

Relay Missouri Advisory Committee Meeting

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KARI SALSMAN: Welcome to everybody who is on so far. This is Kari. James will be joining us to facilitate the meeting and we have several other members who will be joining us as well. So hold tight.

JAMES FROST: Hi there. We are starting the meeting at 10:04. Okay? Let's start with the report, the T-Mobile report.

MISSY McMANUS: Hi, everyone. Can you see me okay? Is the -- can you hear the interpreter okay? Can everybody hear the interpreter?

Good morning! Happy you are all here. I went to Missouri last month for some outreach and was driving up there and got on my GPS instead of 70 highway, which it always takes me to 70 highway, it took me on the back roads. So I was going through all of these windy roads, back roads I was not expecting with GPS with all the curves. It was so nice seeing all of the farmland. And I saw farmers out there with their tractors going on -- out in their fields, so working hard. I don't know what they were doing. I just loved seeing the beautiful parts of the state -- I don't know if any of you guys feel the

same -- but just beautiful Missouri, seeing all of that. And it was a two-and-a-half-hour drive. Maybe you are all done with all of that and don't think anything of it. I just want to let you know that driving through the state has been beautiful.

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I know Kari is going to talk about this, the contract, the new contract. So I just wanted to say thank you so much to both states and all the members, the people in Missouri who really -- I really appreciate the new contract for the award that we have got for the next two years with the possible extension. So I was really, really excited by that and we were able to share services and share information to get more of that. Country sign.

Here are the minutes, the TRS minutes, November to August. So we won't get September until probably sometime next week. So November 2024 until August 2025. So it is not really stagnant. It is not really stable. It is more of an up-and-down, some what other states are experiencing. Not a huge up and down cycle, but it is about 2,500 to 7,500 minutes per month for TRS. Yeah, that's for TRS. Emphasize it is TRS.

The average percentage of relay use is TTY, voice, VCO, voice carry-over, so they can speak where they can't hear so they can read that and having different services. Most used, TTY, yeah, that's pretty standard. And the secondary one is HCO, or VCO. I guess VCO is the more correct acronym. So

those two mostly. And that is following other states' patterns 3
too. TTYs. And really it is fast, TTY typing is basically --
TTY, voice carry-over, and VCO, those three are often the most
common.

There is another -- a few other ones in there, HCO, hearing,
yep, hearing, they can hear but they can't speak. Not many
people are using that. Deafblind, for eBraille. It is more --
we have got more advanced technology like texting, video
phones, things like that. So it is easier and faster. So
people are pivoting more to those advanced technology services
compared to TTY, VCO, and things like that.

RCC, the Relay Conference Captioning, most of the time it is
during the conference. Not everyone who is deaf or hard of
hearing knows sign, and they don't want to use the sign
language interpreter or they prefer to have captioning, the
words out for them. Maybe a new vocabulary might show up.
They might understand the sign but some of the words they might
need RCC for those purposes and various reasons for people
using RCC.

But we were at zero minutes until it hit and then maybe last
August, I think it was, for two reasons. The NBDA, the
National Black Deaf Advocates Conference used RCC and not for
the entire workshops and all of the conferences but they did
use that. And then they had a second meeting as well. There
was another meeting where other team members went and had RCC

there. So those were the reasons for the spike in August, which was good. It is good because it had been zero all along until August. And we are trying to figure out mostly people are saying that ASR is ready and ASR is the automatic speech recognition, so that's so much easier now. People are using Zoom. You can go ahead and click on the captioning and it will expand the captions. And so RCC is easier for -- they do prefer you give a reservation two days prior. ASR, there is a lot of mistakes, spelling errors, sometimes Deaf and hard of hearing person is trying to figure out what the word is and by the time they realize what the word is they have to catch up and catch up on the reading. So RCC is 95% and above accuracy, where I recommend RCC for accuracy and saving the -- like the manuscripts for backup and to put that away so you can use it to save to your e-mail, on your computer, on your phone or what have you.

So I am happy to see people using RCC and I don't know what the future holds with that but we will see.

KARI SALSMAN: One second.

INTERPRETER: I am sorry. Say again.

KARI SALSMAN: One second. This is Kari. Stacy had a question in the chat. Asking if RCC is supposed to be over the phone and not in person.

MISSY McMANUS: Let me check the chat. Hold on. So Stacy was saying: Is RCC supposed to be over the phone and not in

person? Okay, I see it.

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No. The relay service does over the phone, that's correct. It is over the phone. But who is checking and reading in person, okay, never mind. I understand what you mean. You are thinking of CART. I think you are thinking of CART, the realtime captioners where they have to be in person. RCC, no, no, it does not have to be in person. You are right. I am sorry. So the captioner and CART like there is a CART person in Colorado, someone who lives in Colorado, in another state. And if you live here in Missouri and you are using RCC, the captioner is in Colorado. So it is important that they are able to hear clearly and get audio. And if they can get the audio clearly, that will be fine. Does that answer your question?

STACY BRADY: This is Stacy. So like the National Black Deaf Advocates that was held in Kansas City that conference. Correct?

MISSY McMANUS: Correct.

STACY BRADY: So were all attendees on that in person, in the room or were they spread throughout on phone calls as well? I am just trying to figure out again. Is RCC being used for something that typically CART is used for?

MISSY McMANUS: It is a replacement of CART and CART typically is more expensive. But it depends on the person who shows up and if they arrive on time. They have to set up the

machine, the equipment, and they have got all of that and so that's fine. But RCC, that captioner does not have to show up in person. So there is no drive time, there is no mileage, there is no showing up to get there. There is no distractions. They have got -- so they are sitting in front of the screen. Sometimes the CART captioner has got distractions going on. Where RCC, there is no one there, no visible distraction there. Does that answer your question, Stacy?

STACY BRADY: Yeah.

MISSY McMANUS: Is there any more questions --

JAMES FROST: Is there any more questions? Okay, Missy, go ahead.

MISSY McMANUS: Okay, thank you, James.

So the outreach activity is -- for me and my team, we have been fairly busy. Maybe you remember I mentioned this already. But Kim McCray and Immanuel McKeever and myself, and you know Cady Macfee, and myself, it is the four of us mostly that are going out and doing presentations, hosting workshops, going to different events, setting up booths, things like that. And sometimes we will do phone survey workshops and advocate and help out how to use the phone, people to use phones. But four of us out of five of us -- out of the five of us, four of us rotate, obviously, a little bit more than me because I am in South Carolina.

INTERPRETER: Hold on one second. I want to make sure I got

that right.

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I wanted to make sure. I was not expecting South Carolina. We are going to switch interpreters too at the same time.

MISSY McMANUS: I tend to go to Missouri, once or twice a -- excuse me, once every two months. My team since April through September, they have been doing activity of probably 30 to 35 activities. You can take a peek at that real quick and get an idea what we are doing. There is a date, what the topic is, what the event will be, where it will be hosted and what it is for. Is it speech-to-speech, for senior citizens, for adults? And it also mentions in the notes -- you can read through it real quickly so go ahead.

Okay, next slide.

Okay. Next slide. As you probably noticed, some of these events are on the same day but they are different events, different locations, running simultaneously. So it is very, very helpful to have a team because we can divide and conquer and we can have one person go here and one person go there and spread out a little bit more. Missouri is large. There is a lot of room.

Most events are for senior citizens, workshops, vendors, or veterans, health situations, health fairs, like health and wellness events. Most senior citizens tend to experience hearing loss, so they are able to benefit from our services and our support and we are trying to figure out -- we get, you

know, see if this is something that might be beneficial or this isn't something that is a good match and Relay might not be the right thing for them. It doesn't make a whole lot of sense to not sign up for it if it doesn't work. So that's what a lot of senior citizen events are targeted towards.

Do we have any questions? No. Okay, we will move on to the next.

The other ways of outreach we are doing is Facebook and Instagram.

I picked a few posts that I could use as examples here so you can see. These are from June. Typically I would say there are four or five posts every two-ish, one and a half-ish months. We did increase the number of followers that we have. So that was a positive thing. So I encourage you also to sign up. You are able to follow our page and see what is going on, both Facebook and Instagram.

If you have any events coming up for your organization, let me know and I am happy to help share it on my own Facebook and Instagram to see if that could be of assistance. Maybe we can get more things going for you, whether it is a workshop or a presentation or if you are hosting an event or party where you would like the Deaf and hard of hearing community to attend, just let me know. I am happy to post it for you.

So far our posts have been related to like APSE, that was talking about aphasia. There can be stuff -- we have talked

about speech struggles, where the STS, speech-to-speech, one of our services where it can be beneficial that we provide that for free. So we are hoping to get the word out about that. 9

We do provide carry-over services for Deaf people and hearing people. Hearing people who might struggle with speech, that's where the STS, speech-to-speech can come in.

This is some Facebook statistics, some FYI stuff. That's from months ago. Six months ago there were 338 followers; now there is 246 and so that's good. We have gone up a bit. Take about 15 minutes if you would like to take a look at those statistics.

Here are the Instagram statistics that you can take a peek at. It looks like James has a question. James?

JAMES FROST: Sarah just sent a message in chat saying she just joined and I wanted to let you know she is here.

MISSY McMANUS: Six months ago we had 110 Instagram followers; now we are at 113. We increased by three. Whoo-hoo!

Again, if you have any events, workshops or connection, presenters, anything like that, let me know. I am happy to put it out. E-mail me.

Now for the START. I wanted to explain what it means. S is State; T is Telecommunications; A is Administration of, and R is Relay, for T is T-Mobile, START. So who is the state telecommunications administrator? That is John. They manage

all the relay contracts and those two are halfway my boss, and my other half of boss is from T-Mobile. So I work with both of them and so far it has been good. We have had a great relationship and whoever is in the contract, you know, I go ahead and follow that and that includes outreach events. So if my team is going to go or the Commission is going to go, so we will -- we talk over and say, okay, is this worth it or like what are we going to do? Is it worth the drive time? How do we figure that out? Do we need a hotel?

So John and Kari will figure out, they look it over, and say, it is approved, so go ahead with outreach on this. That is our standard process. I would say there are 37 other states that work with T-Mobile as well. Missouri is one of them. So the other 36 states, we at T-Mobile, we host typically I would say every year like a whole state administrator conference. So we all come together at one place. We see each other in person which is really nice to connect. It is a very exciting time. Plus, there is free food -- right? -- for the state administrators. That's good. It is actually a really good place and good way to sit around the table, discuss things together, figure out what is going on with your state, or that state, what is working, what maybe needs to change, gather feedback from colleagues or other states what they can say, oh, this worked for me and here is what I recommend. Or maybe we can discuss new FCC news, different products, new services, new

things that have come about with RTT, like what is that? So we 11
have our own Senior Manager who presents from T-Mobile, from
the T-Mobile side of the contract, the state administrators, or
they have an opportunity to ask questions and get some things
cleared. It is nice to have that round table discussion.

So this year's conference is actually coming up very soon in
two weeks. It will be in Atlanta, Georgia. Atlanta happens to
be a three and a half hour drive from my home. We will be able
to go to Georgia. I am not sure if John and Kari are planning
to go or not. My understanding was there were about seven or
eight state managers or administrators that were planning to be
there. I think Wisconsin, North Carolina, Wyoming, a few
others.

KARI SALSMAN: This is Kari. Just to let you know, John will
be there.

MISSY McMANUS: I -- awesome. Great.

KARI SALSMAN: John is actually not on our call today. He
was coming back from LA and got stopped in Chicago. John has
not been able to be on our meeting today, but he will be at the
START Conference. So you will see him there, Missy.

MISSY McMANUS: Awesome. Great. Oh, I won't there
unfortunately, myself, which is a bummer. But I am happy that
John is getting to go. I think -- what? -- did he go maybe two
years ago, couple years ago, three years ago.

KARI SALSMAN: I think so. Oh, I thought you said you were

going. Sorry.

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MISSY McMANUS: It is a three-and-a-half-hour drive from my home but unfortunately I can't go. It is only for the senior managers --

KARI SALSMAN: Oh, okay.

MISSY McMANUS: -- which is my boss, Karl, and then John, my former boss who switched to the other team, and then Mark and our director Jacque Lee. Jacque Lee, she will be there. So you will be able to get a chance to talk with them and stuff. It will be great. After the event of the day, they go out and sightsee at night, that kind of thing. It is pretty fun. And eat all the good food.

And it is a two-day conference. If you are driving in Atlanta, Peachtree, you will never ever forget it because transit and T-Mobile will be taking over a bunch of things and bringing things to the hotel to take care because driving is different.

INTERPRETER: We are going to do an interpreter switch.

JAMES FROST: So is there any other questions about START? No? Okay.

MISSY McMANUS: So the public service announcement, the PSA, proposal. We have already discussed this six months ago back in April, and we had a good healthy -- a lot of good questions about this PSA. We got a little side tracked, which was good because I think we learn from each other more things we can do

or we can pivot and do things this way or that way. So trying to put all of those comments in, it was hard to put in everything together. We had to delete several programs under one category that branched out into different areas. So putting that puzzle piece together was a bit of a challenge. 13

So this contract we have at T-Mobile, we have a statement that says, we will be paying \$20,000 and asking Relay Missouri the State of Missouri to pay \$5,000 for a total of \$25,000 for the -- this PSA. The contract and the language is still being added to currently. But, you know, we are flexible, of course. Obviously, we want to be flexible. We think this PSA is underserved -- for people who are underserved. Like people with TTY, everybody knows about deaf and hard of hearing people. But not many people are familiar with STS, trying to figure out what that is. It is a hearing person, somebody who can hear and understand the language but struggles with speech. And so those numbers are pretty -- it is a small percentage that we get used every month, about 44 to 48 minutes per month. We just feel like there is not enough education, not enough advertisement about STS and this PSA. So I wanted to give you about 20 seconds or so if you wouldn't mind reviewing this slide before I continue.

James, you have a question?

JAMES FROST: I want to clarify. I am not sure I am reading it correctly. You asked us to only pay \$5,000 out of that

\$25,000?

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MISSY McMANUS: Yes, that's correct.

JAMES FROST: Okay.

MISSY McMANUS: Yeah, per the contract language. And I can pull that up and send you an e-mail if you would like to do so. But we at T-Mobile are going to go ahead and pay the \$20,000 and then Relay Missouri would be responsible just for that \$5,000. Yeah, we are not -- we don't want to take the entire fund, so just some of it. But this slide -- so the contract and the language --

JAMES FROST: Okay.

MISSY McMANUS: This slide, the PSA typically has been pretty effective in getting the word out quickly in a four- to six-weeks timeframe. The high percentage -- the exact numbers I don't know yet. But people will hear this and think, oh, I want to learn about that instead of compared to say, going to a workshop and maybe five to 25 people know about the relay service, which is fine. But going to each of these to get the word out takes time. Whereas, the PSA, you have this where you are watching a two-minute blast and it can go out to towns, different people, different populations that it can impact and it is an effective way to do so, to get that public awareness of our services.

JAMES FROST: Do you have a script or can you show what the PSA will say?

MISSY McMANUS: Yep, the next slides.

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JAMES FROST: Okay. Yes.

MISSY McMANUS: I appreciate your enthusiasm.

The last time we met, the PSA was from ten years ago and it was just done on radio. So this one is now for TV and the interim.

So far in Missouri there is one out of four adults have some sort of physical disability. One out of four have a physical disability and it varies what that is. It is some sort of physical disability.

And mobility, and people are like, well, why is mobility important? And it is because where we need this PSA to get out to let a hearing person know, okay, you can hear okay but maybe you are struggling with mobility with maybe your hands. You are unable to dial a keypad on a phone. Not many hearing people understand what a person could be saying as well and so we do have special trainings, special operators that go through weekly trainings to understand a person who has the speech struggles or challenges.

INTERPRETER: I am sorry. Missy is freezing for the interpreter a little bit. Goodness! She is frozen. I don't know if anyone else is seeing this but Missy is frozen on my end.

MISSY McMANUS: Can you see me?

STACY BRADY: Not an issue on my side.

MISSY McMANUS: So what was the last thing -- about our -- I 16
wasn't --

INTERPRETER: I wasn't freezing here. Sorry, I am not sure
what happened. Yeah, it is smooth now. It just froze for like
one minute.

MISSY McMANUS: So I am not sure what the last thing is that
we were speaking of. We did a special -- talked about the
special training the operators go through every week and
practice understanding the person who has speech challenges.
And they can -- when they are going through these trainings to
try to figure out, the operator already knows what they are
saying and can respeak what they are saying. So one in four
adults have some sort of physical disability in Missouri.

Let me give you a few -- 15 seconds or so to go ahead and
read over this.

The first one, the reason we have the STS PSA is to let
people aware that there is a free service for people who have
challenges in this field, in this area, be it traumatic brain
injury, a car accident, whatever, whatever the reason might be
that has affected their speech capabilities. Or if they have
got mobility challenges, maybe they use wheelchairs or they
have a cane, whatever the reason might be, something that is
impacting their speech as well. And they have also got some
cancers, throat cancers where they have no voice box, so they
would benefit from STS services as well. And like I mentioned,

44 to 48 minutes per month for people who are using the STS services, which again is such a small amount and I think more education is definitely needed.

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Well, there is two options here. Springfield, the Springfield market we have been advertising on TV PSA. And that market, that community is just 430 air times and often it shows up on TV, just like a commercial would. Our Columbia as well, those in Jeff City, those towns, I think they are going to have more air time, more air support, 774. I forgot your sign for Springfield. Springfield. I couldn't remember what it was. Springfield, Illinois and Springfield, Missouri have similar signs. 430 times for Columbia and Jeff City, 774 times. So it is gonna be the same price, those 25,000 for both.

Let me show you an example from New Jersey. This one is more recent. And the second example is an older one, still effective, the one we had in South Carolina. First one is from New Jersey. So it is a two and a half minute video. Just bear with me.

JAMES FROST: I don't see the video. It is not showing the video.

MISSY McMANUS: Oh, it is not. Shoot. Hold on one second. Let me shut this off here. Can you see the video now? Really? It shows the PowerPoint.

SPEAKER: I think you need to turn the PowerPoint off and

then you can share. And then click on YouTube. And if you go to the YouTube and you can share it from that. You need to turn the PowerPoint off I believe. 18

MISSY McMANUS: Okay, I am going to stop sharing my screen here.

Can you see it now? Okay. This is a South Carolina one.

STACY BRADY: There is no sound.

JAMES FROST: On the bottom right, do you see it looks like -- is there a way to turn the sound on, on your end?

MISSY McMANUS: You know, I am going to e-mail you all the two links. That way we are not having to watch it and you can just watch it on your own time. New Jersey is the more recent one, and South Carolina is about 7 or 8 years old but again, still effective.

We will move on to the next slide. Springfield here, this is the schedule for what it looks like with the NBC program Good Morning America, General Hospital, the news, Good Morning America Sunday, a variety of things. There is ABC, NBC, FOX, a variety of different stations. If you want to go ahead and take a peek over it for the next couple of seconds.

Here is the list continued. If you notice most programs that are popular, there are a lot of people that watch them. There are some programs that -- like senior citizens more typically, like The Price Is Right -- and it looks like James has something to say.

JAMES FROST: I have a question in the chat, it looks like 19
that I see here from Dr. Kate Sinks. Let me look.

MISSY McMANUS: Yes, definitely you can get a copy of that.
I will send it out. If -- once the PSA is approved and decided
as far as which station and time and all of that, then I am
happy to share that and send a copy out. Not a problem.

If you notice on bottom in Springfield there is the 430
air -- air times. That's from 4 to 6 weeks is the total count.

And then the next slide. Now Columbia and Jeff City, I will
give you ten seconds to take a peek at that.

Okay. At the bottom you are able to see 774. That's the
total air times for the -- for Springfield -- oh, no. I am
sorry. That's wrong. Oh, that's wrong. That has the wrong
town. That is actually Columbia and Jeff City, which is the
same. That's 25,000 for each, for the stations and
advertisements.

Okay. Feedback? Questions?

JAMES FROST: Who actually makes the decision on which one of
those? Is it us? I mean who makes the decision to pick which
area?

MISSY McMANUS: John and Kari do with the feedback that they
gather from you and I totally welcome feedback. Do keep in
mind that adjustments can be made. It does take longer, but it
can happen. And I want to make sure that everyone is
satisfied.

Keep with the understanding that we can't add everything.

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If we did, the commercial would be like 5 to 10 minutes; right?

Then it gets very, very expensive.

JAMES FROST: I thought it was more cost effective to focus on Johnson City (sic) and Columbia, I thought that area was the more cost effective if we compare those and we were able to reach more people within that region.

MISSY McMANUS: I do agree, yes.

Okay. I will pass it back to Kari.

KARI SALSMAN: Thank you.

JAMES FROST: Is there any other feedback?

MISSY McMANUS: If not, I will go ahead and screen off.

Thank you.

KARI SALSMAN: With our PSA, and John being out today, and also with us not being able to view the videos, we will view them on our own after the meeting. I think what we will do is start another e-mail discussion about the PSA. Honestly with T-Mobile covering \$20,000 of it and the fund only having to pay for \$5,000, I am inclined to say, why not? This is definitely something that we want the committee's feedback on. I know there is one or two people that are not on the call today also. If everybody is good with that, we will table it for now in the actual call. And you can get the e-mail with the links where we can review the ones that have already been done. I will send out information about the meeting in general. Missy's

whole presentation, what I am going to go over as well. And 21
then we can go from there about the PSA. But it sounds
promising to me. And then we will need to discuss the markets.

MISSY McMANUS: Sounds great.

KARI SALSMAN: I was originally under the understanding it
was just Jefferson City and Columbia. Now it comes in that we
choose Jeff City and Columbia or Springfield, so we will need
to decide on that as well.

JAMES FROST: So if everyone is okay with that, then we will
go ahead and start the e-mail discussion on Monday. Monday.
And then we can have a final vote before the end of the month?
How does that sound? Okay. Any complaints or concerns with
that? Going once? Going twice? Okay, sold. There we go.

So back to Missy. Do you have anything else you would like
to discuss?

MISSY McMANUS: No, I am good. Thank you so much for
listening. I appreciate it.

JAMES FROST: Any other questions from anyone for Missy?
Okay. Thank you.

Next, we are going to do the economic (sic) programs update.

STACY BRADY: I think it is equipment.

INTERPRETER: Okay. Thank you. Equipment update. Thank
you.

STACY BRADY: All right. So the equipment program, I have
taken on some new duties here at Missouri Assistive Technology.

This is Stacy by the way. So I am going to talk a little bit about TAP Internet on top of our TAP Telephone and TAP Wireless programs, and also going to add a little bit of iCanConnect because they all have an interplay in how programs work and since it is the relay and equipment fund, it kind of plays into some other stuff we are going to be talking about later on. 22

So for house phones we are continuing to see a down trickle of requests and in equipment. We are also not getting any referrals from the IPCS carriers who are providing phones, but they are not providing the signalers. If anything, that should be something that we should be a part of is being able to provide signalers for people but they have to know how to get it. So that's one fallacy we have.

TAP Wireless continues to be a pilot program after a number of years. That takes a lot more funding. The average cost of a cellular phone -- excuse me, let me rephrase it. A smartphone on the program is \$1,800 but that includes warranty for two years, the device, protective screen, case, repair service and warranties for two years. So while we see the house phones decreasing, we see the cost of the cellular wireless tablets and smart phones increasing. And at some point we are going to have to figure out a way to get wireless and Internet paying into the fund. I know at one point it has been tossed back to me but we have got to get that legislative stuff happening so that we can start getting remittance from

that. And then once that opens we will be able to serve more individuals I think because right now for wireless there is requirements to ensure the individuals are using advanced distance communications versus just regular communications. And so we do have some cellular phones on TAP Telephone that will help individuals connect to -- by voice because of vision loss or -- and they just want to voice dial. People with memory, cognition, if they need the memory phone, we have that available. Again, that's all on TAP Telephone. Those are your low tech savvy users.

So we want to be sure that we are getting more individuals out there that we are not seeing getting accessories, and accessories are significantly cheaper. But those accessories could be all the difference in being able to communicate on a device. So we would like to see more of that.

So TAP Telephone numbers are going down. TAP Wireless has stayed steady. I am comparing these numbers, this year's numbers to last year's numbers, using state fiscal year July 1 to June 30. TAP did go up because that is part of the equipment fund. With the TAP Internet we are seeing individuals with quadriplegia who are having to use a head mouse or Eyegaze in order to communicate on the Internet. Some of these individuals may also be using relay. It is important that equipment piece be available to access that relay. And while that relay is more than likely going to be IP CTS not

using traditional relay, it is the access we currently have.

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The other part is iCanConnect. Last year -- excuse me. ICanConnect, those are federal dollars --

JAMES FROST: I wanted to let you know that I am going to have to jump out and jump back on. I am having some freezing. Something is going on. Just I am gonna step out a moment and then will come back in.

STACY BRADY: I will pause.

JAMES FROST: Okay, hang on.

STACY BRADY: It was asked if I have a new job title. No, it is now I cover all of TAP Telecommunications Access Program. That includes TAP Telephone, TAP Wireless, and TAP Internet. So now I just say I am the TAP lady. Ready? All right.

So as I was discussing, the iCanConnect is a federal program we happen to administer here at Missouri Assistive Technology. It comes with limited funds per state. Last year that program went over budget. So the person who had managed it had retired and our new person, Elaine Houtman has been designated to handle that program. She has been working with me to figure out where -- when we get towards that funding cutoff, which consumers are able to go through the TAP programs because there is a slight difference in income. It is a little bit higher at the federal level than it is at the state level of what our income eligibility cap is financially. So with that we may see a slight uptick towards the end of the fiscal year next year.

Luckily that program runs on the same state calendar as we do, 25
even though it is a federal program. We might see a slight
uptick on wireless devices on that side if our funding is
starting to cap, and we want to make sure we are serving those
individuals as well.

So that's kind of what is going on with TAP and iCanConnect.
And again I realize that iCanConnect is a federal and separated
but there is a possibility it will blend, and I also want
people to be aware that there is another program that may be
accessed in unique ways that does follow under the same
funding.

One of the things I am seeing an uptick in is as the FCC
continues to approve IP CTS -- what is the word I am looking
for? -- companies to offer services, I did get an outreach
contact from Rogerveice. I have not spoken with him yet
because I just got the e-mail this morning. But I have seen a
few more companies starting to come to the state and trying to
get us to use them as the provider. Again, that does not go
through our state relay funds, but it is something to be aware
of. They are start -- there is starting to be a lot more
competition in the IP CTS market so they are trying to make
those connections.

And then, outreach. So as we discussed back in April, TAP
doesn't get outreach funding. So we have to do ours uniquely.

Yesterday I was in Grandview, Missouri, and I was putting up

a display for the Mid-Continent Public Library out there. That 26
is one of our biggest library systems in Kansas City. We have
two. One is Mid-Continent and the other is Kansas City Public
Library. But we have had a good relationship with
Mid-Continent.

I was in Grandview yesterday and they had not one but two
big cases where we have set up equipment. In one case we
demonstrate everything that is assistive technology which
includes a variety of TAP-related services. And then our other
case that I set up in that same library at the other entrance,
I focused on TAP in general and resources. So the nice thing
is because these cases are not only big, they are also see
through; people can go on either side to look. We have also
put out displays at Cass County Public Library down in Belton,
Missouri. And we have some information going up down in the
Farmington, Cape Girardeau area through the Ozark Library
system down there. And we have also been in communication with
Springfield Public Library. Again, these are just ways we are
getting out there. The nice thing is all of these displays are
for free. It is just gas money getting there and back. But it
is reaching a huge swath of people that we might not connect
with otherwise.

So the library systems have been really good. We have been
in approximately 12 to 14 of the libraries in Mid-Continent,
and there is like 40 libraries in that system. Some of them

are just too far for us to go to; I mean we are talking about
an hour and a half drive but we keep coordinating.

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We are also talking with our IL centers to help us carry out
the mission to get information out to people in unique ways.

I was also at the Wisdom & Wellness symposium that was held
in Kansas City last week. So we didn't have a very large
turnout at that event which is really sad, but we are making
contacts with a lot of individuals.

And I am not the only one in my office going out and
promoting services. We promote everything from Missouri
Assistive Technology and programs whether it is by me the
program coordinator or other workers. We talk about everyone
and everything.

Are there any questions? All right. Thank you.

The interpreter needs to voice. You are muted.

INTERPRETER: Thank you. I don't know how that happened.

JAMES FROST: Now on to PSC staff, the PCS (sic) staff
reports.

KARI SALSMAN: Yes, thank you. This is Kari. The staff
report, basically all of the items are in regards to the relay
fund balance, the cost involved to support the fund, the
surcharge involved we collect from companies who charge per
line from customers to support the fund, and also we will talk
about a little bit of a spike in the relay usage. I will bring
up some slides to go over this.

So the first slide -- everybody sees that; right?

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SPEAKER: Yes, we see it.

KARI SALSMAN: The first slide is in regards to the Relay Missouri fund balance. This shows the balance from the last five years or so. The balance as of August 31st was a little bit over 1.1 million. As you may remember last June we reduced the per line surcharge from 10 cents a minute to 6 cents a minute because we were having too much of an increase in the fund balance and we like to keep the balance in 5 to 9 months worth of expenses and due to decline in usage, our balance was raising. So we wanted to decrease the surcharge because we didn't need as much funding to support the fund.

And then the next slide we are going to talk about, there was a spike in relay usage. When Missy was going over her slide, I am sure everybody saw that big spike that looks like an "M" at the beginning of 2025. I have the usage in dollars on this chart which, of course, the minutes coincide. But when you see it in dollars it shows exactly how it impacts the fund. When we were seeing bills more around like the 7,000 to 12,000 range -- you will notice the beginning of 2025, the bills jumped to about 22,000 per usage. We did have a call with T-Mobile. It was discovered that in the month of January there was fraudulent usage happening. Missy can jump in to correct me here. But I believe it was basically came down to some international usage that was calling into government agencies,

using the relay fund basically, the relay captioners basically 29
to mask themselves as you would say and they were changing bank
account information and things like that.

So we did discover there was some fraudulent usage.
T-Mobile took action to block that type of calling, and then
the following month the usage went down. But then it spiked
back up again and we are not sure why. We did reach out to
T-Mobile but they assured us that there was not any fraudulent
usage at that time. So we are not really sure what happened
there. But it did have an impact on the charges to the fund,
of course.

And then the next slide we are talking about is the new
contract effective November 1st. This is just showing the
charges. Right now the current relay, traditional relay
conversation minutes is \$3.11. RCC is \$3.28. As you can see
effective November 1st, the TRS conversation minutes will
increase to \$5.19 per minute. After the first year it will go
to \$5.29 per minute. And after that year, it will go up to
\$5.39 per minute. And you can see after that with the RCC
minutes, it goes from 3.28 to 3.49 and stays at 3.49 for the
following two years.

And as you can see for outreach we basically have a budget
of 30,000 per year. So with the new contract when it comes to
the PSA, of course, originally we were hesitant. We obviously
wouldn't have enough money to afford it, but with T-Mobile

covering 20,000 and the fund only having to cover 5,000, it is 30
definitely more feasible now.

And in regards to the contract changes, the pricing changes, and everything like that, we are starting to explore the need to increase the Relay Missouri surcharge. The Relay Missouri surcharge is basically imposed on all Missouri basic access lines to fund Relay Missouri. It is currently 6 cents per line.

As you can see on this chart, the 6 cents per line surcharge, it has definitely done what we intended for that -- for that reduce surcharge to do, to lower the fund balance. You can see the two red lines. That's where we want the fund balance to be; that is 5 to 9 months worth of expenses.

At the 6-cent surcharge, you will notice towards the beginning, mid, of 2027, it starts to go towards the lower end of the target range. So we are basically exploring -- we don't have to do it right now, but we are keeping our eye on the fund with the increase in rates, unexpected usage, but it looks like probably around the beginning of 2027 we will look at increasing the surcharge back to that 10-cent per minute rate -- I am sorry 10-cent per line rate which is a surcharge that will maintain the fund. Then you can see by the end of 2029, it will need to be evaluated again. Which we do evaluate the fund balance and make any type of recommendation about every two years.

So that is all I have in regards to the fund balance.

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Basically, we will be looking at changing that surcharge and then also --

JAMES FROST: I am sorry. Sorry. Sorry, Kari. This is James. I didn't know if anybody had any questions for you.

MICHELLE SELBE: What were you saying, Kari?

KARI SALSMAN: We are eventually going to have to look at that surcharge so the fund balance doesn't drop below the target range we try to keep it within.

INTERPRETER: Okay. And we will switch interpreters.

JAMES FROST: That sounds great.

KARI SALSMAN: -- current six cents which is the blue line, all the way up to 12 cents. The green line is kind of what we think we will be going with which is a 10-cent per line surcharge monthly which is what it was before we reduced it to 6 cents.

Does anybody have any questions in regards to the fund balance?

STACY BRADY: So this is Stacy. This -- and this is a long shot. If it was to happen that legislative changes were made that would include wireless paying into the program and Internet paying into the program in addition to house phones, especially as those continue to change, if that was a steady one cent across the board for every line, what would that look like or is that something that has been investigated?

KARI SALSMAN: We have not looked into considering wireless being involved. 32

STACY BRADY: All right. Thank you.

JAMES FROST: Any other questions?

STACY BRADY: I am sorry. I need to interrupt again. Kari, how many lines are we losing per year for house phones?

KARI SALSMAN: I don't have the actual number of lines per year. But I can tell you like a percentagewise what it has been declining. Let me look real quick.

So taking the last two years of receipts into the funds and the lines, keep in mind companies do get to retain \$30 monthly. But looking at this with the projections that we have done when it comes to the line changes, it looks like it is about a 10% yearly decline which is about .88% monthly decline in lines.

STACY BRADY: Thank you. It has been a while and we have a lot of new people. Do you mind talking a little bit about how the fund collects?

KARI SALSMAN: Sure. Basically, how the fund collects is the surcharge that I have been speaking of, which is currently 6 cents per line, is charged on a per line basis. The companies put this fee on the telephone bill. It is currently 6 cents and then companies report to us monthly the number of lines, and then the companies are allowed to retain \$30 monthly for the collecting of these fees. So companies that collect \$30 or less, we don't have them report to us. It is the companies

that collect \$30 or over monthly remit to the fund. And then when it comes to expenses, it is relay usage, CapTel -- not CapTel any long, relay, RCC, outreach fees, the committee fees which is hosting these meetings, and then your equipment program fees. So basically for the revenues it includes the companies that are submitting from the per line surcharge interest that we get and then we have, of course, the expenses. The surcharge we try to get it where it can maintain the fund. It can go up and down depending on relay usage, cost involved, and things like that. And we like to keep the fund balance within that five to nine month range which is kind of hard because there are unexpected charges and things like that and with spikes in usage. But we want to have it within a five- to nine-month range of expenses.

JAMES FROST: Any more questions or comments for Kari? Going once? Going twice? Sold!

Well, we have already gone through and talked about the PSA, so we are good with that.

Now we can have open discussion. Anything that needs to be discussed?

STACY BRADY: This is Stacy. Back in April we kind of talked a little bit about trying to get some advertising funds to the TAP programs. Has any of that been discussed? Is that something we are considering? Are you all considering, I should say.

KARI SALSMAN: I believe. Wasn't that also tied into though 34
the PSA and then we realized that the equipment program isn't
used for STS?

STACY BRADY: We did talk about how the equipment is not used
for STS. And my understanding is the talk just kind of stopped
because it is hard -- you need equipment to use relay. Some
relays -- excuse me -- some relays which falls on your wireless
devices -- devices -- the problem is it is not state relay and
that's part of the problem. And now with the way to -- you
have to buy converters to get analog signals to use TTY for a
lot of places. That may be something we need to add into the
program as the lines continue to change, but then a lot of
people went to Internet. So it gets really confusing. We need
a lot of education out there.

KARI SALSMAN: Yeah, we were originally thinking a generic
PSA could promote relay and the equipment program. But with it
only focusing on speech-to-speech for that PSA, I know that's
not an option to be done there. I am not sure what other type
of funding we had discussed. I don't remember what else we
discussed about the equipment program.

JAMES FROST: Any other thoughts about what Stacy is
mentioning? Okay. Kari, why don't we schedule a phone call
about this and then we can go ahead and figure out if this is
something that we need to add for the next meeting. Does that
sound okay?

KARI SALSMAN: Talking about the equipment program?

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JAMES FROST: I mean using some of the funding for the equipment program.

KARI SALSMAN: For outreach.

STACY BRADY: I want to just mention, this doesn't mean taking anything away from the relay outreach. This would be kind of something separate of that because they still need their funding.

KARI SALSMAN: Right. You mean something that would be intertwined already funding like the equipment program in general but having like an outreach portion go along with that.

STACY BRADY: Yes, correct.

KARI SALSMAN: Okay.

JAMES FROST: Yes, why don't we go ahead and set that up and we can talk about it. Does that sound good?

KARI SALSMAN: Okay.

JAMES FROST: Fantastic. Looking at the agenda, is there any other open discussion that needs to happen?

MISSY McMANUS: This is Missy here. I will be in the Missouri area the first week of December. So if anyone would like to sit down face-to-face, have a meeting or whatever, eat barbecue with me, something, let me know. I will be there the first week of December.

JAMES FROST: Okay, Missy. Thanks.

Okay. One other important thing to speak about with this

information, I have been moving up on the liver transplant list. So for the next meeting someone else may have to facilitate that meeting, especially if I am in the hospital. So I just wanted to give you all a heads up.

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KARI SALSMAN: Thanks for the heads up, James. I hope all goes well with your liver transplant. I would be fine with facilitating the meeting. This is Kari.

JAMES FROST: Perfect. Fantastic, fantastic.

Let's talk about committee availability (sic).

INTERPRETER: Excuse me. Committee vacancies.

KARI SALSMAN: This is Kari. We have talked about this. We always seem to have issues getting some vacancies filled sometimes for the Relay Missouri Advisory Committee.

As you are aware, Dr. Stephanie Logan, her three-year term has been up for a while now but she has graciously been continuing to serve until we can get that position filled and that is for a late-deafened spot. And then we also have -- what was the other one? Speech impaired. We do have a vacant spot for someone to represent the speech impaired on the relay Advisory Committee. We always throw it out there. If you know someone or have contacts, feel free to advertise because we have some types of positions to fill. Throw them my way. If you need information to send them, I would be happy to provide that.

Let them know we meet two times a year virtually, some

occasional e-mailing regarding matters. Yes, we have two spots 37
that we need to fill on the committee.

JAMES FROST: Okay. Any questions about that?

STACY BRADY: Kari, this is Stacy. Has -- do you guys ever
post that on your social media or do you guys have social media
over there at the PSC?

KARI SALSMAN: We do. We have not posted it. I can look
into something like that, maybe on our website. I know that
April used to post it on her actual personal Facebook and that
had helped us in the past but we have not posted it.

STACY BRADY: Well, I am wondering -- I am curious if you
guys posted it on yours and tag different agencies, and then
that might be another way of garnering some attention.

KARI SALSMAN: Right. That is a good idea.

STACY BRADY: Tag us, tag Missouri Assistive Technology. We
are happy to continue to work that way.

KARI SALSMAN: Okay.

STACY BRADY: Thank you.

JAMES FROST: That's a great question, Stacy. Yeah.

So anything else? Any more questions? Anything?

When do we want to set up our next meeting.

INTERPRETER: We are going to do a quick switch of
interpreters.

KARI SALSMAN: If we stick to a Tuesday, I feel like Tuesday
generally works well. What about Tuesday, April 7th?

10:00 a.m.?

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JAMES FROST: Is that okay with everybody? April 7th at 10:00 in the morning? Okay, I don't see any objections. So sold!

Okay. I am going to let you all go and I hope you all have a great day. And we will see you in April. Bye! Thank you.