

Relay Missouri Advisory Council Meeting

October 27, 2020

CART Reporter: Kimberly A. Pfleinger Schacht.

RPR, CRR, CRC, CCR, CRI

(Meeting held online via Zoom.)

APRIL MASON DONOVAN: Okay. This is April and -- I am on my iPad. I will start discussing about -- the program.

(Too many voices at the same time.)

Who is going to do that part?

WHITNEY PAYNE: Kari, you are in charge of that part.

KARI SALSMAN: The equipment program --

APRIL MASON DONOVAN: I thought so, but yeah.

So we will --

STACY BRADY: Perfect. All right.

So this is kind of -- pardon me, this is -- this is what is happening with the Missouri Assistive Technology and the Telecommunications Access Program.

We are still providing the services to consumers and still ordering equipment.

We are being as creative and flexible as we can be to ensure that consumers are given the best available equipment for their needs. Offices that are operating are doing so with protective procedures in place, including PPE, sanitational procedures,

health screening precautions and limited contact. Offices that are not operating are referring their consumers to TAP and we are working through the process with consumers to ensure that those individuals will be served. 2

On top -- I will talk about that a little later on. We have been doing some training. Demonstration sites are required to attend training as it relates to the equipment, changes in the program and updates.

Pardon me. (Clearing throat.)

Our biggest event, Power-Up, unfortunately, was cancelled and that's where we typically provide training. We met by Zoom in September getting a feel of how offices are handling demonstrations. I met with RSB who held via virtual meeting in October to discuss updates in the program, and then the next meeting is -- TAP is scheduled for November 4 where we will do an update overview with the offices, a refresher course for the equipment and any changes for equipment.

And then in the future we will be doing a new certification training as we have got a number of individuals who are retiring and we have had a number of individuals who have left for a variety of reasons for their centers. Those replacements have not yet been hired. That's a little bit what is going on there.

I want to go back and talk about some ways we are providing demonstrations when a traditional demonstration cannot be --

One of those ways is for -- in home demos. This is for people who are independent or have natural supports. Demonstration -- a consumer's residence and are left outside the door at a specified time. The demonstrator will wait outside the home or facility, and we say "facility" because this affects a lot of our nursing homes and assisted living sites. While the demonstration happens inside, the consumer sets up the device, tries it with the ability to call the demonstrator who is waiting outside to -- this is for troubleshooting. Once the individual determines the device that works, they notify the person what device they want. They pack up the equipment and place it back outside the door and the demonstration site person will pick it up. The application is completed and given back with the equipment as well. So that's one way we are doing things.

Another way is virtual at-home demos. So specified offices who opted to do this have an extra set of equipment that they can send to the consumer. The consumer will set up the equipment and can video chat with the demo site for troubleshooting. Now this does require an appointment and access to Wi-Fi, but again it is another way of getting something for somebody.

It has worked well for the few of our consumers who use this option. The demo site can see exactly what the consumer is doing and the consumer can ask questions along the way.

And actually one of Rob's persons did this in his area.

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ROB HONAN: (Thumbs up.)

STACY BRADY: Then we have home via TAP which is available only through the telecommunications access office, through me. I, after a brief interview, verify the individual's need and will send a limited number of devices to that individual to try. They will set it up. If there is a match, the consumer completes the paperwork. Box is returned postage paid. We are paying to send it back too, and the paperwork should be in with that box. And we will sanitize and process the application. And then last our renewals. And consumers who are happy with their equipment want the same piece of equipment. We just provide them that equipment, but they do have to complete new paperwork. So that's -- nothing has changed on that.

So switching topics, outreach -- and Cady may have something to add to this in a little bit. But over the summer Relay Missouri, HS Medical and the TAP program met via virtual meeting and e-mail to discuss better ways to present our programs for individuals with speech disabilities. The idea was all three of us worked together were ensuring that people who have laryngectomies were able to communicate via telephone, relay, or equipment. And one role was to tie the programs together for a person who perhaps may be waiting on their electrolarynx post surgery, or if their equipment was not working they have another way to have communication. One is to

know relay is available and types and awareness of the equipment, and use the relay they need, and how to get the equipment they need or teletalk if appropriate.

Cady, do you have anything to add to this?

CADY MACFEE: This is Cady. Yeah, I added that to my PowerPoint. So we will discuss more later.

STACY BRADY: Thank you.

All right. And then some last changes that have occurred at a federal level. The Internet protocol caption telephone services known as IPCTS will have a rate change beginning September 1. It will go from 158 to 142 with annual change of July, 2021 going from 142 to 130. And why we bring that up -- again, that's Internet-based only -- but earlier this year the FCC also brought in automated speech recognition which falls under IPCTS as well. And there are two companies currently approved, CaptionMate and MachineGenius, with several pending applications. Where this impacts what Missouri Assistive Technology does is with Google transcribe live, they are able to do Zoom meetings, video chat and more. And then as the technology becomes more and more available, we are actually getting ready to test (?). It is going to be available to the general public. We may see the impact of equipment because of the technology and so people accessing the equipment program or even wireless program may change, either to supplement what they have or just going wayward as we continue to lose wireline

services.

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So the other impact it is going to have is people's need to access equipment including cellular phones, but accessing the Internet and data which is how these devices have to work with the Internet or data impact.

And that completes my report.

APRIL MASON DONOVAN: This is April. Do you have any questions related to Stacy's presentation?

STEPHANIE LOGAN: I am curious --

JOHN VAN ESCHEN: Stacy, this is John Van Eschen. I appreciate hearing about what you are doing in regards to COVID. I just wondered, overall, is that affecting the total amount of equipment that the program is distributing to consumers?

APRIL MASON DONOVAN: Hold, hold, hold, John. Stephanie asked a question first, and then we will come back over to you. Hold on real quick.

INTERPRETER: Let me -- this is the interpreter. Hold on. Let me see if I can see.

Now I can see everybody.

STEPHANIE LOGAN: Did you see an increase in asking for equipment, did you see an increase in that?

STACY BRADY: This is Stacy, and right now it is kind of been all over the board. So when COVID first hit, everything in the world just stopped. Where a number of our consumers were

finding their needs, nobody could get in and nobody could get out and how the -- and offices were closed. I mean it impacted everything.

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As we have muddled through that, it has picked up some. I still have offices that are closed. They are in high risk areas. I am sorry. My TTY is ringing.

(Phone ringing.)

I turned the ringer down. I am sorry.

We still have offices that are closed because they are in high spike areas or because most of the offices we work with, our Centers for Independent Living or other disability specific agencies, they are at risk. So in trying to minimize the infection amongst their own staff, it has been a high priority. And people are starting to realize more and more that their family member is needing some sort of equipment. So we are starting to see the trend go back up to obtaining equipment, whether it is because they have been isolated for so long or because offices are open. I am sure there is a correlation. But it has had a huge impact on our ability to provide services which is why we have gotten creative.

And now my regular phone is going off. I apologize.

APRIL MASON DONOVAN: This is April.

Does that answer your question, Stephanie?

STEPHANIE LOGAN: Yes, it did.

APRIL MASON DONOVAN: Okay. Now we will go to John. Go

ahead, John.

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JOHN VAN ESCHEN: I believe Stacy just answered my question. I was interested in the volume that the equipment program was doing and she had talked about it initially stopping when the virus first emerged and it has recently picked up.

APRIL MASON DONOVAN: Okay. I am going to ask the interpreter to lower the screen a little bit.

CART REPORTER: This is Kimberly, the CART reporter.

APRIL MASON DONOVAN: I have a question related to the equipment updates. Any questions about the equipment updates? Any questions?

CART REPORTER: April, could you please mute yourself if the interpreter is going to speak for you. It is hard to hear both voices speaking at the same time.

Perfect, April! Thank you.

APRIL MASON DONOVAN: So do we have any other questions? This is April speaking. Any other questions?

We will proceed to the next topic.

Going once?

Going twice?

All right, done.

Okay. So if you have any other questions that just pop up, then go ahead and type it in the chat box. We will be happy to answer your questions.

So now next we are going to go to the Sprint report from

Cady.

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CADY MACFEE: Good morning, everybody. I am going to be sharing my PowerPoint, and I am going to ask everybody except for the interpreter to shut off their video. Then if you want to speak, turn your video on. Thank you.

I hope everybody can see the video, the PowerPoint and --

I am trying to adjust my screen right now. Hold on just a second.

Sorry. Good morning. I am Cady. I am the relationship customer manager for Sprint. We are now known as T-Mobile Accessibility. I am working from home and I have two dogs in the room with me. So if you hear one of them snoring, he is a small Yorkie and he is really loud! So I apologize in advance if you hear it. It has been a while since we have talked. There is a lot going on in Relay Missouri, and I am excited to be here to share some stuff with you.

So unfortunately because of COVID we were not able to attend many events this year. We were looking forward to going to Power-Up, the State Fair and others that we go to annually. So all of the events were cancelled for the obvious reason.

In April I hired Dawn Shipman. She is from Missouri, and she has been an excellent addition to the Relay Missouri team. She is still learning and growing, and I am going to give her an opportunity to speak when we get to the outreach report.

I am sure many of you have been watching the news and you

have seen that Sprint and T-Mobile have merged. We are merged. 10

We are now T-Mobile and we are also known as T-Mobile Accessibility. We are working on the other stuff but our team name is now T-Mobile Accessibility. So don't go to the website and type into T-Mobile Accessibility because it is not there yet. We still have some Sprint stuff. But it is just -- I mean it is a work in progress. So right now if you need to look up anything for Relay Missouri, just go to Relay Missouri website.

So back in March we all experienced COVID and everybody was forced to stay home, and that caused the call volume for traditional relay service and CapTel to increase tremendously. And I hope you can see the graph on your screen. We are the dark forest green. We are right here, July of 2019 and then all of a sudden in March it has gone up, and then April there is a big spike and it kind of got down in May and June. This is because people can't visit their loved ones using either TTY or any kind of devices that requires them to call relay service. So -- and, you know, video phones are all, you know, tied up as well. So we are getting a lot of calls using TTYs just because people want to call somebody, and there is a wait time for operators.

Here is fiscal year 2020. And in July you can see we have over about -- over 20,000 call volume, and then it is kind of going down slightly. We don't have the October numbers yet.

So we are going until September.

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And here is the CapTel call volume for 2019. If you can see where the dark blue is, we average just below 5,000 call volume for the -- then in 2020 fiscal year we are now the green. So we got a little -- it pretty much remains about the same.

Relay Conference Captioning. Before COVID I was really getting out there promoting it because I wanted to see an increase in numbers. I did a couple road trips, went to Springfield a couple of times. I have been to St. Louis, Columbia, Jefferson City, just trying to stop by different organizations and promote Relay Conference Captioning, otherwise known as RCC. In January we did see a big jump. I mean, yeah, in the beginning of the year compared to last year it was maybe averaging three a month. But now we are seeing 14 in January, and there was 17 in February and then I hope it is like the mountain because you will see a growth and then you will see it downhill, then you will see it going up. So 14 in March, it went down to 4 in April, down to 2 in May, and 1 in June, and it spiked up to 11 in July, back down to 3 in August, and spike a little bit in September to 8. I am interested in joining anybody's meeting or if you know anybody that is interested in learning about RCC, please reach out to me or Dawn. We would be happy to join any virtual meeting.

And we have also extended our RCC hours. So Monday through Friday it is from 8:00 a.m. to 8:00 p.m. And then we added

Saturday, it is 8:00 a.m. to 2 p.m.

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So in the beginning of April, I hired Dawn. And it was just kind of slow moving because we don't know what to do to do outreach because we can't go anywhere. I just kept looking on Facebook and talking to different people about how can we do outreach and, you know, be safe. And somebody mentioned goody bag, and I gave it a shot and I passed it on to Dawn, and it has been really great. Dawn, if you want to get on the screen. I am going to play the slide show, and I will let you talk about your experience.

DAWN SHIPMAN: Yeah. So it has been honestly super rewarding and exciting to be able to actually do something, to actually get out there and like Cady said, do it in a safe way. I have had a really wonderful response from everywhere from as far south as Boonville, to all the way up north to Liberty. All of the activity directors and community activity people that I am talking to of the facilities are thrilled to have somebody come in and be able to -- obviously, safely just drop something off for their residents. But a lot of residents, you know, as you know are very, very isolated. Family cannot come see them. Some places, you know, they are even going back down to lockdown as places are spiking. But most places are so thrilled to just have something for their residents to do, to look at and have services offered to them. So it has been not only rewarding and exciting to get out there and feel like we

are doing something to help those people that we know have been 13
really, really isolated.

And so like Cady shared, we have been giving individual goody bags with candy inside, a little bit of a giveaway, a pin, a mask, and some brochures, TAP brochure, Relay, and then CapTel for right now. And so those have just been like I said the best thing because outreach, you know, things kind of halted once COVID started. So the idea that Cady had to just get out there and do something really made me feel like I was making a difference, hopefully, in a lot of these residents' lives hopefully.

CADY MACFEE: Thank you, Dawn.

Stacy mentioned earlier that we are doing something with her with Atos Medical. We are doing something with people with Atos Medical with speech difficulty. We have not done the goody bag yet. Haven't you, Dawn?

DAWN SHIPMAN: Yeah.

CADY MACFEE: Another idea we have in mind we would like to do is do a bag just on our RCC service. So if you work for an organization and you are interested in getting just a basket of bags for your office, so if you know of a customer or somebody that might benefit from using the service, they would just grab a bag on the way out. We are just trying to find ways to get the word out there. I have done 178 interviews. Deaf, Inc. -- I will wait.

Deaf, Inc., has interviewed me in August and that's on their Facebook page. And I mentioned about RCC services and other services they can use during, you know, most of us are working from home and everything is virtual. So I talked about our services, doing that. Let me know if you are interested in getting a goody bag for our service, not just RCC. 14

And Dawn mentioned that we have masks. And I think this is the best idea ever. I know that a lot of people are wearing a mask. But sometimes people forget or they have a mask break. We would like to donate just like a basket to organizations all over Missouri for them to distribute to people who might forget their masks or if they just, you know, need an extra mask. This is what it looks like. And the back it says, Relay Missouri, and it is just a disposable mask. It is pretty cool. Please reach out to me or Dawn if you are interested and we will get that sent to you.

Future outreach events. We are not going anywhere, unfortunately. We are not signing up or anything until we know it is safe to get out there and be around people. We are interested in participating in meetings or virtual events, and we will be happy to share about our products and services.

And Dawn will continue to do goody bags for various organizations across Missouri. She has been very successful. She averages three to four stops a week which is amazing. And we just hope people are enjoying it, and we are looking for

other ideas to do outreach.

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Okay. Now I will turn -- I will stop sharing my screen, and everybody can get back on video if they wish to be seen. Do you guys have any questions?

STACY BRADY: This is Stacy.

CADY MACFEE: Hi, Stacy.

STACY BRADY: So I know you were covering RCC, but I have a question related to TRS. Realtime text calls, those use voice minutes. They are on smart phones. Does that go through TRS or is it considered IP TRS or do you know?

CADY MACFEE: Realtime text. Karl or Chris, are you able to answer this?

I don't think --

STACY BRADY: Let me clarify real quick. That would be if the call is going through a relay and somebody has called the relay first to make a call. So ...

APRIL MASON DONOVAN: This is April. Karl, do you have an answer for this one?

KARL EWAN: Hi. Good morning! So this is Karl. I am Cady's manager and so RCC is not an FTC support services, not -- it is not recognized by FCC at all. It is completely separated. RCC is meant to provide captioning support during the calls, during conference calls. So there is no way for us to -- for the FCC to do the minute use. So it is used as a bridge, as a connection for the phone and that's it.

STACY BRADY: Not talking RCC. I am talking about -- I am going to let Jeff sign. I am talking about realtime text.

KARL EWAN: Oh, no, no, no.

STACY BRADY: Okay. Thank you.

KARL EWAN: Good.

APRIL MASON DONOVAN: Stephanie, okay.

STEPHANIE LOGAN: So the numbers are showing all over Missouri or is it in general like nationwide? What numbers are you seeing?

CADY MACFEE: Missouri.

STEPHANIE LOGAN: Okay.

APRIL MASON DONOVAN: This is April.

So I think I see my question there in the chat. I did have a question about contracts between Relay Missouri and PCs. Do we have to change the name to T-Mobile instead of Sprint?

CADY MACFEE: Okay.

CHRIS SMITH: Yeah, this is Chris Smith, the senior Director for T-Mobile Sprint. The answer to the question is: There does not need to be any changes at this point for the name. So we will proceed as-is for now. I have had this question come up a couple of times with our legal. So that's the answer, the direction that we have been given.

APRIL MASON DONOVAN: Thank you so much, Chris, for answering my question. Do we have any more questions related to Sprint report?

All right. Let's go ahead and once, going twice? Not at all.

So next topic on the agenda is Missouri PSC staff reports. Take it away.

JOHN VAN ESCHEN: Kari, are you there?

KARI SALSMAN: Can you hear me now?

JOHN VAN ESCHEN: Yes.

KARI SALSMAN: Somehow I had myself muted on the phone and the computer. I don't know.

So for staff report, the first item is the Relay Missouri fund balance update. The balance of the relay fund as of September 30th was 1.9 million. As you know a few years ago we reduced the surcharge from 6 cents to 4 cents in an attempt to get the fund balance down into within the target range. We want it to be between five to nine months of expenses. So it is definitely helping reduce it. We are still above the target range, but we are getting there. And we are going to be reviewing the surcharge within the next month -- couple of months also as required.

The next item under the staff report, committee vacancies and term extensions. First, I am going to go over the term extensions. We had five of our members terms were up between April and June of this year, and we did not meet in April to discuss this. I reached out to each of the five to see if they would be interested in having another three-year term, and they

all were very grateful to be asked and would be happy to serve on the Relay Committee. The five members whose terms were up were April, Rob, Stephanie, Claire, and Scott. Claire and Scott are not on today's call, but they did say by e-mail they are interested. So, Whitney, did we decide how exactly to get these terms extended? 18

WHITNEY PAYNE: As far as I know, it is just the person accepts it. I would say it would not hurt for the board to go ahead and vote on that as well just to confirm that they also would like to extend that person's term. DVR or the Committee I should say. Sorry. I am switching between responsibilities.

KARI SALSMAN: Should we do it right now in the meeting?

WHITNEY PAYNE: We have a quorum I think in the meeting.

KARI SALSMAN: Okay.

WHITNEY PAYNE: I never thought about how the word "quorum" would look in sign language. It is very interesting.

APRIL MASON DONOVAN: Okay. Somebody make a motion. You have to make a motion or how does this work?

WHITNEY PAYNE: I think, yeah, I guess a motion would probably be the most proper to say. And, Kari, whose terms are expired?

KARI SALSMAN: There was April, Rob, Stephanie, Claire, and Scott.

WHITNEY PAYNE: Just a few.

[LAUGHTER]

Well, then I guess I will go ahead and start the motion for April's first, and then I will let her start motions for the remaining members. 19

So I move that April's term be extended. Yea or nay? Does anyone oppose?

ROB HONAN: Do you need a second for the motion. This is Rob.

WHITNEY PAYNE: Probably not a bad idea. Are you volunteering?

ROB HONAN: This is Rob. I will second that motion.

WHITNEY PAYNE: Okay. None oppose. Then I would say motion carries.

Okay, April, you want to go ahead --

APRIL MASON DONOVAN: It is my honor. I get to stay on and work with you guys. So I will make the second motion --

WHITNEY PAYNE: I think it is proper for you to make the remaining motions.

APRIL MASON DONOVAN: So my question is: Do I need to make a motion for each person or can I do all four of them at the same time?

WHITNEY PAYNE: I am fine with doing all four at the same time.

APRIL MASON DONOVAN: Okay. I would like to make a motion for -- hold on. Let me look again -- for Stephanie -- help me out. Who is the other ones? I have to look on the captioning.

KARI SALSMAN: Stephanie, Rob, Claire, and Scott.

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APRIL MASON DONOVAN: -- Stephanie, Rob, Claire, and Scott to continue on their terms.

MARC POSTON: I second.

APRIL MASON DONOVAN: Okay. We have a motion and a second. Thank you, Marc. Ready to go ahead and cast the votes, yes or no.

ROB HONAN: Yea.

JOHN VAN ESCHEN: Yea.

APRIL MASON DONOVAN: I am a yea.

Any in opposition?

All right. The motion passes.

WHITNEY PAYNE: Thank you, everyone.

APRIL MASON DONOVAN: Thank you, thank you, thank you.

KARI SALSMAN: Then still on the same topic of the committee vacancies and term extensions, we still have two vacancies. We still need a member to represent the Deaf and a member to represent the speech impaired. I think these two have been open for a while if anybody has any ideas on how we could get that out there. I don't know if any of you have any contacts you could reach out to, just anyone who would be interested in serving on the committee. We do have those two openings.

STEPHANIE LOGAN: Go ahead and make your comment. If we did find a person who was interested, who would we contact?

KARI SALSMAN: Just e-mail myself or April.

APRIL MASON DONOVAN: You can ask the person to send us their 21
resume, and then we can go ahead and vote through e-mail. Or
you can e-mail me the resume, and then I would be happy to
submit it to everyone else and we can vote, whichever is
easiest.

STEPHANIE LOGAN: Okay.

APRIL MASON DONOVAN: I do know of a Deaf person. They are
in St. Louis, but they are really focused too much on St. Louis
stuff. I don't know. I will ask her and see if she would be
interested in joining us.

INTERPRETER: Can you spell it again? I missed it.

APRIL MASON DONOVAN: It is Colleen Burdiss, B-U-R-D-I-S-S.
She works for Parquad in St. Louis. She has been there many
years. She might be interested.

If anyone else knows of somebody that is speech impaired.

STEPHANIE LOGAN: I will check my list and see.

KARI SALSMAN: That would be great.

Moving on to the last item under staff's report, I just
wanted to touch base. We can't say a whole lot about it, but
the telecommunications relay CapTel services contract had
expired in September. We did get that extended through
December 31st of this year because we are still in the process
of getting things worked out with the new contract and the RFP
will be released.

Did you have anything to add to that, John?

JOHN VAN ESCHEN: No, I don't.

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We have been working with Division of Purchasing on the request for proposals, and it kind of has been in their hands for a long time. And I am anticipating the RFP would be released very soon so parties could bid on it.

APRIL MASON DONOVAN: This is April. I do have one question.

-- in the by-laws and I was thinking out of the box because we are all meeting through Zoom now, and it has been a good experience so far. But are we able to in the by-laws --

INTERPRETER: (Clarification requested.)

APRIL MASON DONOVAN: Yeah, can we still meet by Zoom. Is that in part of the by-laws?

WHITNEY PAYNE: The by-laws --

APRIL MASON DONOVAN: Stephanie, go ahead.

WHITNEY PAYNE: Sorry.

STEPHANIE LOGAN: The by-laws don't include a lot about -- that's like old technology. So we are not including these types of things. So how do we -- how we meet doesn't really matter. It won't be included in there.

APRIL MASON DONOVAN: So as long as we meet, we meet the minimum number of times a year, that's all that matters; right?

WHITNEY PAYNE: Correct.

APRIL MASON DONOVAN: I just wanted to make sure we were touching all of our bases. That's all.

WHITNEY PAYNE: I appreciate it. The by-laws focus a lot

more on membership than they do on the actual meeting format or even communication with the committee members. 23

KARI SALSMAN: If I recall, I did think there was something in there a meeting a year had to be held in Jeff City. I don't know. I was bringing it up real quick.

WHITNEY PAYNE: I think it directs Jeff City, but I don't think it limits it solely to Jeff City. I will go back and look, but I don't think -- especially under these circumstances. I don't think that having a virtual meeting violates, you know, the by-laws. We have had people call in, in the past haven't we, Kari?

KARI SALSMAN: I know Rob did a time or two.

WHITNEY PAYNE: Certainly. I mean we have allowed for that kind of an exception, you know, somebody that couldn't be there in person. So I think that this would, you know -- I think we can legally interpret it to count.

KARI SALSMAN: Actually at the last meeting didn't we bring up possibly making some changes to our by-laws? That kind of slipped my mind.

WHITNEY PAYNE: We can certainly look at a review.

JOHN VAN ESCHEN: This is John.

I am not aware of any suggested changes to the by-laws. Our by-laws are posted on the Missouri Commission's website. If you click on "telecommunications" and look for "Relay Missouri," you will be able to find the current set of by-laws

for the Relay Missouri Advisory Committee.

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And then in regards to meetings, it just basically says the committee shall convene no less than two times per year. And it also specifies that these meetings are open to the public, except for closed meetings as allowed by the Missouri Sunshine Law.

And dates and locations of meetings shall be communicated to members in writing at least 15 business days prior to a meeting.

And it allows --

(Too many voices at the same time.)

JOHN VAN ESCHEN: Section 6.

KARI SALSMAN: It says, place of meetings.

JOHN VAN ESCHEN: Okay, it does.

The RMAC shall hold one of its regular meetings in Jefferson City yearly.

Do people think that ought to be changed?

APRIL MASON DONOVAN: This is April. I don't think so.

STACY BRADY: This is Stacy. I am wondering if that has something to do with just ensuring that the meetings would happen. What was the real intent of why that was created? And that may help determine if that needs to be changed or not.

ROB HONAN: This is Rob. And I am thinking possibly the reason for meetings in Jeff City was during the legislative session for us to maybe pop over to the capitol at least during

the wintertime. So that's just a thought that I had. I am not 25
sure if that's the rationale for meetings in Jeff City, but I
am just curious if that was.

WHITNEY PAYNE: I am not familiar with any specific reason
why it was set in Jeff City. My only assumption would be that
because the meetings are required to be open, they thought it
would be most central to have it in the government seat.

We could amend the by-laws to say that one meeting each year
should be held in Jefferson City unless existential
circumstances occur, which I think is what we are all living
right now.

KARI SALSMAN: Right.

WHITNEY PAYNE: That would give us the leeway for this year
and it would also give future committees that leeway if
something were to arise.

APRIL MASON DONOVAN: I would like to make a motion to amend
the by-laws to specifically say that we will meet at least one
time in Jefferson City unless a situation arises such as this,
such as COVID.

Stephanie?

STEPHANIE LOGAN: I would say the word choice needs to be
"extenuating circumstances."

WHITNEY PAYNE: Yeah, that would be an appropriate word
choice. That would allow for different types of scenarios but
certainly something like the pandemic which has prevented us

from meeting in person.

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APRIL MASON DONOVAN: Okay. I want to change the wording. I want to make a motion to amend the by-laws that we still meet at least one time a year in Jeff City unless there are extenuating circumstances.

ROB HONAN: "Circumstances" is the best word.

APRIL MASON DONOVAN: Yes, go ahead. Circumstances.

WHITNEY PAYNE: Then that motion has been made.

Does everyone want to vote yea or nay?

MARC POSTON: This is Marc Poston --

(Too many voices at the same time.)

WHITNEY PAYNE: I am sorry, Marc.

MARC POSTON: I wanted to say, just the way it is worded, the change it almost suggests that there would just not be a meeting. It seems like what we are talking about is we would have to stay in an electronic type of meeting. I don't know if that needs to be clarified what we are referring to. We will still meet. We are just not meeting in person.

WHITNEY PAYNE: Then maybe, there shall be one meeting a year in Jefferson City unless extenuating circumstances require a different meeting format?

MARC POSTON: Yeah, something like that. That works.

WHITNEY PAYNE: April, what do you think about that?

APRIL MASON DONOVAN: I was going to leave it -- I think we should leave it broadly because extenuating circumstances, that

already gives the platform to give us other choices for meetings via Zoom or whatever.

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WHITNEY PAYNE: And I guess to go back to Marc's point, we do have a separate requirement in the by-laws to meet at least twice a year. So by changing this particular section we are not changing that requirement to meet the two times a year, just the one regarding the Jefferson City provision.

MARC POSTON: Okay. That helps, Whitney. I am fine with the original suggestion.

WHITNEY PAYNE: Okay. That was a good point. I don't want to change something that is going to cause us problems down the road.

APRIL MASON DONOVAN: Also, we are still on the same motion that I just made and then Stephanie seconded that.

ROB HONAN: Okay.

APRIL MASON DONOVAN: Are we still voting on that motion?

WHITNEY PAYNE: Yes. I think that's -- we should go ahead and vote on that then. Sorry. I was verifying.

APRIL MASON DONOVAN: Let's go ahead and vote. Anyone yea?

ROB HONAN: Yea.

MARC POSTON: Yea.

APRIL MASON DONOVAN: And nay?

WHITNEY PAYNE: Then that motion carries.

APRIL MASON DONOVAN: No one opposes? Sorry, the interpreter was a little ahead.

INTERPRETER: I thought April said nay already.

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APRIL MASON DONOVAN: No, I just said yea.

So no one opposes? That means the motion passes. Yea!

WHITNEY PAYNE: Then Kari and John and I will work to get that language changed in the by-laws that are reflected on the website.

APRIL MASON DONOVAN: Okay. Thank you.

So this is April. Do you have any questions before we set up the new date for the next meeting? Any questions about anything?

Okay. Then let's go ahead and set the new date. So we should be around in April. Not my name! The month.

WHITNEY PAYNE: Kari, did you look at any potential dates?

KARI SALSMAN: It seems like we generally do them on Tuesdays. What about April 13th? Or April 20th?

STEPHANIE LOGAN: The 13th.

APRIL MASON DONOVAN: 13th.

STACY BRADY: 20th.

ROB HONAN: Either works for me at this point.

KARI SALSMAN: Kim, is there one that works better for you?

STEPHANIE LOGAN: I don't care.

APRIL MASON DONOVAN: Let's go for April 20th at 10:00.

STEPHANIE LOGAN: Just pick the date.

KARI SALSMAN: Kim, does that work for you, the captioner?

CART REPORTER: I will need to check my calendar. I am not

right by it right now.

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WHITNEY PAYNE: She said she will have to check her calendar. The 20th tentatively as long as Kim gets back that it is okay. And we can send out an e-mail if there is a problem.

KARI SALSMAN: Sounds good.

APRIL MASON DONOVAN: Sounds good.

Okay. It looks like we have covered everything.

I am so happy we can meet via Zoom, and get this over with. Yea!

KARI SALSMAN: (Laughter).

APRIL MASON DONOVAN: Anything else?

STEPHANIE LOGAN: I would like to make a suggestion for the next meeting, for that Zoom meeting. I am assuming we will. If we have the committee have a -- beforehand so the hard of hearing people and disabilities, so we can have a good -- we can have good turn taking and have a better flow, and have more of an open video, so the members can take turns and see it better.

APRIL MASON DONOVAN: I agree.

JOHN VAN ESCHEN: What was that again? I am not quite sure I followed.

This is John.

STEPHANIE LOGAN: Okay. Yes. Wait. Oh.

APRIL MASON DONOVAN: This is April. I am going to let Stephanie go ahead and clarify for John.

Go ahead.

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STEPHANIE LOGAN: So my recommendation for future meetings would be if we have a meeting like this again in April and Zoom which I am assuming we will have another Zoom meeting. The committee members will open their videos so that we can see if there are any Deaf and hard of hearing people on the committee so we can see it is better for turn taking if the people have their video open, have their video on during the meetings so that we can see better.

JOHN VAN ESCHEN: I see.

APRIL MASON DONOVAN: Any questions?

No, no, no, no, no, no, no, no, no, no.

So, okay. We are going to sign off. Everybody stay safe. Have a good Halloween.

And I look forward to seeing you all again on the April 20th meeting at 10:00.

Take care of yourselves. Bye!

JOHN VAN ESCHEN: Thank you.

CHRIS SMITH: Thank you. Bye-bye.