

Public Service Commission

October 8, 2019

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RPR, CRR, CRC, CCR, CRI

"Relay Missouri Advisory Committee"

KARI SALSMAN: We will go ahead and get started. April is not here this morning. I got a note this morning saying she wouldn't be able to attend. Here is a sign-in sheet I will pass around. Make sure you get signed in. Restrooms are right back there.

Should we go around and introduce ourselves first? If you want to start down with Cady on the end.

CADY MACFEE: Good morning, everyone. I am Cady Macfee. I am the Customer Relationship Manager for Relay Missouri.

CHRIS LUDVIGSEN: My name is Chris Ludvigsen. I am the Outreach Specialist at Relay Missouri.

MARC POSTON: Marc Poston, I am Director of the Office of Public Counsel.

WHITNEY PAYNE: Whitney Payne. I am counsel for the Relay committee. I also work for the staff of the Missouri Public Service Commission.

KARI SALSMAN: Kari Salsman, Missouri Public Service Commission staff.

STACY BRADY: Could we hold just a second. It is really hard to hear. I can't hear and I am assuming the interpreters can't

hear.

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[LAUGHTER]

JOHN VAN ESCHEN: John Van Eschen. I am with the Missouri PSC staff.

CLEMENTINE BROWN: Clementine Brown, Adonis Brown's spouse.

ADONIS BROWN: Adonis Brown, Executive Director for the Missouri SILC.

OPEOLUWA SOTONWA: Good morning. My name is Opeoluwa Sotonwa. I am the Director at the Missouri Commission for the Deaf and Hard of Hearing.

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

ROB HONAN: Hello. I have a little bit of a cough or cold today. Rob Honan. I am actually the Director of MERIL, the hard of hearing representative on this Council.

STACY BRADY: Good morning. Stacy Brady with Missouri Assistive Technology. And if -- Kari, if the Council don't mind, I will go into my presentation since I am first on the agenda. I have a very short presentation today.

The numbers for the last fiscal year for -- because we run on a state year for the telephone program we had 946 consumers served. We provided 1,190 devices. Most of those are signalers. We have additional pieces we have added.

On TAP Wireless we had 191 consumers served which has been

pretty steady for the last five years of the pilot. Provided 241 devices. That's a primary device, and some are signalers and others are like the cell phone amplifier or a neck loop. A couple of other devices we offer with that as well depending on the need. Total we served 1,137 consumers.

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Regarding CapTels for the last year, we provided 59 CapTels to consumers with a substantial hearing loss that necessitates a need for having printed text on their device. We did not for the first time in a very long time provide any TTYs, voice carry-over, the traditional style, which is not unusual. With the way technology is changing, a lot of lines will not support those devices.

We are seeing more referrals for analog-based captioned telephone service. That's usually because an individual doesn't have Internet. That's when we get in and find out what their telephone service is so we know how to guide them because as we mentioned in 2017 if the FCC fast tracked being able to make analog lines, digital lines. And TTYs and captioned phones will not work on that type of equipment.

One of the big disheartening things is manufacturers continue to discontinue equipment and there is no replacement. An example is coming up here.

Serene, who manufactured a traditional amplified telephone which we actually helped them design because we noticed an issue with individuals who had macular degeneration, they

couldn't necessarily see amber but they could see blue, but if they picked a phone they could see, then they couldn't necessarily hear. So we asked -- shopped around and brought it to multiple manufacturers, and Serene created a device that you would just flip a switch and you can have amber or blue back lighting on the keys. When they took out their device, that left us only one device with blue back lighting.

As of November 1st, we are introducing the Clarity Alto, very similar to what the Serene HD 70 had and the back lighting is blue.

We also introduced the Sempre Mini, which is a Bluetooth cell phone amplifier. Not much bigger than the size of a half dollar. It can easily be lost. Individuals can use headphones for ear buds, plug it into their device, and it creates their sound audio from their phone or iPad, tablet to their ears. Both of those products are available November 1st.

Right now we are doing five regional trainings. We started with regional training in Nevada last week. Today they are in Gallatin. There is also one happening down in southeast Missouri in Kennett. Another one at Paraquad in St. Louis. And one at Columbia Library all next week for our centers to get up to date on the new equipment as well as make sure that they are on top of previous equipment. We have continued to offer in keeping their skills intact.

I have two certification trainings coming up for some of the

turnaround that has occurred in our offices. One is in Nevada, 5
and the other will be in Columbia. Those are coming up at the
end of the month and early next month.

So our programs have been busy. We are out and about. In
two weeks we will be at the ALDA conference sharing a booth
with Kansas Assistive Technology to help provide services,
information about whatnot. Only Missouri Assistive Technology
and Kansas Assistive Technology, access telecommunications
programs do, but answering any questions that individuals may
have.

We were represented at the Missouri State Fair.

WILS, West Central Independent Living Solutions is heading
Henry County gives back. Here is a number of places our
individuals are going to or they have been at in order to get
information out to individuals. A lot of times it may not
affect them but someone in another city. And they carry that
information back and say, hey, mom or dad, or I have a friend,
and that's how we are getting out the word.

Most importantly -- and I passed around some save-the-date
cards -- our annual Power-Up Conference is taking place
March 30th and 31st in Columbia at the Holiday Inn and Expo up
off Stadium Drive. We are currently in the process of
obtaining information from our call for presenters, and
hopefully by the end of this year, in December we will have
posted that. If you have an opportunity to attend, we

encourage it. Even if you only come for the expo on the 31st. It is a great opportunity to see what all is going on. I know Rob can talk a little bit about it. I know Adonis has a booth usually out there. Commission for the Deaf and Hard of Hearing usually has a representative out at the conference as well. And, of course, Relay Missouri is also present. We do hope you will take the opportunity to come and see what we are about, what the whole conference is about because it is everything!

The last two are my contact information.

Any questions?

RIC TELTHORST: Stacy, I am just curious. The specialized equipment that you purchase, as technology advances do you find that the cost of the equipment is going up or is it coming down?

STACY BRADY: That is a very interesting question. We are kind of in an awkward time right now because of the tariffs. Everything comes in from China. A lot of it is designed in Israel but when it is processed and made it is coming in from China. That is affecting the cost of the equipment.

Now the thing about Missouri is our contract was signed back in -- I believe February is when it was finalized. Does that sound right? John? Kari?

JOHN VAN ESCHEN: Your contract?

STACY BRADY: Yeah, our RFP. You may not get that part of it.

WHITNEY PAYNE: Yeah, I am pretty sure.

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STACY BRADY: Around February. Our costs are relatively locked in. However, any time something changes, that will change our cost as well. And when I say that the Serene HD-70 went off, the AltoPlus came in. A lot of manufacturers are kind and give us a slight discount because we are mass purchasers. Even though I purchase one at a time, I am still mass purchasing.

JOHN VAN ESCHEN: Are the numbers that you -- that -- at the start of your presentation are all of those phones. Are they paid out of the Relay Missouri fund?

STACY BRADY: Relay and equipment fund, yes.

JOHN VAN ESCHEN: Now you guys also get funding from the federal --

STACY BRADY: No. No. No, the communication access programs. And three of us, TAP Telephone, TAP Wireless, and TAP Internet, we are only allowed to purchase equipment and only funded through the surcharge on the state funds. So that's why it is the -- I had to pull this for something very recently. Official name is the Deaf and -- it is like the Deaf and Relay -- Deaf Relay and Equipment Distribution Program fund, I believe is what the official title is.

JOHN VAN ESCHEN: I thought you had gotten some federal funding.

STACY BRADY: Nope.

JOHN VAN ESCHEN: Okay.

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STACY BRADY: And I think I want to say last year the telephone side did like just under half a million dollars of purchasing equipment. Don't hold me to that. But that seems about what the number I saw was. And then there is the other side.

What I believe you might be talking about, John, is we also administer the iCanConnect program which is a federal fund.

JOHN VAN ESCHEN: Okay.

STACY BRADY: That is totally separate.

JOHN VAN ESCHEN: And that money is to buy computers?

STACY BRADY: The FCC is very open about what can be purchased in the iCanConnect program. For individuals who do have the dual sensory loss that has been signed off or as they call it the attestation side of it, a professional that can say that the person has -- that meets the Helen Keller definition, then we can purchase. And I say "we." I don't do much. Brenda does all of it. Any adaptive distance communication access piece is in that. That may be monitors large enough to sustain print that the person may need. It can be a computer. It can be a smartphone, a tablet, the accessory pieces to make those functions work. But it can't be a stand alone device. We are not buying OCR readers because it is not a distance communication piece. It is all about connecting an individual at a distance, similar to what we do in TAP Telephone. You

have to connect someone at a distance.

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Any other questions? Okay. Then I will turn it over to Cady.

CADY MACFEE: Okay. We may have some technology issues. I should have saved it on a disk. I thought I was going to use my laptop today. Now we know for next time.

(Working with technology.)

CADY MACFEE: Here we go. Thank you so much.

Good morning, everybody. I started with Sprint at the end of February. So I came here in April shadowing Michelle. And as of May 1st I have taken over the Relay Missouri contract. I am the Customer Relationship Manager for both Kansas and Missouri.

A little bit about me. I have worked in the relay industry for ten years. I did work for the competitor for nine. I am very happy to be with Sprint. I did work on Sprint campus in Overland Park. I am hard of hearing and I wear cochlear implant. I know it has been said already, but I am already -- I am the co-chair for the ALDA conference that is coming up in two weeks. And I am so excited and ready for it to be over. It is a lot of planning and a lot of work, but it has been a very enriching experience for me.

Can you all hear me okay?

RIC TELTHORST: Uh-huh.

CADY MACFEE: This is Chris Ludvigsen.

CHRIS LUDVIGSEN: Hello, everyone. I just started in my position on August 5th. I was born and raised in St. Louis. A lot of people from St. Louis may know who I am. Currently, I am the vice-president of the Missouri Association for the Deaf, MOAD for short. I am Deaf and I am an ASL user. I have already started on my outreach activities.

CADY MACFEE: I am sure everybody pretty much knows who Chris is. And he -- he is a great addition to our Relay Missouri team because he already knows so many people; so he is networking. And we are working on other areas that need to be addressed in the Relay, and I will talk about that shortly.

So there are some outreach activities that have been done. Some activities were done by the previous Outreach Specialist. He left his position at the end of May, and so I have taken over for a few months until Chris was hired in August.

So these are some of the places that we have reached out to. There is some new events and that would be -- that was my big goal when I took over the Relay Missouri is when I was looking at the previous outreach activities, I noticed there was a lot of outreach activities at Lake of the Ozarks. I am like, not everybody is at the Lake of the Ozarks. We need to hit all parts of Missouri. We need to reach out to everybody, small town, big town, organizations. So I am working with Chris trying to help him understand where do we need to go. So if you have any ideas, you can always e-mail me as well.

Future outreach events are listed. One of the new things that Chris has found and he really enjoyed it was the St. Louis Pizza Festival, and I know it sounds like a food festival but it did have other vendors there as well. And he found the Grilled Cheese Square Off in October. If you are big on grilled cheese, go to St. Louis and try out the grilled cheese and vote for your favorite. There are so many organizations that will be there like Paraquad --

CHRIS LUDVIGSEN: It will be in Forest Park.

CADY MACFEE: The event is held at Forest Park. Paraquad and Deaf, Inc. will be there and so many different organizations that focus on disabilities that will be there. And so I am excited that we are able to participate at this event.

A new thing that we are trying is Coffee Chat. I wanted Chris to meet with customers. If anybody were to see our Facebook post to say, oh, Chris is doing a coffee chat, I need to talk to him about RCC service or my TTY, anything that Relay Missouri provides. I know there are customers out there that want to talk to somebody about it. It may be a hit and miss event. We are going to give that a shot. If you know anybody --

INTERPRETER: I missed.

CADY MACFEE: Hit and miss, we don't know if anyone will attend. We will give it a shot because it is very important to reach out to our customers to find out who they are and what

they need. Chris is going to host two Coffee Chats in St. Louis and -- starting next week is October 18th for the first one and then again in November.

So since April we have been out to 7,000 people at various events, and we are going -- Chris and I are going to work on trying to find somebody that will benefit from our speech-to-speech and hearing carry-over service.

JOHN VAN ESCHEN: So where is the Coffee Chat held at? Is it a coffee shop?

CHRIS LUDVIGSEN: It is actually going to be at the Starbucks in St. Louis. And it is on Westin (sic) Road. (NOTE: That may have been Watson Road.)

CADY MACFEE: Chris made a flyer and he shared it with the -- we will advertise it in various places. So hopefully someone will see it and come meet with Chris.

I wanted to get the feel of Missouri. I know a lot about Kansas because I am the Outreach Specialist for Kansas for nine years, and coming to Missouri, I wanted to learn more about Missouri. And so my coworker, Alana, she is a Relay Conference Captioning manager for Sprint. She is the national level. She and I had come together and we have discussed our plan, and I told her some of these places I wanted to hit and introduce myself as the new Customer Relationship Manager and so we went to St. Louis, Jefferson City, Columbia, and Kansas City. We reached out to 15 people -- I can't read that -- and 13

businesses. In result of that, we had some increase in RCC calls in May. We had three, and in June we had two. July we had one. In August we were back to zero. So we are dropping. So Chris, myself and Alana is coming back in November and we are going to do a round two of RCC trip, and we are going to hit Fulton, Springfield, and Columbia. We have eight places that we are going to stop at, mainly college and university.

So if you know of anybody that would benefit from the RCC service, please let us know who is in that area. We would be happy to make a stop. And after that, Chris should be an RCC pro after this trip. So hopefully he will be able to meet with people one-on-one or at different events trying to educate and let people know about RCC service. It is still new to Missouri. A lot of people don't know or don't understand how it works.

I am working with an individual right now -- wanting to use it for a job interview next week, and we have been e-mailing back and forth constantly. He had a lot of questions. And basically it is -- the best way for me to describe it is a CART service on your phone call. It is kind of like a web CapTel but it is not. It is just a CART service on a phone call. And I am reading everything being said and the plus is that I can communicate with the captioner during my call to say, that's not the right name or that's not the right -- or can you say this for me. So there is a lot of advantages of using RCC.

Instead of showing you guys bar graphs -- I know everybody knows that Relay is not as popular anymore. There has been a decline in number. Instead of showing you that, I wanted to show you a map of the traditional relay calls and where they are made. The red is 500 to 772. That's just for May. That's how many calls happened in May, and mainly there is red in the St. Louis area. The yellow, a few yellow, a little in St. Louis. Purples, 10 to 25 calls in various areas. And then there is -- mostly white. And so -- but this map is -- this is my meeting with Chris. Okay, Chris, look at the map. Let's hit some of the gray and white areas because a lot of small towns they will probably be the one using relay because some small towns, they can't get the Internet to their house yet.

Do you have a question?

OPEOLUWA SOTONWA: I was curious. How many total did you have?

CADY MACFEE: Altogether? I don't have that number with me. I can get back to you.

OPEOLUWA SOTONWA: Okay, sure.

ROB HONAN: Just curious. Would this be a typical month? Are there other months that may be more than others that you are aware of?

CADY MACFEE: It has been kind of slow decline lately. Yes, this is pretty much the average for TRS. Traditional relay, that is using TTY.

Then we have CapTel. If any of you noticed less color -- and I know there is a lot of people not using landlines anymore. That might be the reason. But again there are so many seniors that still have their landlines and this is CapTel, just a regular CapTel, not the Internet, just to be clear.

The highest is in this southern, southeast part of Missouri. I really need to learn my cities in that area. Was it Cape?

STACY BRADY: No. Poplar Bluff.

CADY MACFEE: Poplar Bluff area. Okay. Next slide.

So this is a big thing that I am working on for next year 2020. This is called Taste of Technology. The focus is on deafblind, hard of hearing, and blind community. And what that -- we are looking for -- what we plan to do is host a big event to bring in all of the deafblind, hard of hearing/blind community to educate them about the different technology that will benefit them and help them become independent. This has never been done before in Missouri, and it is a new thing we are doing at Sprint as well.

I am working closely with our two deafblind specialists. One is based out in Seattle; one, based out of North Carolina. They go all over the country to meet with different deafblind people and work with them on setting up IP relay because Sprint has made the IP relay compatible with Braille. And so when we got that rolling, we are telling the deafblind community about

it because a lot of them they want to be independent and make the calls, rather than having the SP, support person make the call for them. They will use our IP relay. It is really cool. If you know any deafblind that are interested in using the IP relay service, please let me know. And then whenever I know that our two specialists are back in town, we will schedule an appointment for them to meet with that consumer.

I am going to be hosting three Taste of Technology personally. One will be in Overland Park. That will have both Missouri and Kansas residents. And the reason for that is because a lot of people live in one state and they work in the other or vice versa. And so there is a large deafblind community in Kansas City, so we agreed to host one in Overland Park. And, Stacy, since our meeting we have decided on our date, May 16 of 2020 will be the one in Overland Park.

I am going to be working on hosting another one in St. Louis just for the Missouri residents, and we are hoping to do that next summer of 2020. And this event will have vendors that have technology for deafblind consumers, and a lot of Sprint services, Missouri TAP, iCanConnect, the School for the Blind. There are so many that are in the loop about this event. They are very excited.

We will have also breakout sessions and we are looking into bringing in a keynote speaker. There are quite a few on the list. I don't know if anybody followed politics but there was

one woman -- I am not good with names at all -- we worked closely with Obama. She recently wrote a book. Does that ring a bell for anyone? She is a deafblind lawyer.

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OPEOLUWA SOTONWA: Haben Girma, the first deafblind individual to graduate from law school.

CADY MACFEE: We are hoping she can come to one of the events.

OPEOLUWA SOTONWA: Also, I have direct contact with her.

CADY MACFEE: Do you guys have any questions?

STACY BRADY: Is anything happening with the VCO STS?

CADY MACFEE: For Missouri, we are working --

(Lots of noise outside.)

STACY BRADY: It is loud.

CADY MACFEE: Thank you for asking. In Missouri we do have visually assisted speech-to-speech service. It is not -- it is on hold mainly because we are changing the platform and we are going through some testing right now. Hopefully by the next meeting I will have updates on that. Once it is released, it will be up on our website and I can send an e-mail as well.

And VCO, no update on that.

Any other questions? Thank you, guys.

KARI SALSMAN: Cady, were you going to do FCC updates?

CADY MACFEE: I forgot about that.

We have some new --

STACY BRADY: I am going to lock the doors so they will stay

closed.

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CADY MACFEE: Everybody has the FCC update. It was just released yesterday to all of the administrators. You all have a copy of it. Feel free to look over it and if you have any questions about anything, feel free to e-mail me and I can send you the actual link. I know Kari has the e-mail as well. So if anybody has questions and they want the direct link instead of typing all of that in, let us know and we will send it to you. There are various updates. We get updates about once a month.

Nothing major. I know there is four pages. But it is just when I look through, I didn't see anything -- I mean there is only one through Sprint and it was all the caption phone providers.

STACY BRADY: Is it okay if I talk?

This update is primarily because of ASR, automated speech recognition. In August, the FCC posted requesting comments because three companies submitted requests to be ASR providers. And so the first deadline has passed and now we are into the second part of comments and such. I believe we have until the 19th, thereabouts, to make the next set of comments --

CHRIS LUDVIGSEN: I think --

STACY BRADY: -- it is related to the companies responding to the comments that were about the original proposal related to automated speech recognition. There is a lot of comments.

Cady did a great job listing most of these.

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CADY MACFEE: Oh, I didn't do the list. She worked directly with the FCC. So every month she would do updates and send it to the state administrators so they are in the loop as well.

RIC TELTHORST: Could you provide a copy of that to us electronically so we would have those links if anybody would want to drill down a little deeper into the comments?

CADY MACFEE: Yes.

KARI SALSMAN: I can e-mail it to everybody.

STACY BRADY: One more comment. The other thing is while you will see mostly companies responding, agencies, individuals are also allowed to comment. And that's something a lot of individuals do not -- are not aware of. So maybe if you don't want to be recognized for your state for doing something, comments are allowed to be made by the general public at any point as well.

JOHN VAN ESCHEN: Is there anything being considered for, I don't know, for states to take over in any way or shift some of the burden of providing funding certain relay services that are currently solely funded through the federal relay fund?

CADY MACFEE: Yes. I am still learning about what I am doing and how everything works. So I am sure Stacy probably could answer it better.

STACY BRADY: So I went to the Telecommunications -- TEDPA, TEDPA. The FCC's Elliot Greewald was a speaker. He gave the

same speech to the National Association as well as the ITRS, and I don't know exactly what it means. Anyway one the things they relayed was because of the \$104 billion budget, 900 million of it was really into IP CTS only that it -- they are considering when they start dwelling down and looking at what is happening that perhaps shifting intrastate calls down to the state to pay for. And so I have a question for you all because this is a huge potential aspect.

How much -- with the cost -- and we don't know what the costs will be, and part of what ASR is supposed to help alleviate some of that cost, if it goes that we need to increase the cost for the relay fund, how much are we allowed to increase that? Because there is a maximum that it can be increased.

WHITNEY PAYNE: I can't remember what it is off the top of my head.

INTERPRETER: Could you repeat your question.

WHITNEY PAYNE: There is a cap but I am not sure what that is. I would have to look into that.

OPEOLUWA SOTONWA: I do feel that we need to increase that back because I do remember, it was going to be cut two years ago and I did raise my concerns about that funding being cut. It would impact our ability to administer programs going forward. I remember at that time, I think it was about 5 million in that account, and now I am noticing it is 2.5. It

has dropped down to just about half. If there is anyone I need to speak to about getting that, let's get it done. We need to increase that fund. 21

STACY BRADY: Pardon me. This is Stacy. Another suggestion is -- and this is always the scary part -- at what point do we start putting the fund request on wireless lines? And I know that requires a legislative change. At some point -- even if it is a penny on everybody's phone lines regardless of the type of line, there is at some point there is that tipping scale.

OPEOLUWA SOTONWA: So I think the big concern is if we have too much money left in the account, then legislature may want to take some out of there but I am not exactly sure. It just depends exactly what the funds are used for. We have to tie it specifically to -- let's say Missouri Relay, your goals, instead of having it go off -- if it doesn't align with the goals, then it may be taken away. But remind legislature, you have to leave the funding there for these purposes. Sometimes federal programs change at national levels, so they will match state funds. And if we don't have enough funds to match that, we can't take advantage of federal programs. And that means that the people we serve here at the state level --

WHITNEY PAYNE: If we seek a change in the legislation, we run the risk of also having the legislature want to incorporate more into that. Am I correct?

STACY BRADY: This is Stacy. Right now the fund is protected

and that is the unified and statewide --

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That's one great thing but, yes, Whitney, you are right. If we open that up, they can do whatever they want to change that and it would not be necessarily protected. A lot of states have gotten in trouble with that.

RIC TELTHORST: This is -- go ahead.

OPEOLUWA SOTONWA: Go ahead.

RIC TELTHORST: This is Ric. Just a question. What is the surcharge right now?

KARI SALSMAN: Four cents per month.

RIC TELTHORST: When was the last time it was changed.

KARI SALSMAN: From six cents -- it used to be on the graph but it fell off because we only do it for the last two years.

STACY BRADY: We voted to maintain in December of '18. That means it can't be reviewed again until next year.

OPEOLUWA SOTONWA: If I am right, we have the authority to increase or decrease through rules. I think that's where we follow. It is not through legislature. It is filed through legislature. But if we do it, it opens up opportunities for legislature to stick their nose in it. But we change through rules. It is easy to do through JCAR. All we have to do is public comment and that's a smooth process. Just throwing that out there.

JOHN VAN ESCHEN: Well, just to be clear, the Missouri statues identify restrictions on how often the Commission can

review the surcharge. And I think right now that reads something like you can't review it more than once a year, but you have to review it at least once every two years. And so the Missouri Commission has the authority to adjust the surcharge however they see fit. And that surcharge right now is only applied to landline telephones, and it is four cents per line.

What Stacy was talking about, if the surcharge would be applied to wireless phones, that would require a change in the statutes. And so I didn't want there to be any confusion. There are some things that are within the Missouri Commission's authority that are currently spelled out in the Missouri statutes. Other things, like applying the surcharge to wireless, that's beyond the Commission's authority. That would require a change in the statutes.

STACY BRADY: That same statute would have to make it a permanent mode, but right now we are still in pilot mode. But the problem is we still have to fund it.

JOHN VAN ESCHEN: I don't know. Just speaking for myself, I don't see the Missouri Commission proposing legislation to change things.

OPEOLUWA SOTONWA: No, no. I agree.

JOHN VAN ESCHEN: That would probably be handled by other groups that are interested in that.

OPEOLUWA SOTONWA: Absolutely. That was something I was

planning on saying too. If we need to increase that, we need to stay with the current scope of the program and not try to expand it because if you try to expand it, that would mean it would require legislative action on that. What we would propose, it would be a big question mark, with a lot of amendments, or topics that are -- a lot of additions that are off topic. The scope as it is right now, the authority, you know -- we have a limited power of authority. So when the time is right for us to do our increase, we can do that. But for right now we can hold that in the back of our minds. Maybe at the next meeting we can put it on the agenda and discuss it and then members will have a little bit more information that can help us make the right decision whenever the time comes.

KARI SALSMAN: Should we do the staff report or do lunch?

JOHN VAN ESCHEN: Let's do staff's report.

KARI SALSMAN: Missouri PSC staff report. We talked about the first item, which is the Relay Missouri fund balance. As Ope has said, it is about 2.5 million as of September 30th. That's a decrease from 2.9 million the last time we met.

The target for that is 5 to 9 months worth of funds expenses, and we are still well above that. The high end of the target is 1.2 million.

Any questions on that?

The next two items deal with our committee, the Relay Advisory Committee positions. I am going to do them out of

order. We have two new committee member appointments. Adonis 25
Brown is representing the hearing on our committee now. And
Marc Poston is also representing OPC as a permanent member. We
have two vacant positions. We have had the speech impaired for
quite some time now. We still need to work on trying to get
that filled. And then I am not sure if the whole committee
knew. I don't know who the e-mail was sent to. But Ernest, he
on -- effective August 28th is no longer on the committee. He
moved to Louisiana to be the superintendent of a Special School
District. Now we have a vacancy to fill one of the Deaf
positions. So we can do like we have done before if anyone has
anyone in mind, e-mail the group. We can try to get those
filled. Does anybody have any recommendations now off the top
of their head?

OPEOLUWA SOTONWA: I have one. I recommend Chris.

KARI SALSMAN: I was thinking the same thing earlier.

INTERPRETER: There is a side conversation mentioning a
conflict of interest.

OPEOLUWA SOTONWA: Oh, you are right. There may be a
conflict of interest. I withdraw that.

ROB HONAN: So, for which slot?

KARI SALSMAN: We have it for -- on the back page of the
agenda, you can see down where it has the appointed members,
there is a vacancy to represent the deaf and a vacancy to
represent the speech impaired.

OPEOLUWA SOTONWA: Just a heads up, using that word

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"impaired" may be something we not use moving forward. To the community, it is offensive to have the term "impaired." So we need to change that.

WHITNEY PAYNE: I think it is because it is actually stated in the by-laws that way but I can verify. We can refer to it as something else.

OPEOLUWA SOTONWA: I would propose we change it in the by-laws because it is offensive.

WHITNEY PAYNE: What's the correct term?

JOHN VAN ESCHEN: What would you change it to?

OPEOLUWA SOTONWA: Is it hearing impaired or what --

WHITNEY PAYNE: Speech impaired.

OPEOLUWA SOTONWA: Oh, okay. I thought you were saying hearing impaired.

KARI SALSMAN: No. That one is listed as hard of hearing, and Rob is our representative.

STACY BRADY: This is Stacy. I am seeing more and more in a lot of different documents saying "with speech difficulties" versus "impaired". Is that what first person language is being used now? Speech difficulties?

ADONIS BROWN: Speech difficulties.

OPEOLUWA SOTONWA: When you use the term "impaired", that could come to mean that the person is defective or the person must be fixed by medicine or something. That's probably

something we should probably avoid.

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JOHN VAN ESCHEN: Good point. So, Stacy, you suggested "speech difficulty"?

STACY BRADY: Yeah. Adonis and Rob both work in IL centers with that first person language. They would probably be better consultants for what they are hearing.

ROB HONAN: I mean I can look it up. Speech difficulties. But I am not exactly sure of the right term to be honest.

WHITNEY PAYNE: Maybe we keep this as an open discussion and let me know. I have a mod -- I have not modified the by-laws since I have been helping out. I would have to figure out how to do that anyway.

ROB HONAN: Regarding that, I have someone in mind who lives in St. Joe who works for the newspaper. He is a really good community asset. I could ask him if he is interested if you want me to, let him know about the Commission or the committee and get back to you.

KARI SALSMAN: Okay.

CHRIS LUDVIGSEN: For the Deaf member, we have an MOAD conference this week, and so I can see who is interested there. And then I can give you contact information based on what I get.

KARI SALSMAN: That works. If there is somebody there that is interested, if you want to, have them e-mail me and April stating their intent they would like to be on the board and

also attach a resume.

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CHRIS LUDVIGSEN: Perfect.

STACY BRADY: I would ask another question. Is there something that has to be filed with the -- has to do with the taxes and stuff -- I can't think of the name of it -- as part of being a Council member?

JOHN VAN ESCHEN: For taxes?

RIC TELTHORST: Financial --

STACY BRADY: Financial disclosure, is that something members have to do as well?

KARI SALSMAN: I don't think.

WHITNEY PAYNE: We have not required it.

JOHN VAN ESCHEN: No.

STACY BRADY: Okay.

RIC TELTHORST: This is Ric. And, Kari, I have mentioned this to John. But I wanted to let everyone know that I am going to be retiring December 31st --

WHITNEY PAYNE: We don't accept!

RIC TELTHORST: But more importantly than that for the purposes of this committee, our association is dissolving December 31st.

STACY BRADY: Oh.

KARI SALSMAN: Oh.

RIC TELTHORST: On a going forward basis, you will have to amend your by-laws. I think it is in the by-laws. Or is it in

the statute? It might be in the statute.

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WHITNEY PAYNE: I will have to check. It may be in both.

RIC TELTHORST: I would encourage you to somehow make a seat available for someone from the telecommunications industry, but I don't really have a recommendation on how to select that individual. But I think it would be good to have someone here present to be a conduit to the industry. But in the absence of an organized association, I am not sure how you might do that. If this paid a little bit more, I would stay on.

[LAUGHTER]

Anyhow, that's something to consider for how to change the by-laws.

JOHN VAN ESCHEN: I think we will want to change the by-laws to reflect that.

WHITNEY PAYNE: We have to.

JOHN VAN ESCHEN: It would be a good time to change the name of "speech impaired" to "speech difficulties" or something similar --

WHITNEY PAYNE: Maybe --

JOHN VAN ESCHEN: -- whatever the group might be comfortable.

WHITNEY PAYNE: Maybe it would be --

OPEOLUWA SOTONWA: Yes.

WHITNEY PAYNE: I was thinking it might be a good opportunity to send the by-laws out to the whole committee and we can verify if there is anything else as long as we are going

through the process, if there is anything else we need to change or address.

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STACY BRADY: There is quite a few, like updates, that need to be made from the FCC point of view.

WHITNEY PAYNE: We can start a red line version with the changes that need to be made and everyone can give input.

KARI SALSMAN: Any other questions or comments on the staff's report?

Does anyone have any other thing to discuss in general, any type of open discussion items?

OPEOLUWA SOTONWA: I have something. I actually have a few things I would like to share.

First of all, our office now has eight staff members. So we have a new position for the hearing aid distribution program for low-income Missourians who are unable to afford hearing aids. We had about \$100,000 for funding for that. But we started accepting applications for people all over the State of Missouri. And recently we had to put it on hold because of a law. We had to file the rules with the Secretary of State and with JCAR. So we do have to redact the rule for right now until the Commission is able to approve that at their meeting on Thursday of this week.

Secondly, I would like to share about the deafblind program that we have regarding SSPs. We are continuing to provide those throughout the state. We do have two contracts in place;

one from St. Louis, and one from Kansas City. This year we will be granting the funding to a Kansas City agency which is named Beyond Interpreting. They serve all deafblind Missourians. So that is when this will work for this fiscal year. We have \$300,000 for that.

The third thing I would like to share is regarding my involvement with the 911 board. We recently received federal funding, \$3.2 million. That's basically to improve our 911 foundation throughout the State of Missouri. That money is to be divided throughout different counties to basically help improve their 911 services that they have and to start offering next generation 911. We are thrilled to be having this happening.

And we are going to have an -- we are having our annual Missouri Interpreters Conference starting on Friday at Lake of the Ozarks. And it is actually at Tan-Tar-A which now changed their name to Margaritaville which is an entertaining name. We have that on Friday, Saturday and Sunday. We will start with our keynote speaker on Friday evening, and we will also have some breakout sessions and workshops for the conference on Saturday morning. We are going to have the Governor's proclamation breakfast in addition to all of that. And then on Saturday, as well, we are going to have the Deaf Empowerment Symposium.

So something that is unique about this year's conference is

we are collaborating with the Missouri Association of the Deaf 32
to basically have interpreters and the Deaf community get an
opportunity to come together throughout the conference so they can
experience that together. We want to basically have
socialization opportunities for all of them as well. They may
only encounter each other whenever they are working out in the
community. We do have workshops all day and in the evening we
will have our banquet. We will have recognition of a few
individuals and some awards.

I do appreciate Sprint's support at our conference this
year. I wanted to throw that out, Cady, thank you so much.

I think that's all. And I don't know if anyone has any
questions for me.

KARI SALSMAN: Does anyone else have anything to discuss?
No. If you want to we can look to see when to set the next
meeting which would be in April. Generally, they would be on
Tuesdays. I don't know if that will continue to work for
everybody. What about Tuesday, April 7th or the 14th? If
anyone has a preference --

CADY MACFEE: That's the week after your Power-Up; right?
Would you rather wait two weeks?

STACY BRADY: Doesn't matter. I was looking to see the
holidays. And there is Passover that starts on the 8th. I
don't know if it affects anyone. And the 14th is right after
Easter. And there are a lot of schools that are out in those

time frames. I can't tell you what our school is out.

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KARI SALSMAN: What about the 21st?

OPEOLUWA SOTONWA: We are talking about April. Correct?

KARI SALSMAN: Yes.

CADY MACFEE: I like the middle.

OPEOLUWA SOTONWA: Another option too, I don't know with March, that way we would be able to keep our eye on legislative business more closely and still have time to have more of a discussion about it at the meeting and we had the meeting in March. Really by April that's kind of like the second lap of session. It can be a little bit late, you know, if there were any issues we wanted to approach. I am just kind of throwing that out there to keep in mind.

WHITNEY PAYNE: Will March 24th work? Late March?

STACY BRADY: That's a week before Power-Up; I can't do it. And spring break falls in there for a lot of people, too.

KARI SALSMAN: Oh, yeah, that third week.

If we did early March, like March 10th --

OPEOLUWA SOTONWA: This is just a suggestion. We don't have to do it that way. I just wanted to let everyone know.

INTERPRETER: What was the most recent date? The interpreter missed it.

KARI SALSMAN: I mentioned March 10th.

JOHN VAN ESCHEN: Late April.

KARI SALSMAN: April 21st or the 28th. 21st?

WHITNEY PAYNE: 28th works better for me. I will be out the 21st. 34

KARI SALSMAN: April 28th? We will do the same time at 11:00. I will try to see if I can get it back up on the third floor so there is not as much noise from the cafe if that room is not already booked. I will send out an e-mail.

INTERPRETER: You said the 21st. Correct?

KARI SALSMAN: 28th. You guys have a conflict on the 28th?

CADY MACFEE: Not at the moment. We have not booked anything that far in advance other than the Power-Up. I know we are going to go. I know May 13th, I believe, of next year is the ADA celebration or symposium. It will be the national level one. It will be in Kansas City, Missouri. That would be a good one for everyone to attend.

KARI SALSMAN: Okay. We will go with April 28th. Like I said, I will send out an e-mail so everyone has that if they don't have their calendars just to confirm it. I will try to get the room upstairs so we don't have the noise factor. And if nobody has anything else, we can have lunch and people can trickle out as they choose.

JOHN VAN ESCHEN: What is lunch?

KARI SALSMAN: We have McAllister's back here. Since Rick's closed down, I am sure that Ric came today because the joke is he comes for Rick's lunch. There are sandwiches, cookies, chips, tea. I am sure you heard the guy bring it all in.