

## PROGRAM DESCRIPTION

Department of Commerce and Insurance

HB Section(s): 7.550

Public Service Commission Regulatory-Deaf Relay

Program is found in the following core budget(s): Deaf Relay Services and Equipment Distribution Program

**1a. What strategic priority does this program address?**

- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public

**1b. What does this program do?**

- Enables hearing and/or speech impaired consumers to communicate over the telephone network through the provision of relay service and captioned telephone (CapTel) service.
- Provides specialized equipment to hearing and/or speech impaired consumers (administered through the Department of Elementary and Secondary Education's Mo. Assistive Technology Program).

**2a. Provide an activity measure(s) for the program.**

	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Target	FY 2024 Target	FY 2025 Target
Relay Missouri Annual Usage (Minutes)	57,459	55,874	45,718	40,000	35,000	30,000
Cap Tel Annual Usage (Minutes)	115,882	105,283	56,466	36,000	36,000	36,000

Note 1: Anticipate usage to decrease due to internet and cell phone accessibility.

**2b. Provide a measure(s) of the program's quality.**

	FY 2020 Actual	FY 2021 Actual	FY 2022 Actual	FY 2023 Target	FY 2024 Target	FY 2025 Target
Relay Missouri Related Complaints	0	0	0	0	0	0

Note 1: Customer satisfaction is based on the number of complaints related to the Relay Missouri Services and Cap Tel Services.

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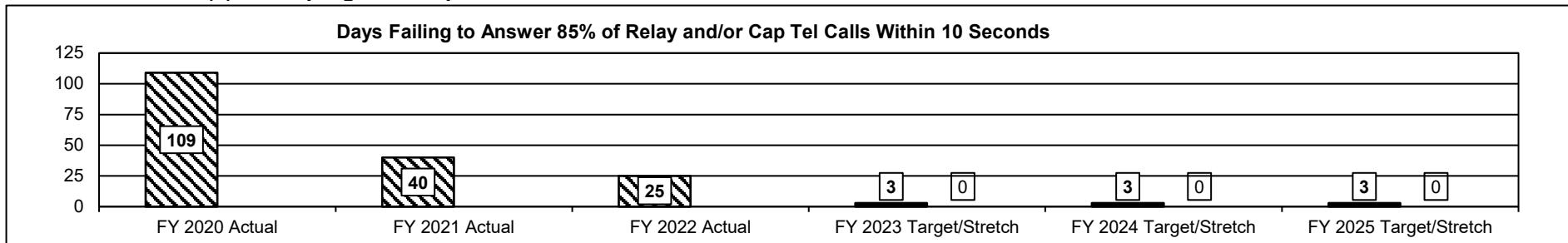
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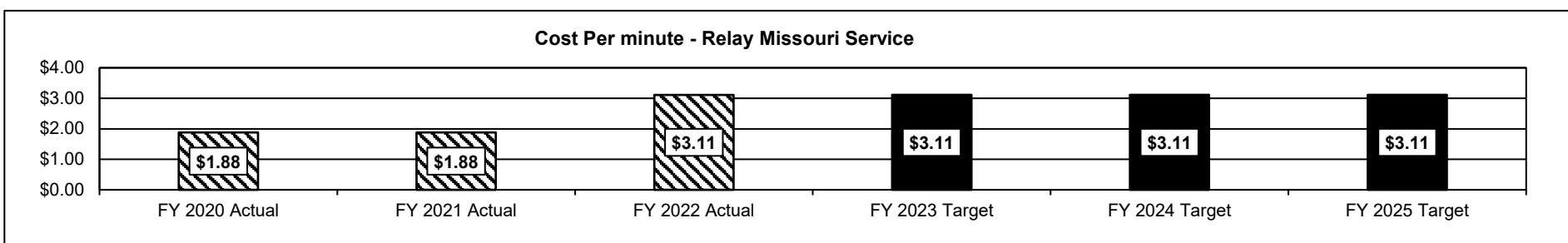
**2c. Provide a measure(s) of the program's impact.**



Note 1: The 85% level is a minimum technical requirement in FCC rules (47 CFR §64.604(b) and is also a PSC contractual requirement for providing Relay and Cap Tel services.

Note 2: FY2020 numbers have significantly increased due to the COVID-19 Pandemic. The FCC issued Order DA-20-281 to waive, from March 1 - May 15, 2020, the requirement that TRS providers answer 85% of calls within 10 seconds, measured on a daily basis, conditional on the TRS provider ensuring that 85% of calls are answered within 120 seconds, measured on a monthly basis. A subsequent Order DA 20-517 was issued extending the waiver through June 30, 2020.

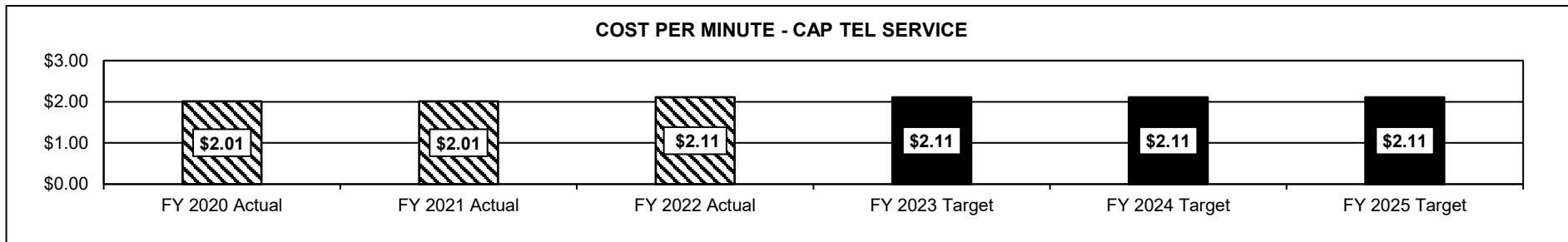
**2d. Provide a measure(s) of the program's efficiency.**



Note 1: Base targets are set by contract, through a competitive bidding process (current contract period is November 2021-October 2025).

Note 2: Stretch targets are not applicable due to costs being set by the contract.

**2d. Provide a measure(s) of the program's efficiency (continued).**



Note 1: Base targets are set by contract, through a competitive bidding process (current contract period is November 2021-October 2025).

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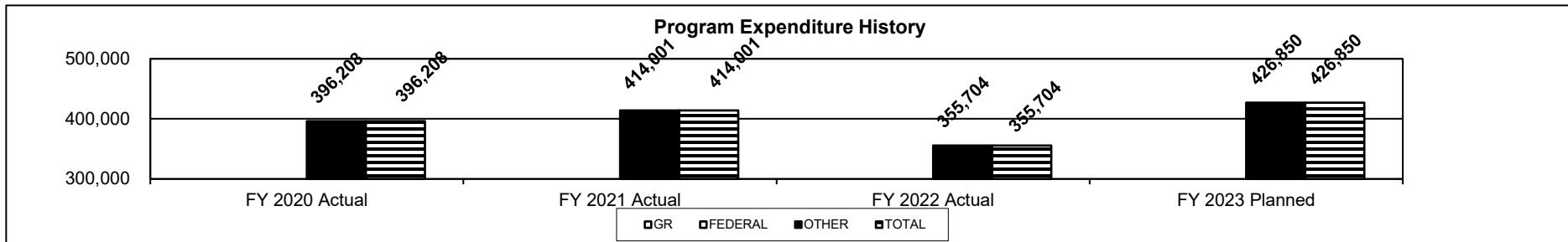
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other" funds?

Deaf Relay Service and Equipment Distribution Program Fund (0559)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 209 RSMo, Sections 251-260

6. Are there federal matching requirements? If yes, please explain.

N/A

7. Is this a federally mandated program? If yes, please explain.

No; however, federal requirements apply to a state relay service.