES FROST: Thank you for clarifying, Dr. Logan. You are a valued member of this committee.

STEPHANIE LOGAN: Thank you.

JAMES FROST: So, Kari, is it okay if I go ahead and send out an e-mail and request preferences if we Zoom, in-person, or a hybrid option?

KARI SALSMAN: That's fine.

JAMES FROST: With that said, I am going to go ahead and wrap up the meeting. It is 12:06. All good? Okay? Thank you. I appreciate everyone showing up today. I really appreciate

everyone's diligence and hard work and really your patience with me as my first -- this is my first meeting.

54

STACY BRADY: Do we need to schedule a time for the next meeting?

JAMES FROST: Yeah. Before we schedule it, I wanted to send out that e-mail and just get everyone's opinion or feedback on if we would like to do it in-person or on Zoom. Okay?

STACY BRADY: I mean the six month one, the normal six month meeting.

JAMES FROST: Well, they were talking about meeting -- the staff was preferring to have the next meeting in a month or two, in that timeframe because this is something we need to make a decision about and going forward. So I will e-mail everybody and in-person, Zoom, hybrid. Once I get all of your responses, then I will set up a date. Sound good?

KARI SALSMAN: Sounds good.

JAMES FROST: Okay. All right. Let's close this at 12:08 and be done. I really appreciate you all. Thank you for your patience with me. Again, my first meeting as Chairperson. I do appreciate it. Yes, and I appreciate your patience so much. Thank you. PSC staff, thank you. I appreciate your patience as well.

KARI SALSMAN: Thank you, James.

JOHN VAN ESCHEN: Thank you.

JAMES FROST: Have a great day, everybody.