

PROGRAM DESCRIPTION

Department of Commerce and Insurance

HB Section(s): 7.555

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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2022 Target	FY 2023 Target
Relay Missouri Annual Usage (Minutes)	122,981	60,573	57,459	50,000	45,000	40,000
Cap Tel Annual Usage (Minutes)	175,275	129,040	115,882	100,000	85,000	70,000

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

Note 2: Billing method changed from using "session" minutes to "conversation" minutes September 25, 2017.

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

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2022 Target	FY 2023 Target
Relay Missouri Related Complaints	4	1	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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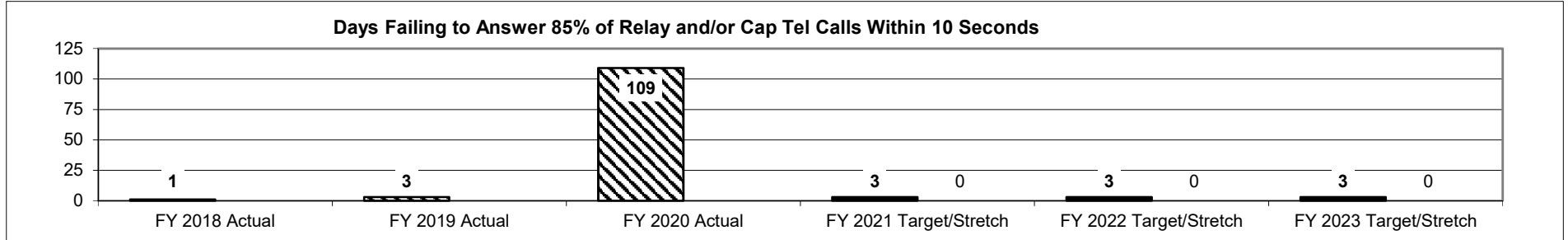
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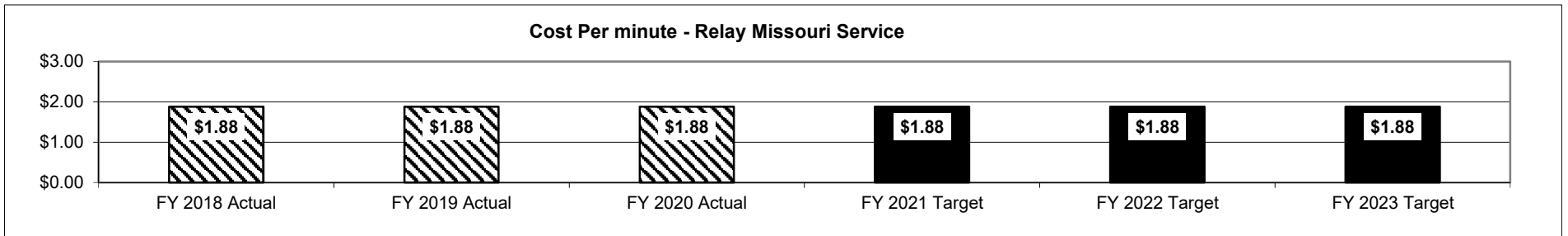
2c. Provide a measure(s) of the program's impact.



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.

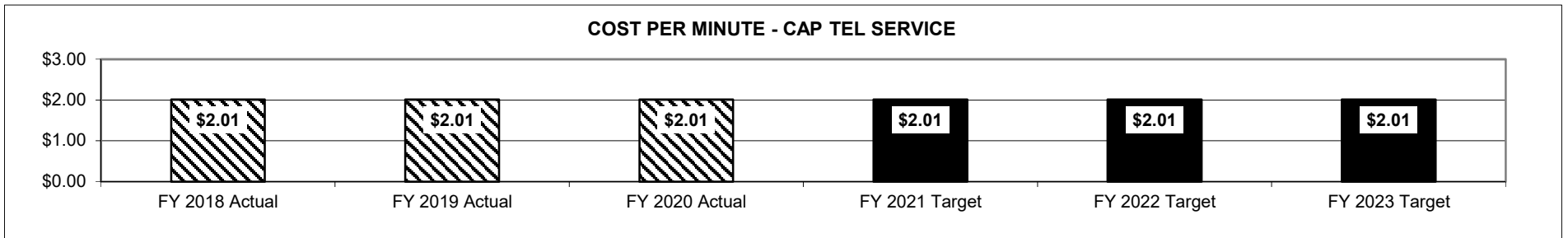
2d. Provide a measure(s) of the program's efficiency.



Note 1: Base targets are set by contract, through a competitive bidding process (current contract period is Sept 2017 - Sept 2020).

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 Sept 2017 - Sept 2020).

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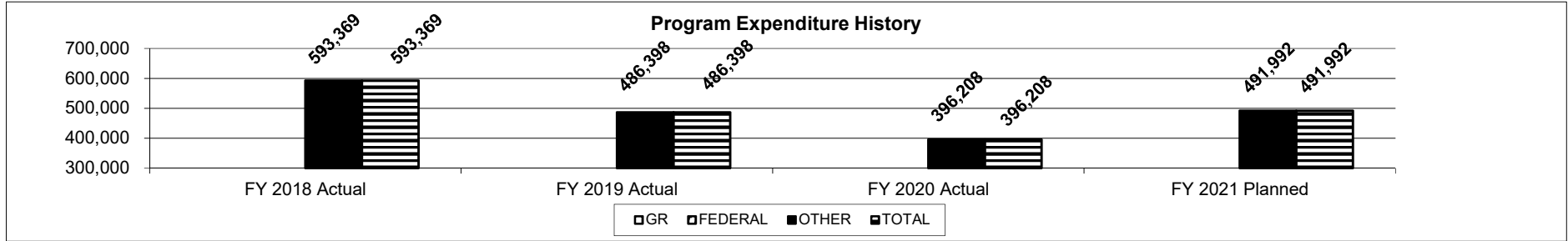
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



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

Deaf Relay Services & Equipment Distribution 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.