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MINNESOTA DEPARTMENT OF COMMERCE
TELECOMMUNICATIONS ACCESS MINNESOTA

MINNESOTA RELAY
AND
TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM



2003 ANNUAL REPORT TO THE
MINNESOTA PUBLIC UTILITIES COMMISSION
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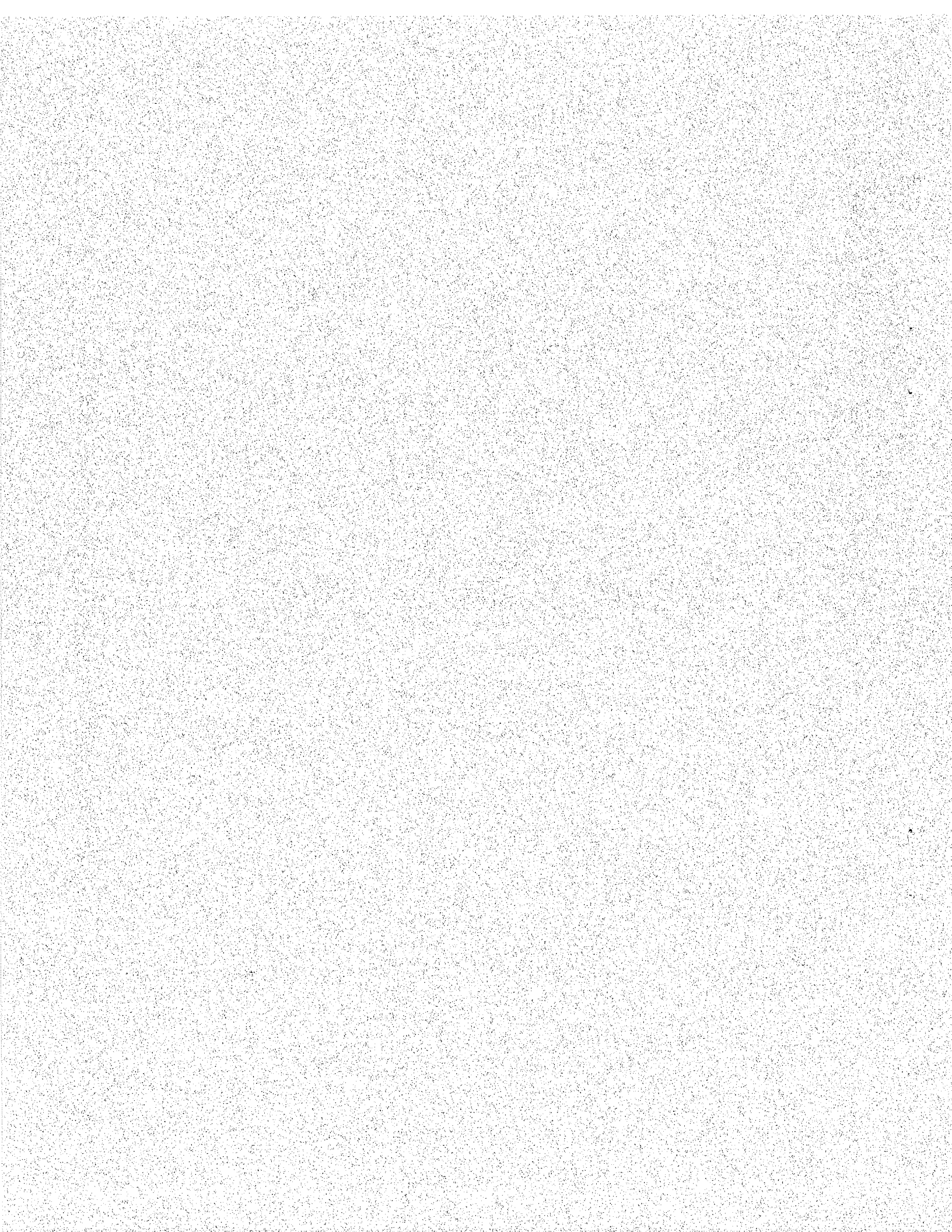


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EXECUTIVE SUMMARY & PROGRAM HISTORY

In 1987, the Minnesota Legislature passed legislation creating the Telecommunications Access for Communication Impaired Persons (TACIP) Board for the purpose of making the telephone network in Minnesota accessible to communication-impaired persons (speech-, hearing-, and mobility-impaired). Two programs were established to accomplish this goal: the Minnesota Relay, which began service on March 1, 1989; and the Equipment Distribution Program (now re-named the Telephone Equipment Distribution [TED] Program), which began as a pilot program on October 1, 1988.

The Minnesota Relay is a federally mandated telecommunications system that allows persons using specialized telecommunications devices, or individuals with speech- or mobility-impairments, to communicate with persons using a standard telephone.

The TED Program provides specialized telecommunications equipment for eligible deaf, deaf-blind, hard-of-hearing, speech-impaired and mobility-impaired persons, which enables them to access the worldwide telecommunications network.

There have been significant changes and improvements to the Minnesota Relay since its early years of operation. In 1995, the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for the Minnesota Relay to the Minnesota Department of Public Service [now the Minnesota Department of Commerce¹ (DOC)]. The Minnesota Department of Human Services, Deaf and Hard of Hearing Services Division (DHS-DHHSD), through an interagency agreement with the Department of Commerce, provides the Telephone Equipment Distribution Program (Minnesota Stat. § 237.51, Subd. 1). See organizational chart in Appendix A.

The 1995 legislation also gave the responsibility for gathering consumer input regarding the Minnesota Relay and TED Program to DHS-DHHSD.

In 1996, after careful consideration of the needs of relay users, the Department of Public Service -TACIP administration (DPS-TACIP) recognized that it was in the best interest of relay users, telephone ratepayers, and the Legislature to relieve the state of the burden of owning TRS equipment. It was apparent that the Minnesota Relay facility and its equipment had become severely outdated and beyond the point of overhaul. DPS-TACIP was faced with two options; spend millions of dollars for the purchase of new equipment, or contract with a qualified TRS vendor to provide continually upgraded equipment and software on a "lease" basis. It was decided that the best way to provide quality and cost effective relay services was to contract with a highly qualified TRS vendor.

Beginning on July 1, 1996, DPS-TACIP contracted with Communication Service for the Deaf (CSD) and Sprint Communications Company (Sprint) to provide

¹ Effective September 15, 1999, the Governor, by executive order, merged the Departments of Public Service and Commerce.

Telecommunications Relay Services. While CSD provides the management and human resources components for the Minnesota Relay, Sprint is responsible for providing the relay facilities, maintenance and access to Sprint's fiber optic telecommunications network.

Under a separate subcontract, DPS-TACIP and CSD have established a Minnesota Relay Consumer Relations Office located in St. Paul, Minnesota. Since the Consumer Relations Office began operations in November 1996, it has conducted focus group meetings that are held annually to solicit input from a variety of relay users. Staffed by deaf, hearing, speech- and mobility-disabled personnel, the Consumer Relations Office is available to give presentations and provide outreach to any individual, group or organization in the state.

Another major decision facing DPS-TACIP after the contracts were awarded was where to locate the new relay center. DPS-TACIP concluded that it was most favorable to relocate the relay center from downtown St. Paul, to Moorhead, MN. The relocation was done for two primary reasons: economics and confidentiality. CSD was able to lease space in Moorhead at half of the downtown St. Paul rate. Confidentiality is essential and relay users are much more comfortable having their private conversations relayed by communication assistants who live and work hundreds of miles away.

On June 30, 1996, relay traffic originating in Minnesota was forwarded to relay centers operated jointly by CSD/Sprint. The new Minnesota Relay center located in Moorhead opened on December 16, 1996, and began relaying 95 percent of calls originating in Minnesota.

In April of 2000, DOC-TACIP, CSD and Sprint learned of City of Moorhead plans to demolish the Minnesota Relay center and other adjacent buildings located on a 23-acre tract, to make way for a proposed \$50 million economic revitalization project.

Despite a long list of challenges, DOC-TACIP, Office of the Attorney General, Minnesota Department of Administration, CSD, Sprint, City of Moorhead, and the project's developers worked diligently to arrive at a solution to relocate the relay center within the new development's proposed office complex. The project's developers agreed to demolish the relay center last and build the proposed office complex first, thus enabling the Minnesota Relay to make a seamless transition from their old location to the new office complex on February 20, 2002.

Obtaining brand new office space designed specifically for the Minnesota Relay also allowed for a center expansion from 70 workstations to 114 workstations, thus creating more jobs and allowing the new center to process thousands more calls originating from 30 states and jurisdictions within the United States. Also, due to the expanded number of workstations and the professionalism and competence of Fargo-Moorhead area CAs, the Minnesota Relay was given the responsibility of serving as the back-up center for the Federal Relay Service. Minnesota Relay's services were first engaged by the Federal Relay on July 16, 2002, and these services will continue into the foreseeable future.

These vendor/state agency provided programs, as well as the administrative expenses of DOC-TAM, are funded by a \$0.13 surcharge on all subscriber lines, including wireless communications lines and other non-wire telephone subscriber lines, in the state of Minnesota.

On April 8, 2002, the Governor of the state of Minnesota signed into law HF 3125. Effective August 1, 2002, the legislation changed the name of the TACIP program to Telecommunications Access Minnesota (TAM). DOC sought the name change at the request of relay users objecting to the inclusion of the word "impaired" in the TACIP acronym.

The procedures and remedies for enforcing any requirements imposed by the Telecommunications Relay Services (TRS) program fall under Minnesota Stat. §237.50-.57 and Minnesota Rules, Chapter 8775 (Appendix B).

This annual report is submitted to the Minnesota Public Utilities Commission in accordance with Minnesota Stat. §237.55, and provides information on the major activities of DOC-TAM during the year 2003. This report also comprises information on the operations of the Minnesota Relay and TED Program, as well as budgetary and statistical data.

TELECOMMUNICATIONS ACCESS MINNESOTA

TAM Administration

The Minnesota Relay and Telephone Equipment Distribution (TED) Program are administered by the Telecommunications Access Minnesota (TAM) program within the Department of Commerce. The relay center is provided to the state under contracts with Communication Service for the Deaf and Sprint Communications Company, LP. The TED Program is provided to the state under an interagency agreement with the Department of Human Services. The TAM administrator manages all vendor contracts and interagency agreements to ensure the provision of the Minnesota Relay and TED Program.

TAM Funding

The Minnesota Relay and TED Program, as well as the administrative expenses of TAM, are funded by a \$0.13 fee charged monthly to each telephone access line in the state, including wireless phones.

Minnesota Stat. §237.49 states that “Each local telephone company shall collect from each subscriber an amount per telephone access line representing the total of the surcharges required under sections 237.52, 237.70, and 403.11. Amounts collected must be remitted to the commissioner of public safety in the manner prescribed in section 403.11. The commissioner of public safety shall divide the amounts received proportional to the individual surcharges and deposit them in the appropriate accounts. The commissioner of public safety may recover from the agencies receiving the surcharges the personnel and administrative costs to collect and distribute the surcharge. A company or the billing agent for a company shall list the surcharges as one amount on a billing statement sent to a subscriber.”

TAM surcharges collected from telephone access lines are deposited into a dedicated account. Minnesota Stat. §237.52, Subd. 1, states “A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.”

Minnesota Stat. §237.52, Subd. 2, states “The commissioner of commerce shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56. The Public Utilities Commission shall review the budget for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the department and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.”

Minnesota's Telecommunications Relay Services (TRS) program observes all jurisdictional separation of costs as required by the Federal Communications Commission's 47 C.F.R § 64.604 (c) (5), Section 410 of the Communications Act of 1934, Minnesota Stat. § 237.10, and Minnesota Rules, Chapter 7810.6400. All Minnesota Relay intrastate and interstate minutes are reported separately and distinctly to the state and are included in monthly Sprint invoices.

The local and intrastate minutes, including 49 percent of toll free and 900 minutes, are reimbursed through a fund established by the Minnesota Legislature. In accordance with Minnesota Stat. § 237.52, Subd. 3, "Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety . . ." The interstate and international minutes, including 51 percent of toll free and 900 minutes², are reimbursed by the Telecommunications Relay Services (TRS) Interstate Fund administered by the National Exchange Carrier Association (NECA).

Costs for interstate and intrastate Video Relay Service (VRS) and Internet Relay (IP Relay) access and usage are recovered from the TRS Interstate Fund administered by NECA. Please note: VRS and IP Relay are not mandated by the FCC and are not currently provided on Minnesota's TRS platform. However, VRS and IP Relay are fully accessible to Minnesota consumers (free of charge) through a number of TRS providers who offer these services nationwide. As DOC-TAM does not contract for VRS and IP Relay, and all access and usage costs associated with these services are currently recovered from the TRS Interstate Fund, DOC-TAM is not responsible for any costs associated with the provision of VRS or IP Relay to Minnesota consumers.

Population Served

TAM serves Minnesotans who are deaf, deaf-blind, hard-of-hearing, speech- or mobility-impaired and hearing users of the Minnesota Relay.

In 2001, the U.S. Bureau of the Census set the general population in Minnesota to be approximately 5 million. Using this figure, it is estimated that **500,000** Minnesotans have some hearing loss; **68,000** are deaf and **430,000** are hard-of-hearing.

There are approximately 28 million deaf and hard-of-hearing people in the United States (about 1 in 10). Total or partial hearing loss is the most common disability in the country, and the numbers are likely to rise significantly with the aging of 76 million baby boomers. Hearing loss among those aged 46 to 64 has increased 26 percent over previous generations according to the National Health Interview Survey conducted by the National Center for Health Statistics. The significant increase in "premature" hearing loss can be attributed to baby boomer's greater exposure to loud noises (such as rock concerts, traffic, power tools, headsets, and the vast array of other electronics) than previous generations.

² The FCC revised the payment formulas for toll free and 900 minutes on May 1, 2002 (CC Docket 90-571).

According to statistics, there are more baby boomers with hearing loss (10 million) than there are people over the age of 65 with hearing loss (9 million)³.

Specific statistics on speech- and mobility-impaired individuals are not as readily available. However, in 1997 the U.S. Bureau of the Census estimated that 2,270,000 Americans age 15 and above have difficulty with speech⁴, and that there were approximately 101,439 Minnesotans with a mobility limitation in 1990.

Hearing loss, speech impairments and mobility limitations affect more than just the people who are impaired. Deaf, deaf-blind, hard-of-hearing, speech- and mobility-impaired individuals have hearing people in their lives with whom they need to communicate: family members, friends, co-workers, and even emergency service personnel. Relay users also communicate by phone with a number of types of businesses such as take-out restaurants, doctors' offices, government agencies, and banks. Businesses, too, need to be able to use traditional telephones to contact current and potential customers who are deaf, deaf-blind, hard-of-hearing, speech- or mobility-impaired.

The Minnesota Relay and TED Program benefit a much larger population than just those who are deaf, deaf-blind, hard-of-hearing, speech- or mobility-impaired, as these individuals have relationships with non hearing-, speech- and mobility-impaired persons. The Minnesota Relay and TED Program help to insure that *all* Minnesotans are able to stay connected to people who are important to them.

TAM's Goal

The terms and conditions of the relay service provider contracts reflect TAM's goal to provide Telecommunications Relay Services (TRS) that exceed the quality of relay services available in other states. Given that CSD and Sprint are national leaders in the TRS industry and have the largest nationwide market share in the provision of TRS, DOC-TAM believes that the Minnesota Relay is among the most technologically advanced and reliable relay centers in the nation.

Role of the Public Utilities Commission

In accordance with Minnesota Stat. §237.55, DOC-TAM must submit its annual report to the Minnesota Public Utilities Commission (PUC). Each report must review the accessibility of the telephone system for users of the Minnesota Relay and the Telephone Equipment Distribution (TED) Program. In addition, the annual report includes a description of services provided by both the Minnesota Relay and TED Program, funds received and distributed annually for each component of the program, and plans for future operations.

³ Statistics cited by Starkey Laboratories (largest manufacturer of hearing aids in the United States).

⁴ Disability status of the civilian non-institutionalized population.

DOC-TAM also submits its annual budget and surcharge recommendations to the PUC for approval. The commission reviews the TAM budget recommendations for reasonableness and may modify the budget to the extent it is determined unreasonable.

2003 MINNESOTA RELAY PROGRESS

Captioned Telephone Trial

Captioned Telephone (CapTel) – In 2003/2004 TAM participated in a ten-month CapTel trial (April 1, 2003 – January 31, 2004). The purpose of this trial was to evaluate the CapTel technology for potential use as an additional form for providing TRS in Minnesota.

CapTel functions much the same as a standard telephone but also has an electronic text display similar to a TTY. However, the CapTel phone does not have a keyboard or require typing skills, which greatly increases access to telephone use. The user enters the phone number they want to call into the CapTel phone. The phone automatically dials the CapTel call center and transmits the called number. When the call reaches the CapTel center, the outgoing dialing automatically takes place. When connected to the called party, the CapTel user speaks directly to the called party as with a standard phone. When the called party replies, the voice (which can be amplified) is transmitted directly to the user, while simultaneously the incoming speech is displayed on the phone's display panel. The text version of the conversation is provided via the CapTel operator using the latest in speech-to-text technology similar to what is used in many voice recognition captioning systems and as commonly seen on TV. The result is a seamless blending of voice and text with no interaction with an operator for either party.

In April 2003, the first month of the trial, Minnesota had 47 trial participants. The participants placed a total of 1,067 CapTel phone calls and averaged 64 conversation minutes per person.

By December 2003 the number of trial participants had increased to 118 and the total number of CapTel phone calls for that month was 3,353. The most encouraging indication of CapTel's success is that trial participants averaged over 100 conversation minutes per person during December.

Overall response from trial participants has been very positive as indicated by the following testimonials from Minnesota CapTel trial participants:

"It is so nice to be able to read the captioning with my partial hearing so I can carry on a conversation with loved ones. Thank you."

"I am making calls that I haven't made for years and I am so comfortable on the phone. My friends are amazed!"

"Love the fact that I don't have to say "Sorry, I am hard of hearing I didn't understand what you said. It has made me want to use the phone more and am more sure of myself."

"I no longer have to ask other people to take the phone because I was unable to hear/understand what the party wanted. It is a very satisfying feeling to know that you are in control."

"Great to be able to hear and see at the same time. It's a super phone."

"I am so thrilled that I am able to be part of this new technology as a trial user. I will highly recommend it to other people."

"People calling me love using this service and appreciate the fact that they don't have to repeat as much as they did before when we communicated on the phone. It is a great experience for all involved. Opens up a whole new and better world of communication for the hard of hearing."

Data collected from the approximately 2,000 CapTel trial participants nation-wide indicates that over 40 percent of participants are between the ages of 40-60; an additional 25 percent are over the age of 60. Over 80 percent of trial participants use their residual hearing and almost 65 percent have never used relay service before.

CapTel is not presently mandated by the FCC and does not meet FCC TRS mandatory minimum standards.

A CapTel Call Volume chart is attached in Appendix C.

MINNESOTA RELAY OPERATIONAL STANDARDS

Communication Assistant (CA)

CA Employment Standards

The Minnesota Relay has established successful procedures to recruit qualified applicants for CA positions. The first step in the CA hiring process requires that applicants take a validated test that evaluates typing, language, and other skills. When an applicant passes the test, a human resources representative screens the applicant for oral communication skills and work availability. If the applicant passes this step, he/she is interviewed in person by an operations supervisor for specific job dimensions that relate to the success of a CA. If the supervisor recommends the applicant for employment, the applicant's references are checked. This process helps ensure that only qualified applicants are hired to work at the relay center.

CA Training Program

Training is adapted to each participant's learning abilities and incorporates lectures, visual graphics, flow charts, videos, role playing, and hands-on call training to stimulate the CA's ability to learn.

New hires receive training in Deaf culture, American Sign Language (ASL) translation, oral Deaf, and sensitivity to the needs of persons with hearing and speech disabilities by a qualified person who, if not deaf or hard-of-hearing, possesses extensive knowledge in this area. During the initial training, CA's are trained and evaluated on how to accurately reflect the TTY user's intent and on the CA's role in the relay process. CA's performance based skills such as grammar, spelling and oral communication abilities are evaluated on an ongoing basis.

Additionally, applicants are given four written and hands-on evaluations. These evaluations demonstrate spelling ability, typing accuracy, ability to process calls using training terminals and "role-playing" ability in varying levels of ASL. CA's also receive extensive training on how to improve their interpersonal skills so that they can work effectively when confronted with difficult and stressful situations that may arise while processing calls.

A team of ASL fluent Sprint employees developed ASL training workbooks that are utilized by CA's for ongoing training. These workbooks have been designed to provide supplemental training and to assist CA's toward the mastery of ASL translation on relay calls.

Transmission of 60-WPM

All CA's must type a minimum of 60-WPM. Minnesota Relay utilizes an oral-to-type test that simulates actual working conditions. CA's are tested on an ongoing basis to ensure that a 60-word-per-minute performance requirement is maintained. During this test Minnesota Relay does not use technology-aided transmission to ensure the typing speed. The score earned by each CA is the actual words-per-minute typed.

Minnesota Relay also utilizes technological aides such as pre-programmed macros and auto-correcting software, along with the CA's natural skill, to provide optimal typing accuracy.

CA Quality Assurance Programs

(1) **Individual Monthly Survey:** Monthly surveys and formal reviews are used to monitor and evaluate the continuing training of CAs. The survey process is a product of a task force comprised of management staff who evaluate all areas of work performance, personal effectiveness and attendance. The survey process goals are to respond to customer feedback and provide CAs with clearly defined and objective performance measures. Two surveys are completed on each CA every month and include areas such as typing accuracy, spelling, conversational English/ASL translation, clarity/enunciation, caller control, and etiquette/composure.

(2) **Quality Assurance Test Calls:** To ensure that all CAs are focused on FCC requirements and state contractual commitments, supervisors from every Sprint relay center pair up to perform 10 scripted test calls each on alternate centers for a total of 700 annual test calls per center. After each call, the supervisors fax the survey form to the appropriate relay center for the CA to receive immediate feedback. This feedback and appropriate guiding performance measures for specific components are addressed with each CA.

(3) **Account Management and Trainer Test Calls:** The Sprint operations department and members of the Sprint account management team identify areas of concern based on customer feedback, state feedback, individual survey results and customer contacts. Approximately 300 test calls per month are conducted. Results are compiled and shared with operations' management. Based on results, trainers and management determine if refresher training is necessary and what method should be used.

Confidentiality and Conversation Content

1. Confidentiality Policies and Procedures

Understanding that measures to ensure confidentiality are crucial to the success of any TRS operation, Minnesota Relay uses procedural and environmental measures to safeguard customer and call information. In accordance with FCC regulations, all information provided for call set-up, including customer database and branding information, is confidential and cannot be used for any other purpose. The use of any information obtained during the processing of a call is strictly prohibited. After an inbound party disconnects, the CA loses the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept after the call is released from the CA position. After a call is terminated, billing information is transferred to billing files and is no longer accessible except for bill processing purposes.

No one is permitted to watch or listen to actual calls except CAs and supervisory staff for the purpose of relaying, assisting or monitoring a call, or for training purposes. CA work areas require security key card access and visitors are not allowed on the relay floor.

CAs perform their work in cubicles bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets. CA workstations are arranged to minimize the number of cubicles that are side by side.

All relay center personnel are required to sign and abide by a confidentiality agreement, which is a promise not to disclose the identity of any caller or any information learned during the course of relaying calls. Employees are expected to abide by the confidentiality agreement during and after their employment.

The Minnesota Relay strictly enforces confidentiality policies, including the following:

(a) Communication Assistant (CA)

- Prospective CAs are screened in the interview process on issues regarding ethics and confidentiality. During initial training, CAs are presented with examples of situations that could be considered breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. Therefore, CAs receive training on healthy detachment. When a CA requires counseling due to a stressful call, they do not discuss any specifics about the call. The Minnesota Relay contracts with professional agencies to provide employees with the confidential assistance of professionally certified counselors.
- All claims of breach of confidentiality are fully investigated. If the investigation confirms that any employee committed a breach of confidentiality, the employee will be terminated.

(b) Building

- Relay center entrances and CA work areas are accessed with security keys.
- Visitors are not allowed in the CA work area.
- CA terminal screens are not visible from any window area.

Speech-to-Speech (STS) Limited Exception of Retention of Information

At the request of a caller, STS CAs will retain information from a call in order to facilitate the completion of consecutive calls. No information is kept after the inbound call is released from the CA position.

2. Verbatim Relay and the Translation of ASL

CAs relay everything that is said and everything that is heard and do not omit or censor any aspect of the relay call. CAs must convey the entire conversation, including profanity. Also, all conversation during initial call set-up and acceptance of charges from the called party is relayed. All comments directed to either party by the CA are relayed and typed in parentheses.

CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered and at all times during the conversation, unless either user specifically requests summarization or ASL interpretation.

At the request of the relay user, CAs will translate written ASL into conversational English. All CAs are able to translate the typed languages of relay users whose primary language may be ASL, or whose written English language skills are limited, to conversational grammatically correct English. Training is provided on various levels of English/ASL translation during the initial training, and continually throughout a CA's employment. To successfully complete training, the CA must demonstrate competent skills to translate calls as requested.

Speech-to-Speech (STS) Facilitation of Communication

STS CAs receive training on how to facilitate STS communication without interfering with the independence of the user. STS CAs are evaluated monthly on their ability to facilitate calls without altering the content of conversations or compromising the user's control of the call. Relay users have full control of all of their calls.

Types of Calls

+

Minnesota Relay provides 24 hour, 7 day-a-week Telecommunications Relay Services (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computer (PC) users to place local, intrastate, interstate, and international calls. Minnesota Relay also processes calls to directory assistance, toll free and pay-per-call numbers. There are no restrictions on the duration or number of calls placed by a relay user.

The Minnesota Relay works in conjunction with the local exchange carriers enhanced services to provide additional functionality for users of TRS. The relay processes collect and person-to-person calls and calls charged to a third-party, as well as calls billed to prepaid and non-proprietary calling cards offered by local or interexchange carriers. Minnesota Relay also processes calls to, or from, restricted lines (e.g. hotel rooms and pay telephones).

When a call is placed through Minnesota Relay, a user is billed in the same manner that non-relay users are. Relay users are only billed for conversation time (which does not include call setup time, time elapsed between calls and wrap up time) on toll calls. Billing occurs within 60 days of the call date. Minnesota Relay users have the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling card, and will process calling cards offered by the user's carrier of choice if the carrier is a participant of Minnesota Relay's Carrier of Choice (COC) program, and as long as Feature Group D is at the carrier's access tandem.⁵ Sprint works with the LECs and IXCs to compile and make available to all relay users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and also handles the rating and invoicing of toll calls placed through the relay.

Minnesota Relay Features

- **7-1-1 Dialing Shortcut** – allows relay users to simply dial 7-1-1, nationwide, and be connected to the relay center in the state they are located.

⁵ Only IXCs that have entered into a collection and billing agreement with Sprint can provide their customer's access to long distance calling through the relay and are included in Feature Group D.

- **Access to 900 Service** – allows Minnesota Relay users to access 900 number pay-per-call services.
- **Access to Restricted 800/877/888 Numbers** – TTY users are able to reach, through the Minnesota Relay, regionally restricted 800, 877, and 888 numbers and business offices of local telephone companies that have special prefixes, all of which would normally be accessible to the TTY user in their calling area.
- **Answering Machine Retrieval** – TTY users can request a CA to retrieve messages from the TTY user's voice answering machine or voice mail.
- **ASCII Split Screen** – allows high-speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, ASCII Split Screen provides interrupt capability, when appropriate, for the ASCII user and the voice party.
- **Automated Number Identification (ANI)** – With ANI, the originating number appears automatically on the CA's monitor.
- **Branding of Call Type** – The Minnesota Relay has the ability to automatically record and store user's preferred custom calling information (e.g., Baudot, ASCII, voice, TTY, VCO, or HCO), which is determined by the most recent call placed by the relay user. The relay user's next call is then answered and set-up using automatically programmed information.
- **Call Blocking** – If desired, relay users are able to include in their customer database telephone numbers they want blocked. Call blocking prevents unwanted calls from being placed.
- **Caller ID** – Calls placed through the Minnesota Relay will provide the originating calling party number (ANI), or caller ID information, through the local exchange carrier for all local and most long distance calls.
- **Carrier of Choice (COC)** – allows relay users to choose their preferred carrier for intrastate, interstate, and international calls. This requires the user's COC to enter into a billing and collection agreement with Sprint.
- **Cellular/PCS Phone Access** – allows TRS cellular customers to reach the Minnesota Relay's toll-free number(s) to complete relay calls.
- **Customer Database (CDB)** – offers relay users numerous ways to automatically expedite the initiation of custom calls. These pre-selected customer calling features include, but are not limited to: communication modes (TTY, Voice, ASCII), carrier of choice, preferred billing method, frequently dialed numbers, emergency numbers, call block, etc.

- **Directory Assistance** – A CA will relay Directory Assistance (DA) calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the DA request, the CA will contact a LEC DA operator. After obtaining the number, the caller may choose to place the call through the relay or dial it directly, i.e., TTY to TTY. (Note: DA is often subject to charges by the caller's local telephone service provider.)
- **Deaf-Blind Transmission Speed** – A modification of the default transmission speed for Telebraille users. Instead of the default setting at 45 words per minute, the transmission speed has been reduced to 15 wpm, with system capability to increase or decrease transmission speed by 5-wpm increments.
- **Emergency Assistance** – Although relay users are discouraged from placing 911 calls through the relay, calls *are* placed at the caller's request. Through Sprint's E911 database, CAs use a "hot button" to automatically place a call to the caller's nearest Public Safety Answering Point.
- **Enhanced Turbo Code (E-Turbo™)** - allows TTY callers to automatically submit dialing and call set-up instructions when they dial into Minnesota Relay. This significantly reduces the amount of time necessary for the CA to set-up and process the outbound call. The result is that the TTY caller is connected to their desired party at a speed that is functionally equivalent to that of a non-relay call. Not only are TTY callers pleased with the speed in which calls are processed, but due to the reduced call set-up time, there are also fewer billable minutes charged to the state for session minutes.
- **Error Correction** – This feature automatically corrects many typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text transliteration.
- **Flexible Billing** – allows Minnesota Relay users to complete calls from anywhere in the world with a valid Minnesota third-party billing capability.
- **Gender ID** – This feature automatically matches relay user's gender with the gender of a CA. For example, the user has the option of allowing the Minnesota Relay to use the caller's Customer Database information to automatically match the CA's gender to their own.
- **Hearing Carry Over (HCO)** – A speech-impaired person with hearing capability may request Hearing Carry Over, which will enable the speech-impaired person to directly hear what the other party is saying and type back messages that will be spoken by the CA. HCO to HCO allows relay users access to HCO users at both ends of a relay call.

- **Hearing Carry Over to TTY** – allows HCO relay users to listen while the CA is reading/voicing TTY users' typed message. The HCO user types his/her conversation directly to the TTY user.
- **Intelligent Call Router** – Technology that automatically and seamlessly routes relay calls to the first available English or Spanish speaking CA in the network.
- **International Calls** – allows the relay user to place and receive calls to and from anywhere in the world (using English or Spanish languages only).
- **Internet Relay**- allows anyone with an Internet Service Provider account to make Internet Relay calls 24 hours a day, 7 days a week. Relay users are able to access Internet Relay from home, work, libraries, online cafes, Personal Communications Service handsets, and Personal Digital Assistant devices – anywhere with a computer and Internet access. There is no charge to use Internet Relay and even long distance calls are free. Internet Relay allows the user to make calls in English, Spanish, or French Creole, and also make two-line Voice Carry Over (VCO) calls.
- **Last Number Redial** – allows Minnesota Relay users to call the last person dialed through the relay without having to provide the last telephone number dialed to the CA.
- **Recording Machine Capabilities** – allows CAs to record and play back audio-text interaction messages to reduce numerous callbacks to convey entire messages to calling parties.
- **Roaming Services** – allows Minnesota Relay user's calls to originate and terminate outside of Minnesota.
- **Spanish Relay** – Spanish Relay works the same way that English speaking relay does. The CA can relay calls between two Spanish speaking persons, *or* between a Spanish speaking person and an English speaking person as long as at least one caller uses a TTY.
- **Speech Disabled Indicator** – The command (S) typed by a speech-disabled person would inform the CA that a speech-disabled person is on-line.
- **Speech-to-Speech** – allows a speech-disabled person to voice their conversation with assistance or have their conversation voiced entirely for them. A CA revoices the words of the person with a speech disability or revoices the user's speech synthesizer output to the called party.
- **Speech-to-Speech Spanish** – Spanish speech disabled relay users who prefer to use their voice with varying levels of assistance may call the STS relay number and request a Spanish speaking CA to revoice their call.

- **Transfer Gate Capabilities** – The relay’s ability to transfer relay callers to English TTY Operator Service and English or Spanish relay 24-hour customer service.
- **TTY Operator Services** – Sprint’s TTY Operator Service is available to complete a TTY to TTY call, obtain directory assistance information, or receive credit for erroneous billing. The toll free number is 1-800-855-4000.
- **Turbo Code Capability** – allows users to send information at the same speed it is typed, resulting in a more natural conversational flow and the ability to interrupt one another.
- **Two-Line VCO** – allows VCO users to communicate using a VCO phone or personal computer with ASCII capability and a second line with conference calling capabilities.
- **Variable Time Stamp Macro** – This macro enables the relay caller to know when their called party has disconnected from the call.
- **Voice Carry Over (VCO)** – allows hard-of-hearing users to speak directly to a hearing person. To process this type of call, the CA types what the hearing user says and allows the hard-of-hearing user to speak directly to a hearing person.
- **VCO to HCO** – allows VCO users to communicate directly with HCO users. The hard-of-hearing or deaf caller speaks directly to the speech-impaired person, and the CA then types what the speech-impaired person says to the deaf or hard-of hearing person.
- **VCO to TTY** – allows VCO users to communicate with TTY users through the relay when both parties are using TTY devices. To process this type of call, the CA types the VCO user’s spoken message to the TTY user and the TTY user types directly back to the VCO user.
- **VCO to VCO** – allows relay access to VCO users at both ends of the relay call.
- **VCO-With-Privacy-and-No-GA** – allows VCO users to use the standard VCO feature without needing to say “Go ahead”, or “GA.” Additionally, the CA does not listen to the VCO user’s spoken words. Ordinarily, VCO users need to say “GA” so that the CA knows that it is the other party’s turn to speak. With this feature the caller and the called parties do not say “GA.” The responsibility for taking turns when speaking rests entirely upon the calling and called parties because the CA does not hear what the VCO user says.
- **Video Relay Service (VRS)** – VRS enables the use of American Sign Language (ASL) in visual conversations over special phone terminals or computers with a video camera and high speed internet access. VRS allows callers to use ASL to converse with a video interpreter via a video link. The interpreter then translates ASL into spoken language or text for communications with standard voice or TTY users. VRS is yet

another step in providing “functionally equivalent” access to telecommunication networks since VRS users are able to impart facial expressions and “tone”, and are able to interject into a conversation as needed; capabilities that are difficult or impossible with TTY conversations. Also, VRS allows individuals who may not be able to use the traditional relay due to difficulties typing or spelling on a TTY, such as young children that can sign but not type, an opportunity to access the telecommunication network.

- **Voice Call Progression** – allows Voice or HCO callers to listen during call set-up (i.e., ringing or busy).

Future Minnesota Relay Features

Captioned Telephone Service

On January 31, 2004, Minnesota’s ten-month captioned telephone (CapTel) trial will end. However, following a preliminary review of the CapTel trial, DOC-TAM has determined that it is in the best interest of Minnesotans with hearing loss that DOC-TAM amend its current captioned telephone contract such that CapTel services will become accessible to the general public through January 31st, 2005.

DOC-TAM is currently in negotiations to amend the current contract to incorporate more comprehensive requirements for the provision of captioned telephone services in Minnesota. During the captioned telephone trial, captioned telephone relay calls were not required to be compliant with FCC TRS mandatory minimum standards and the relay service was available for only a limited number of hours per day. As required by the proposed contract amendment, captioned telephone calls will now be required to meet TRS mandatory minimum standards as directed by the FCC’s Declaratory Ruling (cc Docket No. 98-67) adopted July 25, 2003, and will be available 24 hours per day/365 days per year.

Another proposed change to the contract would be the provision of a comprehensive state-wide outreach campaign. The proposed outreach campaign, not to exceed one year, would include the following:

- The hiring of a full-time outreach representative and three part-time trainers to be employed by the vendor for a term of one year.
- Presentations and training for potential captioned telephone users, appropriate medical professionals, state agencies, private employers, schools and groups and organizations for deaf and hard-of-hearing individuals.
- Captioned telephone demonstrations at applicable conferences, conventions, group meetings, and the Minnesota State Fair.
- Handling of consumer contacts, which includes receiving, tracking, resolving and reporting consumer complaints and commendations regarding captioned telephone service.
- Outreach materials
- Advertising and marketing

DOC-TAM believes that captioned telephone services will be made permanently accessible in all states within the next year and will ultimately be mandated by the FCC.

The FCC recently determined captioned telephone service to be an enhanced form of Voice Carry Over (VCO), and states in its Declaratory Ruling (CC Docket No. 98-67) adopted July 25, 2003, Section III (A)(16), that captioned telephone service “. . . is less intrusive and more natural for call participants, and that users who become hearing impaired later in life may find it easier to adjust to captioned telephones VCO service than to traditional TRS services. Therefore, captioned telephone VCO service will reach a segment of the population that has traditionally not been well serviced by current TRS options . . . We believe that captioned telephone service will provide greater functional equivalence for those people who prefer VCO TRS and use this technology.”

Data gathered during the CapTel trial indicates that over 40 percent of trial participants are between 40 and 60 years of age (baby boomers) and 25 percent are above the age of 60. Over 80 percent of trial participants use residual hearing and over 60 percent have never used tele-relay services before. Therefore, DOC-TAM has determined that a large portion of Minnesotans that are late deafened or have significant hearing loss are not currently being served.

DOC-TAM recognizes the benefits of captioned telephone services in providing a more “functionally equivalent” telephone call for individuals who are deaf or hard-of-hearing and wish to use their own voice while making telephone calls. Therefore, DOC-TAM feels it is in the best interest of Minnesotans and, in many cases their employers, to continue to provide captioned telephone service and not suspend this service as of February 1, 2004.

Handling of Emergency Calls

Minnesota Relay uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the nearest Public Safety Answering Point (PSAP). Minnesota Relay considers an emergency call to be one in which a relay user indicates the need to connect to the police department, fire department, paramedics, or ambulance. The following steps will be taken to connect the caller to the correct PSAP:

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will depress a “hot key”.
- The CA’s terminal instantly sends a query to the E911 database containing the caller's geographic area Automatic Number Identification (ANI).
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number and passes the caller’s ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller’s ANI onto the

E911 center operator. If the inbound relay caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller's ANI to the E911 center operator.

In-call replacement of CA's

The Minnesota Relay understands that a change of CAs can interrupt the natural call flow. Therefore, efforts are made to keep the same CA dedicated to each call. Minnesota Relay will ensure that the CA remains on the call for at least 10 minutes (or 15 minutes for a Speech-to-Speech call). If a change of CA is unavoidable, CAs are trained to make this transition as smoothly as possible and will inform both parties.

A CA change may occur for the following reasons:

- Customer requests change of CA
- User(s) verbally abuse the CA or use obscenity towards CA
- The call requires a specialist (Speech-to-Speech, another language)
- Illness
- Potential conflict of interest (i.e. the CA identifies an end user as a family member or friend)

In instances where it is necessary to change CAs, a second CA will plug in their headset at the position and watch the call for several minutes in order to assess the "spirit" of the call and make the transition smoother. After several minutes of observation, the second CA will wait until the voice person stops speaking and all conversation has been relayed and will then type to the TTY user: (CA # M _ _ _ _ CONTINUING UR CALL).

The CA will then say to the non-TTY user: "THIS IS CA # M _ _ _ _ CONTINUING YOUR CALL."

During initial training, trainees are required to practice this procedure. In addition, a training video was developed that clearly shows the procedure and how to ensure it is as smooth as possible.

CA Gender Preference

When a relay user requests a CA of the opposite gender of the CA who initially receives the call, the relay user is switched to an appropriate CA as soon as one becomes available. If a change of CA is necessary during the call, every attempt will be made to accommodate the previous gender request.

Speech-to-Speech Called Numbers

Minnesota Relay's Customer Database is available to Speech-to-Speech users. The database can be used to store a list of names, frequently dialed telephone numbers, and customer notes. The database automatically appears on the CA's terminal screen each time a user dials into Minnesota Relay. The Customer Database helps to facilitate call set-up and conversing preferences for the STS user.

MINNESOTA RELAY TECHNICAL STANDARDS

Minnesota Relay Facilities

Minnesota Relay is available 24 hours a day, 365 days a year. The relay service facility, provided by Sprint, uses the Rockwell Galaxy ISS 3000 switching system. The switch is an all-digital, state-of-the-art system that provides caller accessibility in excess of 99.99 percent. All major systems and components are redundant, which minimizes the dropping of calls originating or terminating in Minnesota.

The Minnesota Relay center utilizes both Uninterruptable Power Source (UPS) and backup power generators to ensure that the relay has uninterrupted power, even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – within a few minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available. In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the relay center's operation is maintained. This includes:

- Switch system and peripherals
- Switch room environmentals
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- Call Detail Record recording

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control until local utility power is restored.

Transmission Circuits

Sprint is a certified interexchange carrier in all 50 states. Using Sprint's nationwide all digital fiber-optic network, transmission circuits meet, if not exceed, industry interexchange performance standards for circuit loss and noise.

Sprint's Synchronous Optical Network (SONET) provides the Minnesota Relay with the ability to operate on transmission circuits that form a "self-healing" ring. The SONET ring is a portion of Sprint's fiber-optic network set-up in a ring, loop, or circle to provide survivability for that portion of the Sprint network. The Minnesota Relay is, therefore, linked to a coast-to-coast telecommunications route, which ensures voice, data, and video services without interrupting the call. This ensures that Minnesota Relay calls are

safeguarded by automatically rerouting service around disruptions in approximately 60 milliseconds.

Accessing the Minnesota Relay

As of October 1, 2001, Minnesota Relay users are able to access the relay by simply dialing 7-1-1. On August 9, 2000, the FCC released the Second Report and Order concerning Nationwide 7-1-1 Access to TRS (CC Docket No. 92-105). The order required all common carriers, wireless providers, payphone vendors, and Private Branch Exchange (PBX) vendors to provide 7-1-1 dialing access to relay services on or before October 1, 2001.

Currently, 55 percent of Minnesota Relay calls are being placed using this dialing shortcut. Relay users are still able to access the Minnesota Relay by dialing the original 10 digit toll-free numbers.

ASCII & Baudot

Each CA position is capable of receiving and transmitting in voice and Baudot (including TurboCode™ and E-TurboCode™), as well as ASCII codes. When a call is received at the CA position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the baud rate is detected. Intelligent modems allow the CA to handle either voice or data lines from the same CA work station. This automatic identification of call types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average CA per-call work time to a minimum.

ASCII rates up to and including 19,200 bps are supported by the Sprint platform. The domestic TTY baud rate of 45.5 and the international rate of 50 baud are also supported.

Speed of Answer

As a TRS vendor since January 1992, Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has grown their TRS operations capability to handle approximately 30 million calls per year, thus providing Sprint with valuable experience in sizing its TRS operations to accommodate Minnesota Relay contract requirements. Historical call detail is gathered by 15-minute periods throughout the year and is combined with state-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process relay calls.

The Minnesota Relay meets the FCC mandatory minimum standard for TRS speed of answer [FCC 47C.F.R. § 64.604 (b) (2)], which states that “TRS shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller’s call immediately being placed, not put in a queue or on hold” (abandoned calls are included in this 85/10 service level calculation), and ensures that no more than 30 seconds elapses between the receipt of the dialing information and the dialing of the requested number. In 2003, Minnesota Relay’s average speed of answer was 2.0 seconds,

and the average service level was 96 percent (see Appendix D for charts demonstrating monthly average speed of answer and service levels).

Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) and Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring reliable service.

The Minnesota Relay is equipped with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the Minnesota call center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again in a few minutes.

Performance of inbound traffic on each toll-free number where it enters the Sprint network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report and provided to the Minnesota Relay state administrator. In addition, the dedicated trunk facilities that route the call from the terminating network switch to the Automatic Call Distributor (ACD) at the relay center are monitored daily for compliance with blockage limitations. This data is monitored for both short and long-term trends to ensure the most cost-effective use of resources.

Voice Mail and Interactive Menu (Hot Key)

When a Minnesota Relay caller reaches an answering machine, voice mail or interactive menu, the CA informs the relay caller by depressing a macro key which reads (ANS MACH) or (RECORDING) to keep the caller informed of the call progress. The CA then, if necessary, presses a "hot key" to record the voice announcement and relay the message back to the caller. The CA utilizes recording technology to obtain all information necessary on the first attempt. Then, the CA relays all of the recorded information to the customer and deletes the recorded message.

This technology greatly reduces the CA work time, as the CA does not need to make multiple out-dials. In addition, relay users are only charged for the first call. Subsequent redials to leave a message or enter information into an interactive menu are not charged to the customer (Sprint has developed a procedure using their Ultra WATS lines to ensure that with additional out-dials the customer does not incur toll charges).

900 Service Calls

Callers to Minnesota Relay may access 900 services by dialing a free 900 number to access the relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will only complete those calls into the relay service that do not have a 900 number block added

to their phone lines. The 900-service provider and the 900 number carrier will rate and bill the user as if the call was dialed directly from the originating user's telephone.

Equal Access to Interexchange Carriers

Minnesota Relay users are able to have their intrastate, interstate and international calls carried by any interexchange carrier who has agreed to participate in the Minnesota TRS Carrier of Choice (COC) program. When a caller indicates their COC preference, the CA will verify that the requested carrier is a COC participant; if they are, the call will be routed accordingly. Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

The current participating members of Minnesota Relay's Carrier of Choice program are:

- AT&T
- Broadwing Communications
- Broadwing Telecommunications
- Excel
- Global Crossings LTD
- LDDS
- MCI
- McLeod USA
- Metromedia
- OPEX Long Distance
- Qwest
- Sprint
- Telegroup
- Touch America
- US Link
- VarTec
- Verizon Long Distance
- WilTel
- Working Assets
- WorldCom
- 10-10-220 (Telecom USA/ MCI)
- 10-10-275 (WorldxChange)
- 10-10-321 (Telecom USA/ MCI)
- 10-10-502 (WorldxChange)
- 10-10-629 (WorldxChange)
- 10-10-636 (Clear Choice Five Talk)
- 10-10-781 (WorldxChange)
- 10-10-811 (VarTec FiveLine)
- 10-10-834 (WorldxChange)

If a Minnesota Relay caller does not indicate a COC preference to the CA, either on-line or in their customer database, or if their preferred carrier is not a COC participant, the call will be carried over the Sprint network. As with long distance calls carried by Sprint, most COC participants limit billing methods based on the type of line from which the call originates.

When a requested carrier is not a COC participant, Sprint has established a procedure where the carrier will be notified, verbally and in writing, of its obligation to provide access to TRS users and encourage their participation in the COC program.

Technology

Voice Carry Over (VCO)

VCO allows a user to speak directly to the person he/she is calling and receive responses by text through the CA (and vice-versa). In addition, Minnesota Relay offers VCO-VCO, VCO-HCO, VCO-TTY, and Two-line VCO calls.

Hearing Carry Over (HCO)

HCO allows a person to listen directly to the person they are calling and provide their responses by text through the CA (and vice-versa). This advancement eliminates the HCO users' need for reading macros and allows him/her to hear the call set-up, ringing and the called party answering the telephone. In addition, Minnesota Relay offers HCO-HCO, HCO-VCO, HCO-TTY, and Two-line HCO calls.

Internet Relay

Anyone with Internet access can make Internet Relay calls 24 hours a day, 7 days a week. There is no charge to use Internet Relay; even long distance calls are free.

Internet Relay allows users to make calls in English, Spanish or French Creole and also make two-line VCO calls.

Internet Relay users have the ability to customize the look and feel of their Internet Relay calls with the following capabilities:

- Split-screen
- Language preference
- Text size
- Text color
- Background color
- Dialing instructions
- Emotion icons
- Print and save option

Internet Relay provides a secure and interactive relay experience using intuitive features designed for TRS users. The Internet Relay Web address is: www.sprintrelayonline.com.

Video Relay Service (VRS)

VRS enables American Sign Language (ASL) users to "converse" with a hearing person by using an on-screen ASL interpreter as a communication assistant. This allows a relay call to be transmitted in real time because there is no waiting for text to be typed or read.

The benefits of using VRS include:

- Enables the ASL user to communicate in their first language.
- Significantly increases conversation speed to near real time.
- Enhances communication by allowing the use of facial expressions and body language cues.

- Removes communication barriers for relay users that are slow or non-typists, or exclusive ASL users.
- Ability to make interruptions.
- Ability to work efficiently with automated telephone transfer systems.
- Functional equivalency of making phone calls.

The Web address to place a VRS call or to find out more about VRS is: www.mnvrs.com.

MINNESOTA RELAY FUNCTIONAL STANDARDS

Consumer Complaints/Complaint Logs

In 2003, Minnesota Relay received complaints on 1 percent of relay calls (151 consumer complaints out of 1,242,341 total relay calls).

Minnesota Relay users have the option of calling Minnesota Relay's Consumer Relations Office (800-657-3775), the Minnesota Relay state administrator (800-657-3599), Sprint's Minnesota account manager (585-243-4880), or Sprint's 24-hour Customer Service line (1-800-676-3777) to file complaints or commendations. Or, a user may request to speak to a relay supervisor during or immediately after a relay call. In addition, the CA has the capability to transfer the caller on-line to Sprint's Customer Service department.

Sprint provides copies of each TRS Customer Contact Form, which includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to the Minnesota Relay state administrator. Further, Sprint and the Consumer Relations Office (CRO) maintain a log of each individual complaint and provide comprehensive reports on a monthly and annual basis to the Minnesota Relay state administrator.

If the complaint concerns a specific CA, an operations supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with communication assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the Customer Contact Form. The ticket will be investigated and resolved by an on-site technician. The Sprint account manager is responsible for tracking all technical complaints and following-up with customers on complaint resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the Sprint account manager for resolution and follow-up with the customer. The account manager is also responsible for tracking all commendations and complaints filed with Sprint and sending copies of Customer Contact Forms to the CRO.

When a complaint or commendation is received by the CRO, a manager completes the Customer Contact Form, resolves the issue (unless it concerns a technical issue), and follows up with the customer. All complaints received by the CRO are recorded, tracked, and added to the annual complaint log summary for submission to the FCC no later than June 30th of each year (FCC Docket 98-67).

Also, by June 25th of each calendar year, Sprint provides the Minnesota Relay state administrator with a copy of the 12-month complaint log report for the period of June 1-May 31, as well as a summary of the complaint log.

In the event that DOC-TAM fails to take action within 180 days after a complaint is filed about the Minnesota Relay, the FCC shall exercise jurisdiction over the complaint. Failure to meet the deadlines for complaint resolution may adversely affect the continued certification of the Minnesota Relay [see C.F.R. § 64.605 (c) (6) (iii)].

Contact Persons

Trich Shipley, Senior Manager
Minnesota Relay Consumer Relations Office
332 Minnesota Street, Suite E1330
St. Paul, MN 55101
651-602-9005 (voice/TTY)
800-657-3775 (voice/TTY)
651-238-8225 (cell)
651-602-9010 (fax)
trichshipley@uswest.net

Jim Alan, Administrator
Telecommunications Access Minnesota
Minnesota Department of Commerce
85 Seventh Place East, Suite 600
St. Paul, MN 55101-3165
651-297-4565 / 800-657-3599 (voice)
651-297-3067 / 800-657-3603 (TTY)
651-284-4107 (fax)
jim.alan@state.mn.us

Philippe Gallant, Minnesota Account Manager
Sprint Relay
400 Locust, Suite 170
Des Moines IA 50309
(515) 283-1760 voice
1-800-377-1190 TTY
Fax: (515) 237-3917
VRS: (866) 410-5787
IP Address: 65.103.181.27
philippe.gallant@mail.sprint.com

Sprint's 24 Customer Service Hotline:
1-800-676-3777 (voice/TTY/ASCII)

Program Outreach - Public Access to Information

1. Telecommunications Access Minnesota (TAM)

TAM periodically contacts all Minnesota telephone companies to remind them of their responsibility, as required by FCC Rule CRF § 64.604 (c) (3), to include information about the Minnesota Relay and Telephone Equipment Distribution Program with each customer's bill or newsletter, and to have this information available in their telephone directories.

Information on the Minnesota Relay is also available on the Minnesota Department of Commerce's Web site at: www.commerce.state.mn.us

2. Consumer Relations Office (CRO)

Minnesota Relay outreach presentations are provided through Minnesota Relay's CRO. The CRO's two main responsibilities are to educate the public about TRS and the Minnesota Relay, and to receive/resolve consumer complaints. The CRO currently consists of a senior manager who handles consumer questions/complaints, office administration, and oversees outreach programs; a manager who conducts relay outreach and education; a part-time Speech-to-Speech outreach coordinator; and a part-time Speech-to-Speech call demonstrator.

Prior to July 2003, the CRO Speech-to-Speech staff consisted of two outreach coordinators and two call demonstrators. However, due to budget constraints, it was necessary to reduce the STS staff to one outreach coordinator and one call demonstrator. Thus, the STS outreach numbers for July –December 2003 are lower than the first half of the year.

In 2003, the CRO staff conducted 734 presentations reaching more than 24,000 Minnesotans (see chart in Appendix E).

Relay outreach activities include the following:

- Contacting organizations to schedule presentations and/or to provide them with written information on relay services.
- Conducting presentations on a continual basis to American Sign Language I class students (i.e. at the University of Minnesota).
- Staffing a booth at conferences, seminars and the State Fair (the Minnesota Relay booth was visited by 14,000 people during the 2003 State Fair).
- Conducting one-on-one training sessions for individuals who are having trouble using specialized telephone equipment (i.e. TTY's, amplified telephones, Voice Carry Over telephones).

Outreach presentations may vary depending on audience needs. A typical presentation begins with background on the presenter, and then consists of an introduction to relay (including a video), followed by an overhead presentation and question/answer time. The presentation also includes distribution of relay brochures and related materials.

When presenting to a deaf or hard-of-hearing audience, more time is spent detailing the types of relay services that would be more applicable to their needs, such as Two-Line Voice Carry Over and Answering Machine Retrieval use.

When presenting to children, outreach staff makes learning fun by singing and signing the ABC's. A TTY is brought in for the children to type on and the process of calling a Deaf friend is discussed and demonstrated. ASL bookmarks are distributed and the children are encouraged to ask questions.

Speech-to-Speech (STS) outreach activities include the following:

- Contacting organizations (hospitals, nursing homes, and rehabilitation facilities) to schedule presentations and/or to provide printed materials on STS.
- Performing one-on-one training with first time STS users and personal care attendants.
- Staffing a STS booth at conferences and seminars.
- Conducting training and providing information to ensure that usage of STS relay is fully incorporated in the Individual Education Plans (IEPs) of all speech-disabled persons within Minnesota's public and private school systems.
- Conducting "drop-in" visits to speech-disability related organizations.

STS outreach can vary greatly depending on the audience. During a presentation to a medical organization, the outreach coordinator educates the audience on the types of individuals who would benefit from using STS relay (typically people with moderate to severe speech difficulties resulting from cerebral palsy, multiple sclerosis, muscular dystrophy, Huntington's chorea, amyotrophic lateral sclerosis, head injury, other degenerative diseases, laryngectomies, or the effects of stroke). The coordinator will play a STS videotape, distribute informational materials, and will place an actual STS call. Demonstrating STS relay by placing a call to a speech-disabled CRO staff member has proven to be a wonderful tool to convince the audience of the level of training, skill and patience the STS CA's have, and how easy a call can be.

Another form of outreach that the STS coordinator may utilize is a "drop in" visit. The coordinator stops by other organizations located in the same area that a scheduled presentation is being given and offers "on the spot" training to the speech pathologists or rehabilitation people within the organization. This type of outreach has been extremely successful and well received.

The STS outreach coordinator also provides one-on-one training sessions. This type of outreach typically consists of the coordinator going to a consumer's home to provide STS relay education and training. The coordinator may assist the consumer in placing a number of STS calls so the consumer feels comfortable with the call process and, more importantly, with the skill and professionalism of the relay's specially trained CAs. One-on-one outreach is also very effective, but is difficult to coordinate simply because many people hesitate to invite someone into their home.

In 2003, STS was able to perform additional outreach through the media. In January, a 45-second spot on STS was aired five times on Duluth news station KBJR. In March, a six-minute interview and call demonstration with the STS outreach coordinator was aired 95 times on the South Washington County Cable Commission channel 16. *Voxpop*, a northern Minnesota cable television show, ran a 32-minute interview with the STS outreach coordinator six times during April.

Due to the dedication of the CRO staff and their diligence in providing STS outreach throughout the state, Minnesota Relay's STS call volume is the highest, per-capita, in the Nation with an average of 1,200 calls per month.

Reports containing the CRO's outreach efforts are compiled monthly and forwarded to the Minnesota Relay state administrator. The CRO's monthly outreach summaries for 2003 are attached in Appendix F.

Outreach materials available from the Minnesota Relay Consumer Relations Office include:

- Minnesota Relay Brochure (English & Spanish)
- Voice Carry Over Brochure (English & Spanish)
- Speech-to-Speech Brochure (English & Spanish)
- Hearing Carry Over Brochure
- Minnesota Relay Bookmarks
- Minnesota Relay St. Paul/Minneapolis Area Code Wallet Map
- Speech-to-Speech Outreach Informational Folder

Consumers may contact the CRO to schedule a presentation, ask questions about relay services, or to request copies of brochures and other outreach materials.

Rates

Minnesota Relay users are charged no more for services than those charges paid by standard "voice" telephone users. Minnesota Relay users who select Sprint as their interstate carrier will be rated and invoiced by Sprint. Users who select a preferred interstate carrier via the Minnesota Relay COC list will be rated and invoiced by the selected interstate carrier. The caller will only be billed for conversation time.

By FCC jurisdiction, Sprint has two separate Message Telephone Service (MTS) rates – one for interstate and one for intrastate. The table below exhibits the discounted rates off Sprint's MTS rates.

	Intrastate	Interstate
Day (7:00AM-6:59PM)	35%	50%
Evening (7:00PM-10:59PM)	25%	50%
Night/Weekend (11:00PM-6:59AM; all day Saturday & Sunday)	10%	50%

Jurisdictional Separation of Costs

1. General

Minnesota's TRS program observes all jurisdictional separation of costs as required by 47 C.F.R § 64.604 (c) (5), Section 410 of the Communications Act of 1934, Minnesota Stat. § 237.10, and Minnesota Rules, Chapter 7810.6400. All Minnesota Relay intrastate and interstate minutes are reported separately and distinctly to the state on the contractor's monthly invoice.

2. Cost Recovery

The local and intrastate minutes, including 49 percent of toll free and 900 minutes, are reimbursed through a fund established by the Minnesota Legislature. In accordance with Minnesota Stat. § 237.52, Subd. 3, "Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1." Minnesota's current TRS surcharge is \$.13 per month, per access line.

The interstate and international minutes, including 51 percent of toll free and 900 minutes⁶, are reimbursed by the Telecommunications Relay Services (TRS) Interstate Fund administered by the National Exchange Carrier Association (NECA).

Costs for the provision of interstate and intrastate Video Relay Service and Internet Relay access and usage are recovered from the TRS Interstate Fund administered by NECA.

Treatment of TRS Customer Information

The Minnesota Relay Customer Database includes items such as types of calls, billing information, speed dialing, slow typing, carrier of choice, emergency numbers, blocked

⁶ The FCC revised the payment formulas for toll free and 900 minutes on May 1, 2002 (CC Docket 90-571).

outbound numbers, language type (English, Spanish, ASL) and call notes. At the end of the current contract(s) Sprint will transfer all Minnesota Relay Customer Database records, in a usable format, to the next incoming relay provider at least 60 days prior to the last day of service.

Call Volumes

In 2003, the Minnesota Relay handled an average of 103,528 calls per month and Speech-to-Speech handled an average of 1,194 calls per month. Minnesota Relay monthly call volumes for 2003, yearly call totals for 1997-2003, Speech-to-Speech monthly call volumes for 2002-2003, and 2003 calls by calling device are provided in Appendix G.

Minnesota Relay call volume decreased from 1,408,468 total calls in 2002 to 1,242,341 total calls in 2003. The decrease in traditional TRS call volume can primarily be attributed to the introduction of IP Relay and Video Relay Service in 2002 (which is funded solely by the National Exchange Carrier Association), a captioned telephone trial in Minnesota for nine months during 2003, and the continued and increasing reliance on e-mails as a communication resource.

TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM

The Telephone Equipment Distribution Program (TED Program) is responsible for distributing telecommunication devices to income eligible Minnesota citizens, informing communication-impaired persons of services available through the program, providing training in the use of the telecommunication devices and maintaining the assistive listening devices. Minnesota Statute 237.50 Subd. 3 defines "communication-impaired" to mean "certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or mobility impaired if the mobility impairment significantly impedes the ability to use standard customer premises equipment."

The TED Program is administered through an interagency agreement between the Department of Human Services (DHS), Deaf and Hard of Hearing Services Division (DHHS) and DOC-TAM. DHHS provides access to an established network of regional service centers around the state and has professional staff experienced in working with communication-impaired persons. Services are provided through the seven DHHS regional offices located in Duluth, Rochester, Fergus Falls, St. Cloud, Bemidji, St. Peter and St. Paul. An organizational chart for DHHS is included in this report as Appendix H. Each of the aforementioned offices has an advisory committee. In addition, there is an advisory committee for the one-person office DHHS maintains in Virginia, Minnesota. The advisory committees each meet quarterly, and during these meetings consumer feedback is collected about both the TED Program and the Minnesota Relay.

Authority to Provide Equipment

Minnesota Stat. §237.51, Subd. 5 (3) provides the Department of Human Services with the authority to established specifications for special communication devices to be purchased under section 237.53, Subd. 3. This authorizes the Department to evaluate and purchase common devices that are beneficial to eligible persons under its distribution program.

The types of equipment distributed include, but are not limited to:

- Telecommunication Devices for the Deaf (TTYs/TDDs)
- Amplified Telephones (both hearing and voice)
- Ring Signaling Devices (auditory, visual and tactile)
- Voice Carry Over (VCO) phones
- Remote Control Speaker Phones

Program Outreach

DHHS is responsible for the promotion of TED Program services and activities. In 2003, outreach efforts included:

- Creation of flyers. Local exchange carriers were requested to include an insert containing TED Program information in mailings to their customers.

- TED Program information was sent to churches with an invitation to include this information in bulletins and newsletters.
- Advertisements were placed in various newspapers and print publications.
- 190 presentations were conducted to groups of professionals and potential consumers.
- Information about the TED Program was included in all literature distributed by DHHS.
- Brochures and applications were distributed to numerous service professionals and agencies.
- A TED Program Web site. The Web site currently averages approximately 300 hits per day.
- Postings and applications were distributed to public libraries.
- Mass mailings to professional organizations via e-mail.
- TED Program articles submitted to telephone companies.
- Mass mailings to professional groups: Audiologists, Speech Pathologists, Social Workers, Hearing Aid Dispensers, and Occupational Therapists.

An analysis of referral sources for 2003 shows that 33 percent of applicants learn about the TED Program from professionals who provide other client services such as social workers, nurses, and audiologists. A similar trend was noted in 2002. Therefore, targeting professionals was a significant focus of the outreach strategy for 2003.

The chart below lists the number of first time consumers served by the TED Program, as well as the number of new devices distributed to those individuals for calendar years 1998-2003. The TED Program provides repeat service to TED equipment recipients who need further assistance once the equipment is initially awarded. TED consumers contact the program often to receive additional training or to exchange their equipment because their needs have changed. The most common example is when a person's hearing deteriorates and they are no longer able to access the telephone with the equipment they first received. For example, statistics show that there is significant hearing loss among senior citizens. Currently, one out four senior citizens is diagnosed with hearing loss, and the number of individuals with a loss of hearing is expected to rise as the baby boomer generation matures.

In addition, the program provides repair and/or replacement of equipment that is no longer working properly. A portion of the over 36,750 devices the TED Program has distributed since its inception are returned each year due to equipment malfunctions.

<u>Year</u>	<u># of initial individuals served</u>	<u># of devices distributed</u>
1998	2069	2120
1999	2141	2340
2000	2105	2695
2001	1882	2431
2002	1913	2584
2003	1906	2337

Statistical Information

A report of TED Program activities is submitted quarterly to DOC-TAM by DHHS. The report fully documents outreach activity, the number of households receiving equipment, the number of individuals served and the kinds of equipment distributed. The charts provided in Appendix I show 2003 TED Program activities and types of equipment distributed.

Consumer Profile

Whereas the TED Program serves a wide range of individuals with a variety of communication needs, the average consumer served in 2003 was a 73-year-old hard of hearing female. In 2003, 64 percent of TED Program participants were female and 36 percent were male. 91 percent of TED Program participants are hard of hearing, 4 percent are deaf, and 5 percent have "other" communication needs (i.e. speech or mobility impaired). In 2003, two-thirds of the people served by the TED Program lived outside of the seven-county metropolitan area.

Technological Innovations

In 2002, the Minnesota Relay and TED Program began working on a project to introduce Video Relay Services (VRS) to the public. The TED Program installed a VRS station in their main office with the intent of ascertaining equipment requirements and installation issues. Similar VRS stations were to be established in the seven regional service centers. A significant amount of work was involved in attempting to establish a VRS station in the main office, primarily due to data privacy and security concerns.

The VRS station continually experienced problems with the quality and clarity of the picture. Several DHS technicians as well as two VRS vendors were unable to correct the picture quality, which was being compromised due to DHS firewall issues. The TED Program is continuing to seek solutions to rectify the picture quality issue in the hopes of getting the VRS stations running and available to the public in the near future.

Beginning in 2001 and continuing in 2002 the TED Program conducted a pilot project to test the feasibility of adding two-way pagers to the program. The pilot program involved participants who were located in different regions of the state, represented different age groups, and had a variety of communication needs. Most of the participants gave the pagers favorable ratings. However, due to service coverage limitations in various regions of the state, there was a lack of interest in two-way pagers and the pilot project was discontinued.

FY 2003 & FY 2004 REVENUES & EXPENDITURES

FY 2003 Actual

Revenues:

Income from Surcharge.....	\$6,301,262
Balance Forward	\$3,935,049
Income from Interest.....	<u>\$120,751</u>
Total Revenue	\$10,357,062

Expenses:

TAM Administration.....	\$155,844
DHS/TED Contract.....	\$1,528,381
DHD/TED Cash Advance	\$50,000
Sprint-MN Relay Contract.....	\$2,417,418
CSD-MN Relay Contract.....	\$2,417,418
CSD-Consumer Relations Office.....	\$278,534
CapTel Trial	<u>\$15,866</u>
Total Expenses	\$6,863,462

Balance Forward: **\$3,493,601**

FY 2004 Projected

Revenues:

Income from Surcharge.....	\$6,700,000
Balance Forward	\$3,493,601
Income from Interest.....	<u>\$39,000</u>
Total Revenue	\$10,232,601

Expenses:

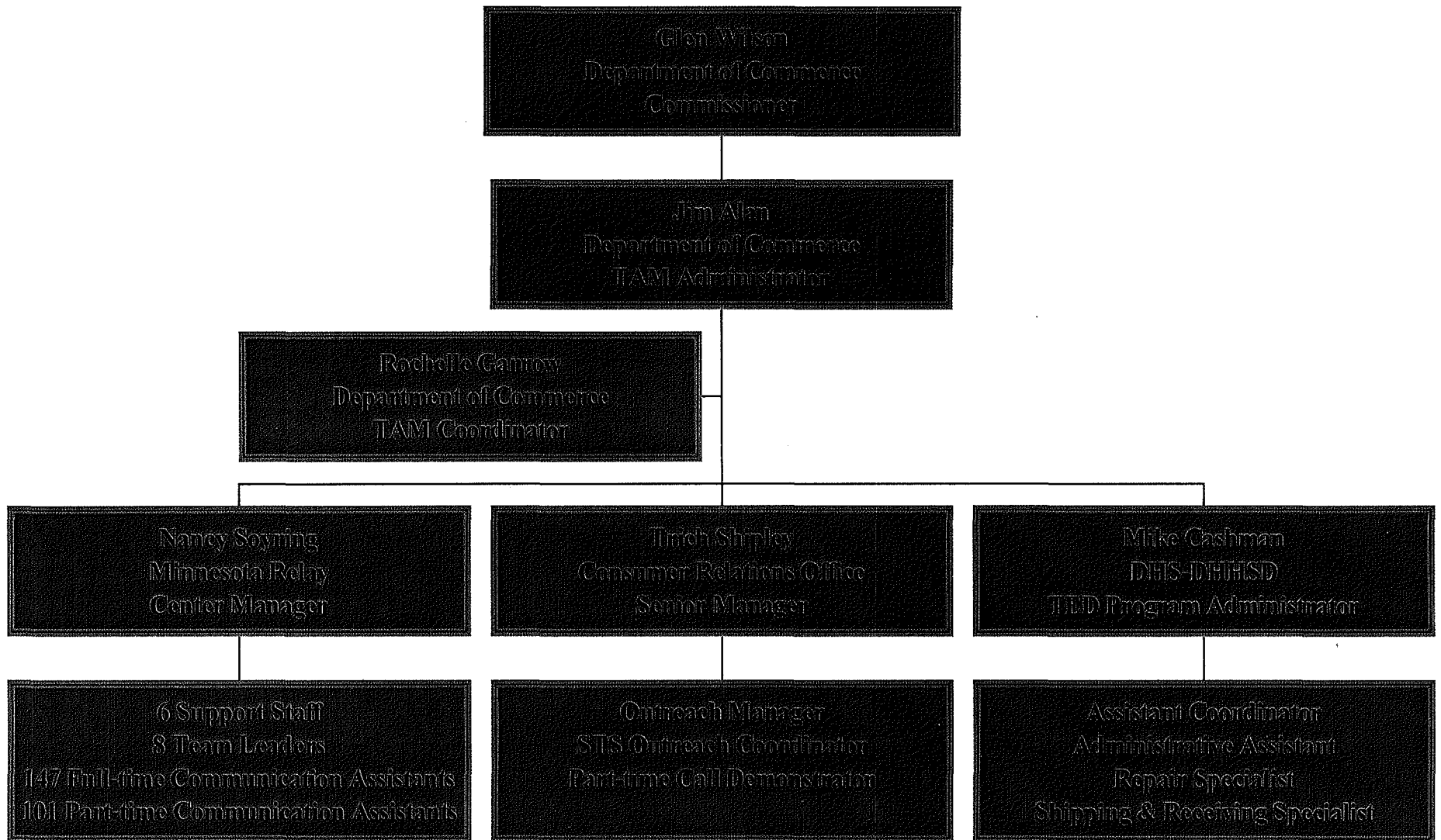
TAM Administration.....	\$193,000
DHS/TED Contract.....	\$1,550,000
Sprint-MN Relay Contract.....	\$2,400,000
CSD-MN Relay Contract.....	\$2,400,000
CSD-Consumer Relations Office.....	\$275,000
Cap-Tel Trial.....	<u>\$200,000</u>
Total Expenses	\$7,018,000

Balance Forward: **\$3,214,601**

APPENDICES

APPENDIX A

Telecommunications Access Minnesota Organizational Chart



APPENDIX B

Minnesota Statutes 2003, Chapter 237.
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237.50 Definitions.

Subdivision 1. **Scope.** The terms used in sections 237.50 to 237.56 have the meanings given them in this section.

Subd. 2. Repealed, 1995 c 190 s 17

Subd. 3. **Communication impaired.** "Communication impaired" means certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or mobility impaired if the mobility impairment significantly impedes the ability to use standard customer premises equipment.

Subd. 4. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person utilizing the telephone system. A "communication device" includes a ring signaler, an amplification device, a telephone device for the deaf, a Braille device for use with a telephone, and any other device the Department of Human Services deems necessary.

Subd. 4a. **Deaf.** "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures.

Subd. 5. **Exchange.** "Exchange" means a unit area established and described by the tariff of a telephone company for the administration of telephone service in a specified geographical area, usually embracing a city, town, or village and its environs, and served by one or more central offices, together with associated facilities used in providing service within that area.

Subd. 6. **Fund.** "Fund" means the telecommunication access for communication-impaired persons fund established in section 237.52.

Subd. 6a. **Hard-of-hearing.** "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication.

Subd. 7. **Interexchange service.** "Interexchange service" means telephone service between points in two or more exchanges.

Subd. 8. **Inter-LATA interexchange service.** "Inter-LATA interexchange service" means interexchange service originating and terminating in different LATAs.

Subd. 9. **Local access and transport area.** "Local access and transport area (LATA)" means a geographical area designated by the Modification of Final Judgment in U.S. v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), including modifications in effect on the effective date of sections 237.51 to 237.54.

Subd. 10. **Local exchange service.** "Local exchange service" means telephone service between points within an exchange.

Subd. 11. **Telecommunication relay service.** "Telecommunication relay service" means a central statewide service through which a communication-impaired person, using a communication device, may send and receive messages to and from a non-communication-impaired person whose telephone is not equipped with a communication device and through which a non-communication-impaired person may, by using voice communication, send and receive messages to and from a communication-impaired person.

HIST: 1987 c 308 s 1,8; 1988 c 621 s 2; 1993 c 272 s 2-6,17; 1995 c 190 s 1

237.51 Telecommunications access Minnesota program administration.

Subdivision 1. **Creation.** The commissioner of commerce shall:

- (1) administer through interagency agreement with the commissioner of human services a program to distribute communication devices to eligible communication-impaired persons; and
- (2) contract with a qualified vendor that serves communication-impaired persons to create and maintain a telecommunication relay service.

For purposes of sections 237.51 to 237.56, the Department of Commerce and any organization with which it contracts pursuant to this section or section 237.54, subdivision 2, are not telephone companies or telecommunications carriers as defined in section 237.01.

Subd. 2. Repealed, 1995 c 190 s 17

Subd. 3. Repealed, 1995 c 190 s 17

Subd. 4. Repealed, 1995 c 190 s 17

Subd. 5. **Commissioner of commerce duties.** In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of commerce shall:

- (1) prepare the reports required by section 237.55;
- (2) administer the fund created in section 237.52; and
- (3) adopt rules under chapter 14 to implement the provisions of sections 237.50 to 237.56.

Subd. 5a. **Department of human services duties.** (a) In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of human services shall:

- (1) define economic hardship, special needs, and household criteria so as to determine the priority of eligible applicants for initial distribution of devices and to determine circumstances necessitating provision of more than one communication device per household;
- (2) establish a method to verify eligibility requirements;
- (3) establish specifications for communication devices to be purchased under section 237.53, subdivision 3; and
- (4) inform the public and specifically the community of communication-impaired persons of the program.

(b) The commissioner may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the commissioner of commerce in carrying out duties under section 237.54. If so established, the advisory board must include, at a minimum, the following communication-impaired persons:

- (1) at least one member who is deaf;
- (2) at least one member who is speech impaired;
- (3) at least one member who is mobility impaired; and
- (4) at least one member who is hard-of-hearing.



The membership terms, compensation, and removal of members and the filling of membership vacancies are governed by section 15.059. Advisory board meetings shall be held at the discretion of the commissioner.

Subd. 6. Repealed, 1995 c 190 s 17

HIST: 1987 c 186 s 15; 1987 c 308 s 2,8; 1988 c 621 s 3; 1990 c 571 s 41; 1990 c 598 s 3; 1992 c 430 s 1,2; 1992 c 518 s 1; 1993 c 272 s 7-11,17; 1995 c 190 s 2-4; 1998 c 386 art 2 s 70; 1999 c 149 s 1; 1Sp2001 c 4 art 6 s 60-62; 2002 c 329 s 2

237.52 Telecommunications access Minnesota fund.

Subdivision 1. **Fund established.** A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.

Subd. 2. **Assessment.** The commissioner of commerce shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56. The Public Utilities Commission shall review the budget for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the department and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

Subd. 3. **Collection.** Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1.

Subd. 4. **Appropriation.** Money in the fund is appropriated to the commissioner of commerce to implement sections 237.51 to 237.56.

Subd. 5. **Expenditures.** (a) Money in the fund may only be used for:

(1) expenses of the Department of Commerce, including personnel cost, public relations, advisory board members' expenses, preparation of reports, and other reasonable expenses not to exceed ten percent of total program expenditures;

(2) reimbursing the commissioner of human services for purchases made or services provided pursuant to section 237.53;

(3) reimbursing telephone companies for purchases made or services provided under section 237.53, subdivision 5; and

(4) contracting for establishment and operation of the telecommunication relay service required by section 237.54.

(b) All costs directly associated with the establishment of the program, the purchase and distribution of communication devices, and the establishment and operation of the telecommunication relay service are either reimbursable or directly payable from the fund after authorization by the commissioner of commerce. The commissioner of commerce shall contract with the message relay service operator to indemnify the local exchange carriers of the relay service for any fines imposed by the Federal Communications Commission related to the failure of the relay service to comply with federal service standards. Notwithstanding section 16A.41, the commissioner may advance money to the contractor of the telecommunication relay service if the contractor establishes to the commissioner's satisfaction that the advance payment is necessary for the operation of the service. The advance

payment may be used only for working capital reserve for the operation of the service. The advance payment must be offset or repaid by the end of the contract fiscal year together with interest accrued from the date of payment.

HIST: 1987 c 308 s 3,8; 1988 c 621 s 4; 1992 c 518 s 2; 1993 c 272 s 12,13,17; 1995 c 190 s 5-7; 1995 c 201 s 1; 1Sp2001 c 4 art 6 s 63-65; 2002 c 329 s 3; 1Sp2003 c 1 art 2 s 67

237.53 Communication device.

Subdivision 1. **Application.** A person applying for a communication device under this section must apply to the program administrator on a form prescribed by the Department of Human Services.

Subd. 2. **Eligibility.** To be eligible to obtain a communication device under this section, a person must be:

- (1) able to benefit from and use the equipment for its intended purpose;
- (2) communication impaired;
- (3) a resident of the state;
- (4) a resident in a household that has a median income at or below the applicable median household income in the state, except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and
- (5) a resident in a household that has telephone service or that has made application for service and has been assigned a telephone number; or a resident in a residential care facility, such as a nursing home or group home where telephone service is not included as part of overall service provision.

Subd. 3. **Distribution.** The commissioner of human services shall purchase and distribute a sufficient number of communication devices so that each eligible household receives an appropriate device. The commissioner of human services shall distribute the devices to eligible households in each service area free of charge as determined under section 237.51, subdivision 5a.

Subd. 4. **Training; maintenance.** The commissioner of human services shall maintain the communication devices until the warranty period expires, and provide training, without charge, to first-time users of the devices.

Subd. 5. **Wiring installation.** If a communication-impaired person is not served by telephone service and is subject to economic hardship as determined by the Department of Human Services, the telephone company providing local service shall at the direction of the administrator of the program install necessary outside wiring without charge to the household.

Subd. 6. **Ownership.** All communication devices purchased pursuant to subdivision 3 will become the property of the state of Minnesota.

Subd. 7. **Standards.** The communication devices distributed under this section must comply with the electronic industries association standards and approved by the Federal Communications Commission. The commissioner of human services must provide each eligible person a choice of several models of devices, the retail value of which may not exceed \$600 for a communication device for the deaf, and a retail value of \$7,000 for a telebraille device, or an amount authorized by the Department of Human Services for a telephone device for the deaf with auxiliary equipment.

Subd. 8. **Repealed,** 1988 c 621 s 19

HIST: 1987 c 308 s 4,8; 1988 c 621 s 5-8; 1993 c 272 s 17; 1995 c 190 s 8-11; 1995 c 201 s 2



237.54 Telecommunication relay service.

Subdivision 1. Repealed, 1995 c 190 s 17

Subd. 2. **Operation.** (a) The commissioner of commerce shall contract with a qualified vendor for the operation and maintenance of the telecommunication relay system.

(b) The telecommunication relay service provider shall operate the relay service within the state of Minnesota. The operator of the system shall keep all messages confidential, shall train personnel in the unique needs of communication-impaired people, and shall inform communication-impaired persons and the public of the availability and use of the system. Except in the case of a speech- or mobility-impaired person, the operator shall not relay a message unless it originates or terminates through a communication device for the deaf or a Braille device for use with a telephone.

HIST: 1987 c 308 s 5,8; 1993 c 272 s 14,17; 1995 c 190 s 12; 1Sp2001 c 4 art 6 s 66; 2002 c 329 s 4

237.55 Annual report on communication access.

The commissioner of commerce must prepare a report for presentation to the commission by January 31 of each year. Each report must review the accessibility of the telephone system to communication-impaired persons, review the ability of non-communication-impaired persons to communicate with communication-impaired persons via the telephone system, describe services provided, account for money received and disbursed annually for each aspect of the program to date, and include predicted future operation.

HIST: 1987 c 308 s 6,8; 1993 c 272 s 15,17; 1995 c 190 s 13; 1Sp2001 c 4 art 6 s 67

237.56 Adequate service enforcement.

The services required to be provided under sections 237.50 to 237.55 may be enforced under section 237.081 upon a complaint of at least two communication-impaired persons within the service area of any one telephone company, provided that if only one person within the service area of a company is receiving service under sections 237.50 to 237.55, the commission may proceed upon a complaint from that person.

HIST: 1987 c 308 s 7,8; 1993 c 272 s 17

237.57 Definitions.

Subdivision 1. **Scope.** The terms used in this chapter have the meanings given them in this section.

Subd. 2. **Competitive service.** "Competitive service" means a service that has been determined to be subject to effective competition or emerging competition.

Subd. 3. **Effective competition.** "Effective competition" exists when the criteria of section 237.59, subdivision 5, have been satisfied for a service.

Subd. 4. **Emerging competition.** A service will be regulated under "emerging competition" provisions when the criteria of section 237.59, subdivision 5, have not been satisfied, but there is a trend toward effective competition, or if it is a new service offered for the first time after August 1, 1994, that is not integrally related to the provision of adequate telephone service or access to the telephone network or to the privacy, health, or safety of the company's customers, whether or not it meets the criteria of section 237.59, subdivision 5.

Subd. 5. **Local access and transport area.** "Local access and transport area (LATA)" means a geographical area designated by the Modification of Final Judgment in *U.S. v. Western Electric Co., Inc.*, 552 F. Supp. 131 (D.D.C. 1982).



Subd. 6. **Noncompetitive service.** "Noncompetitive service" means a service that has not been classified as competitive by the commission.

HIST: 1987 c 340 s 1,26; 1989 c 74 s 7,25; 1994 c 534 art 1 s 2

Minnesota Rules, Chapter 8775.

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8775.0100 DEFINITIONS.

Subpart 1. **Scope.** The terms used in this chapter have the meanings given them in this part.

Subp. 2. **Applicable median income.** "Applicable median income" means the median gross income in Minnesota as estimated by the Bureau of the Census in the most recent annual announcement of the United States Department of Health and Human Services Family Support Administration, published in the Federal Register. These announcements are incorporated by reference.

Subp. 3. **Appropriate communication device.** "Appropriate communication device" means a communication device that most efficiently allows access to the telephone system by a communication-impaired person.

Subp. 4. **Blind.** A person is "blind" if central visual acuity does not exceed 20/200 in the better eye with corrective lenses or, if greater than 20/200, visual acuity is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees.

Subp. 5. **Board.** "Board" means the Telecommunication Access for Communication-impaired Persons Board established in Minnesota Statutes, section 237.51.

Subp. 6. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person using the telephone system. A communication device includes a ring signaler, an amplification device, a telecommunications device for the deaf (TDD), a braille device for use with the telephone system, and any other device the board considers necessary.

Subp. 7. **Communication-impaired person.** "Communication-impaired person" means a person determined by the division to be deaf, deaf and blind, hard-of-hearing, mobility impaired, or speech impaired as defined by subparts 8, 9, 12, 16a, and 20.

Subp. 8. **Deaf.** "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures. A deaf person requires use of a telecommunications device for the deaf (TDD) to communicate effectively on the telephone.

Subp. 9. **Deaf and blind.** "Deaf and blind" means the conditions of a person who is (1) deaf or has a severe to profound hearing loss and (2) blind or visually impaired. A person affected by these conditions requires use of a braille device for use with the telephone system or other specially designed system to communicate effectively on the telephone.

Subp. 10. **Division.** "Division" means the Deaf and Hard of Hearing Services Division of the Minnesota Department of Human Services.

Subp. 11. **Economic hardship.** "Economic hardship" means an economic condition or level of subsistence on a household income that is at or below 60 percent of the applicable median income in the state.

Subp. 12. **Hard-of-hearing.** "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication. Some of the effects of the impairment can be overcome with proper amplification. A person that is hard-of-hearing may require a communication device to communicate effectively on the telephone.

Subp. 13. [Repealed, 19 SR 1666]

Subp. 14. **Household criteria.** For determining priority when initially distributing equipment or receiving more than one communication device, "household criteria" means the higher priority given for a household having more than one communication-impaired person or for a household with a communication-impaired person living alone.

Subp. 15. **Household income.** "Household income" means the total income of a communication-impaired person and immediate family living in the same residence. The immediate family includes spouse and minor children. The income of a minor child must be included when the dependent minor child is under 15 years of age and residing with the parents or custodial parent. If the communication-impaired person is a minor child, then parents and siblings residing with the minor are immediate family.

Subp. 16. **Income.** "Income" means money received in the preceding calendar year from each of the following sources:

- A. money, wages, or salary;
- B. net income from nonfarm employment as defined for federal tax purposes;
- C. net income from farm self-employment as defined for federal taxes;
- D. income from any social security program;
- E. supplemental social security income;
- F. public assistance or welfare payments;
- G. interest on savings or other investments that pay interest;
- H. dividend income from estates or trusts, or net rental income;
- I. veterans' payments, unemployment compensation payments, and workers' compensation payments;
- J. private or public employee pensions; and

K. alimony, child support, regular contributions from persons not living in the household, and other periodic income. This definition of income comes from that of the Bureau of the Census and is interpreted according to its standards as published in "Consumer Income," series P-60, No. 156, Money, Income of Households, Families and Persons in the United States: 1985. These standards are incorporated by reference, are not subject to frequent change, and are located in the government publications reference department of the University of Minnesota and in the Minitex interlibrary loan system.

Subp. 16a. **Mobility impaired.** "Mobility impaired" means a motor skill condition that significantly impedes a person's ability to use standard customer premises telephone equipment. A mobility-impaired person may require the use of a communication device with auxiliary equipment to communicate on the telephone.

Subp. 17. **Resident of Minnesota.** "Resident of Minnesota" means an individual who lives in Minnesota or who has moved to Minnesota and intends to remain in Minnesota.

Subp. 18. **Significant visual impairment.** "Significant visual impairment" means a visual disability that does not constitute legal blindness but which constitutes a substantial handicap to employment or limits the person's ability to live independently, perform self-care activities, or grow and develop.

Subp. 19. **Special needs.** "Special needs" means the needs of an eligible person that may require that the person be given priority when initially distributing the equipment or be given more than one communication device because of severity of communication impairment or presence of multiple disabilities.

Subp. 20. **Speech impaired.** "Speech impaired" means a condition that renders a person physically incapable of speaking clearly. The severity of the impairment may vary; however, it renders speech on an ordinary telephone unintelligible or impossible and requires a communication device to communicate effectively on the telephone.

Subp. 21. **TACIP.** "TACIP" means telecommunication access for communication-impaired persons.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666
Current as of 05/01/00

8775.0200 PURPOSE AND CONSTRUCTION.

The purpose of this chapter is to develop and implement a statewide program to distribute telephone communication devices to eligible communication-impaired persons for improving access to telephone communications services for communication-impaired persons. This chapter is to be liberally construed to further these purposes.

STAT AUTH: MS s 237.51

HIST: 14 SR 848
Current as of 05/01/00

8775.0300 ELIGIBILITY FOR TACIP SERVICES.

Subpart 1. **Information provided.** On request, the division shall offer to a person an application form developed by the division and a brochure that describes the TACIP eligibility requirements and application process.

Subp. 2. **Application process.** The applicant shall complete the application form and return it to the division's regional service center for deaf and hard-of-hearing people. An application may be made by the applicant, the applicant's spouse, or a person authorized by the applicant to act in the applicant's behalf. All documentation must be provided within 30 days of the first interview with the division. The applicant shall provide medical documentation of communication impairment on request.

Subp. 3. **Documenting, verifying, and reviewing eligibility.** The division shall verify the applicant's household income, age, and access to telephone service, and that the applicant is a communication-impaired person. If the division becomes aware that a condition of eligibility has changed, the division may redetermine eligibility:

A. Within 30 days, an applicant shall document income or authorize the division to verify the income. The division shall help an applicant or recipient obtain documents that the applicant does not possess and cannot obtain. Information previously verified and retained by the division need not be verified again unless the information no longer applies to current circumstances.

B. The division shall not request information about an applicant for or recipient of TACIP services that is not of public record from a source other than within the division without the applicant's or recipient's previous written consent. The division may request information about an applicant or recipient that is not of public record from the telephone companies by obtaining the applicant's or recipient's previous written consent on an application or redetermination form. The division shall not provide third parties with access to information about an applicant's

eligibility status or other case record information without the previous written consent of that applicant or recipient, except when access to specific case information is granted to agencies designated by the Minnesota Government Data Practices Act, Minnesota Statutes, chapter 13. Information designated as confidential by the Minnesota Government Data Practices Act may only be made available to agencies granted access under that law and must not be provided to an applicant, recipient, or third party.

C. The division shall inform the recipient of the recipient's responsibility to report permanent changes in circumstances that affect eligibility within ten days of each change.

Subp. 4. Eligibility criteria. To be eligible for the TACIP program, a person must:

A. be at least five years of age;

B. be a communication-impaired person;

C. be a resident of Minnesota;

D. be a resident in a household at or below the applicable median income in the state, except that a deaf and blind person applying for a braille device for use with the telephone system may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and

E. have or have applied for telephone service and been assigned a telephone number. A person who at the time of application does not have telephone service, but meets all other eligibility requirements, will be declared "conditionally eligible" and, in order to be declared "eligible," must apply for telephone service and be assigned a telephone number.

Subp. 5. Persons not eligible. Persons who are residents of a residential or treatment facility that directly or indirectly receives federal funding and is required to be fully accessible to all residents by the Rehabilitation Act of 1973, United States Code, title 29, section 774, and the Americans with Disabilities Act of 1990, United States Code, title 42, section 12101, et seq., and are eligible for and can obtain communication devices through federal provisions are not eligible to receive TACIP services under this chapter.

Subp. 6. Notification of eligibility. Within 30 days of the receipt of the application and the necessary documentation the division shall notify the applicant in writing whether the applicant is found eligible and, if the applicant is denied, the reasons for denial.

Subp. 7. Determination of appropriate communication device. The division shall determine the appropriate communication device for a recipient.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666
Current as of 05/01/00

8775.0400 COMMUNICATION DEVICES; INITIAL DISTRIBUTION PRIORITY.

Subpart 1. First priority: deaf and blind. The first in priority are those eligible, deaf and blind persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 2. Second priority: deaf. The second in priority are those eligible, deaf persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 2a. Third priority: speech and mobility impaired. The third in priority are those eligible speech- and mobility-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 3. **Fourth priority: impaired speech.** The fourth in priority are those eligible, speech-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 3a. **Fifth priority: mobility impaired.** The fifth in priority are those eligible, mobility-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 4. **Sixth priority: hard-of-hearing.** The sixth in priority are those eligible, hard-of-hearing persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 5. **Seventh priority: others without special needs.** The seventh in priority are those eligible, communication-impaired persons having no special needs, not experiencing economic hardship, and not meeting the household criteria standards.

Subp. 6. **Use of priority system.** Initially, the priority system must be used to determine the priority of eligible applicants for receiving telecommunication devices, for example, to establish a waiting list of eligible applicants. Only if allotted program money is insufficient to provide all eligible applicants with needed equipment may the priority system be used to determine which individuals will receive equipment.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666
Current as of 05/01/00

8775.0500 HOUSEHOLDS ELIGIBLE TO RECEIVE SEVERAL DEVICES.

Subpart 1. **Deaf.** A communication-impaired person who is deaf is eligible for a telecommunications device for the deaf (TDD) and a ring signaler.

Subp. 2. **Deaf and blind.** A communication-impaired person who is deaf and blind is eligible to receive a telecommunications device for the deaf (TDD) or braille device for use with the telephone system with auxiliary equipment approved by the board and necessary for efficient communication.

Subp. 3. **Two or more eligible persons.** If a household contains more than one eligible communication-impaired person with various communication impairments, the board or its designee may approve more than one telephone device as necessary for efficient communication.

Subp. 4. **Hard-of-hearing.** A communication-impaired person who is hard-of-hearing is eligible for a ring signaler and amplification device if more than one device is necessary for efficient communication.

Subp. 5. **Mobility impaired.** A communication-impaired person who is mobility impaired is eligible for a speakerphone or similar device with auxiliary equipment that the board or its designee deems necessary.

Subp. 6. **Speech and mobility impaired.** A communication-impaired person who is speech and mobility impaired is eligible for a speakerphone or similar device, or telecommunications device for the deaf (TDD) and any auxiliary equipment approved by the board.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666
Current as of 05/01/00

8775.0600 TRAINING AND MAINTENANCE.

The commissioner of human services shall maintain the communication devices until the warranty period expires at which time the board shall decide whether to repair or replace defective units. The commissioner shall provide training, without charge, to first-time users of the devices.

STAT AUTH: MS s 237.51

HIST: 14 SR 848
Current as of 05/01/00

8775.0700 OWNERSHIP.

Communication devices distributed under this chapter are and must remain the property of the state of Minnesota.

STAT AUTH: MS s 237.51

HIST: 14 SR 848
Current as of 05/01/00

8775.0800 APPEALS.

Subpart 1. **Aggrieved party.** An aggrieved party may appeal a decision of the division. An aggrieved party is an applicant:

- A. who is determined ineligible for TACIP service under part 8775.0300, subpart 4;
- B. who disagrees with the division's determination regarding the appropriate communication device under part 8775.0300, subpart 6;
- C. who disagrees with the division's decision regarding priority for initial distribution of communication devices under part 8775.0400; or
- D. whose TACIP service is terminated.

Subp. 2. **Procedure.** Requests for appeal must be made within 30 calendar days of receiving notice of adverse action or, for good cause shown, within 60 calendar days of receiving the notice. Requests for appeal can be made through written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people.

Subp. 3. **Conciliation conference.** Within 30 calendar days of receiving a request for appeal, a representative of the regional service center for deaf and hard-of-hearing people shall meet with the aggrieved party and attempt to resolve informally the matter leading to the appeal. Within ten calendar days of the conciliation conference, the representative shall prepare a written summary of the issues addressed at the conciliation conference and shall send a copy of the written summary to the aggrieved party and to the board.

Subp. 4. **Formal hearings.** If still dissatisfied after receiving a copy of the conciliation conference summary, the aggrieved party may request a hearing before the board by making written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people. A hearing before the board must be scheduled within 90 days. At the hearing, the aggrieved party may introduce evidence relevant to the issues on appeal. An aggrieved party may be represented by legal counsel or a lay advocate at the hearing.

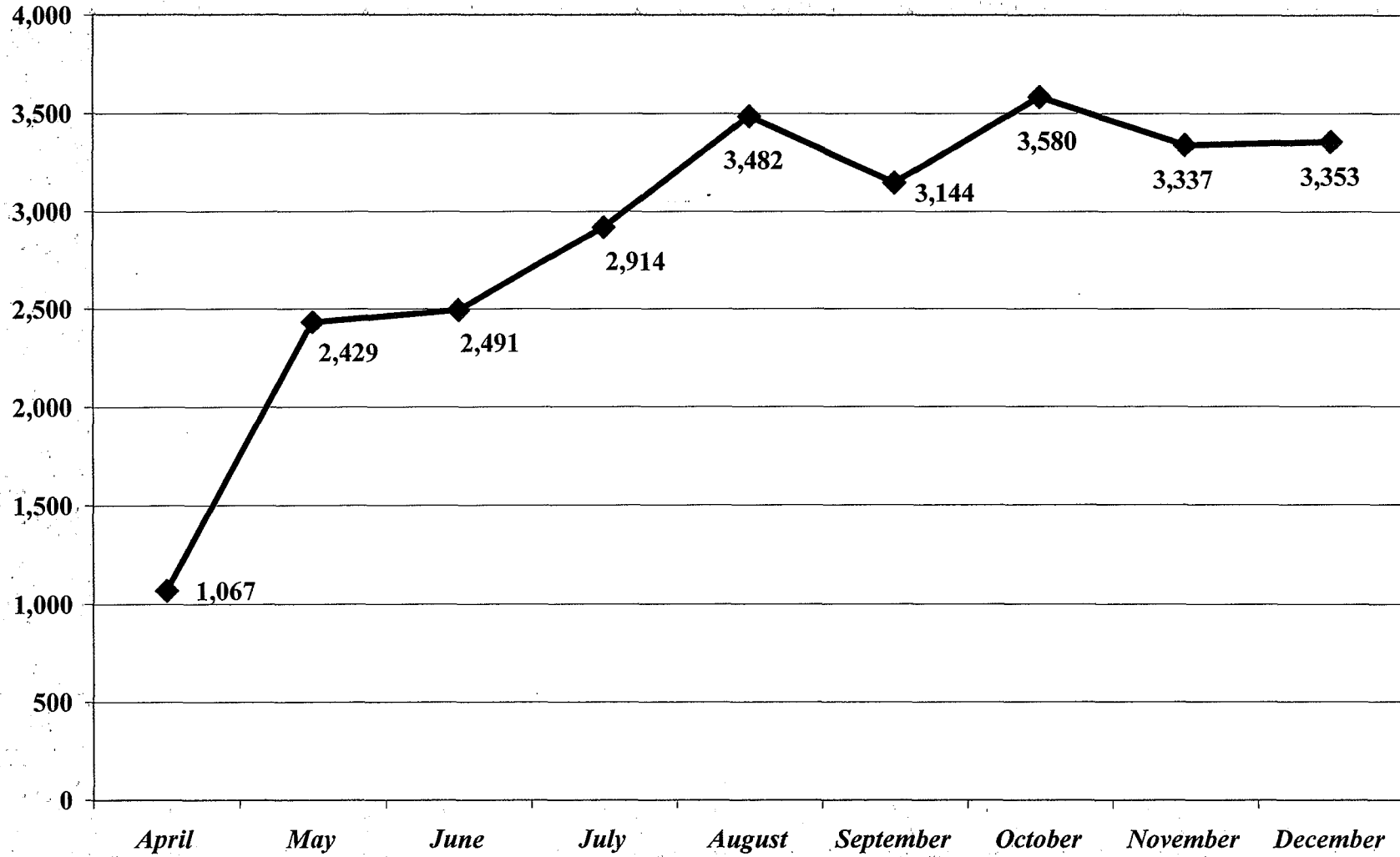
Subp. 5. **Service pending appeal.** Termination of TACIP services must be stayed pending an appeal.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666
Current as of 05/01/00

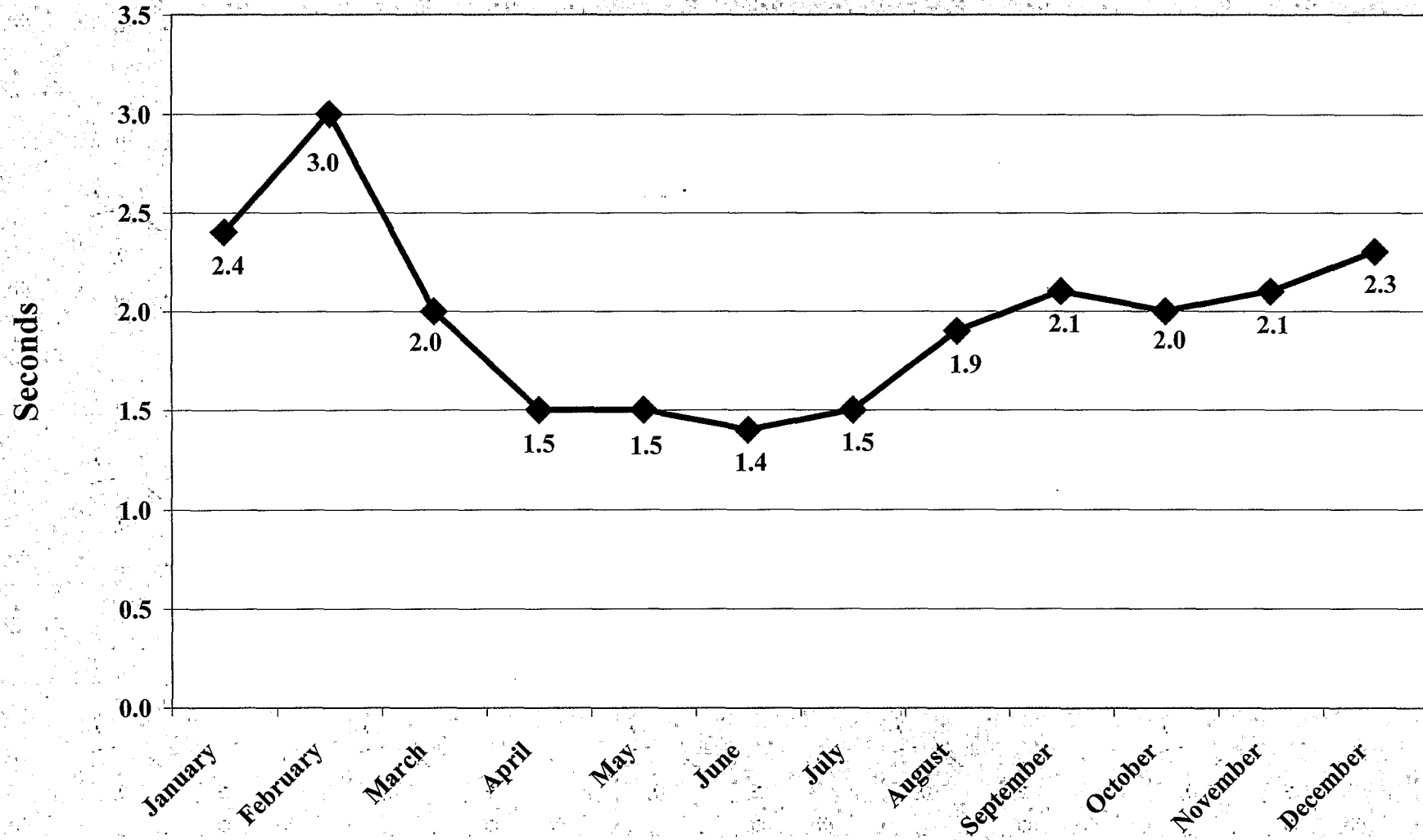
APPENDIX C

2003 CapTel Trial Total Calls per Month

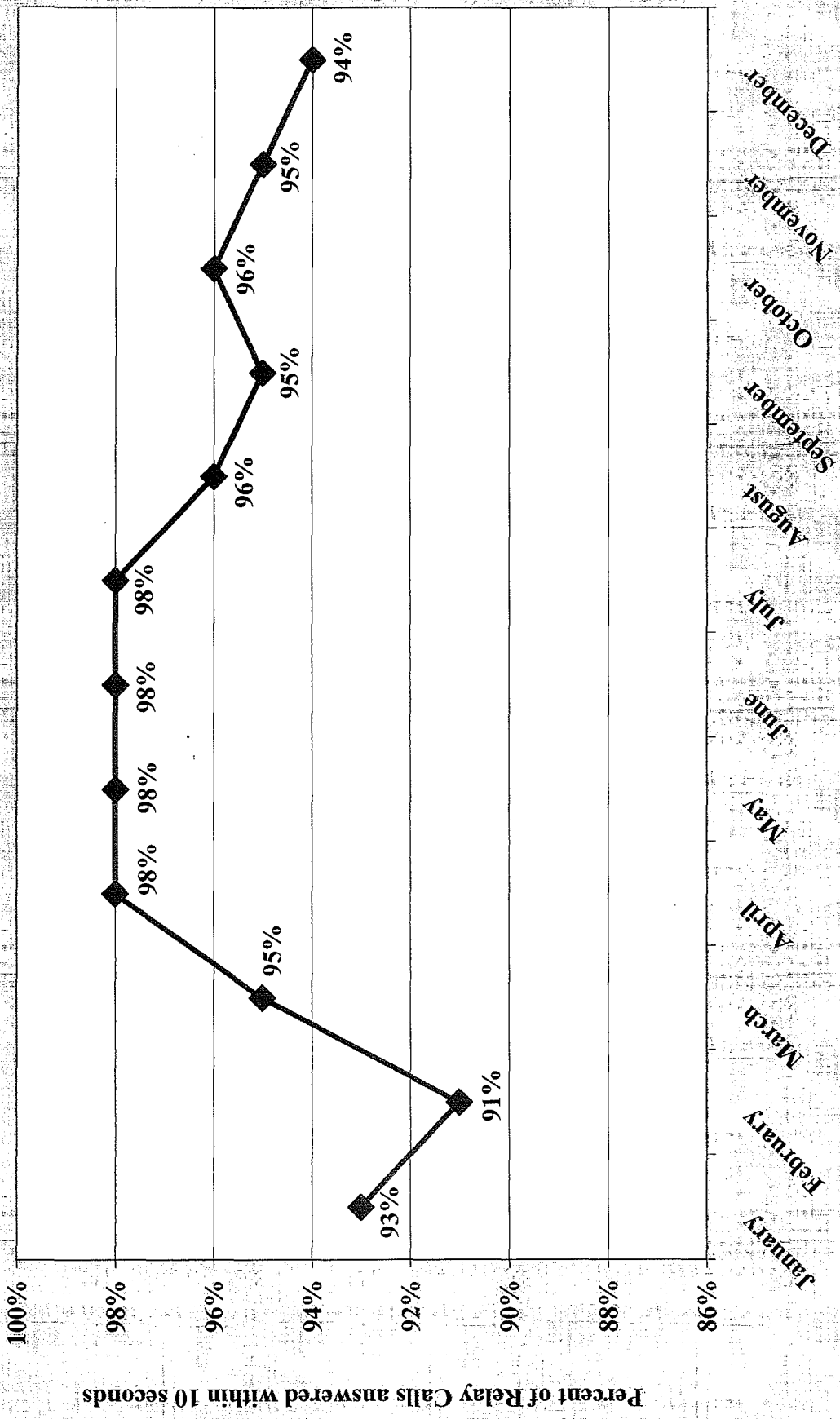


APPENDIX D

2003 TRS Weighted Speed of Answer (ASA)

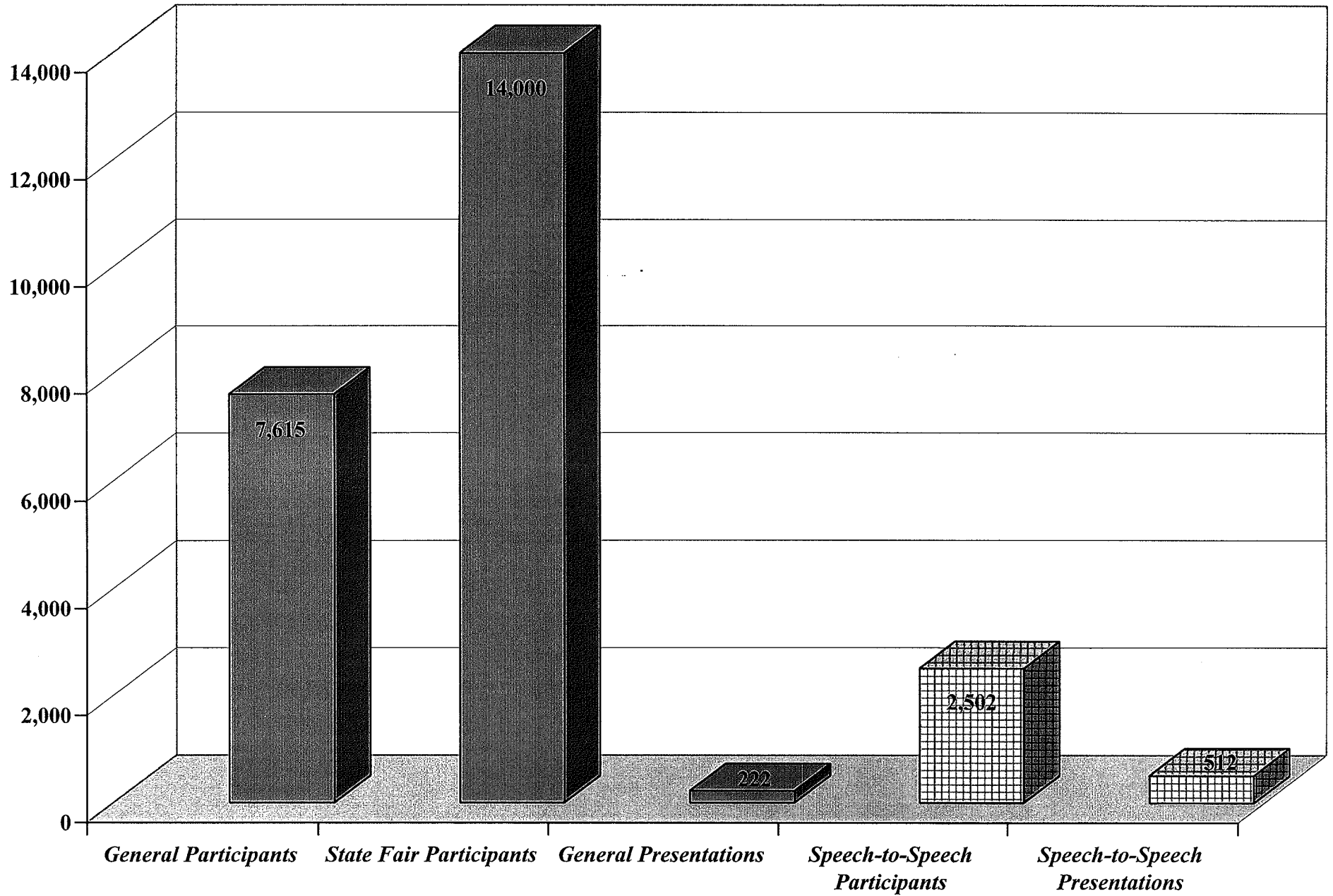


2003 TRS Service Level (SVL)



APPENDIX E

2003 Minnesota Relay Consumer Relations Office Outreach



APPENDIX F

Consumer Relations Office Outreach Summary

January 2003

General Outreach

January 13	Deaf/HH Event	St. Paul	52
January 14	Presentation-Holiday Inn Hotel & Suite	Duluth	24
January 16	Minnesota Employment Center	St. Paul	13
January 16	Deaf/HH Event	Cottage Grove	4
January 18	Deaf/HH Event	St. Paul	138
January 20	Deaf/HH Event	St. Paul	48
January 21	Deaf/HH Event	Coon Rapids	6
January 23	Minnesota Employment Center	St. Paul	14
January 24	Exhibition-Government DD Council	St. Paul	39
January 25	Deaf/HH Event	Wyoming	12
January 27	Deaf/HH Event	St. Paul	38
January 28	Deaf Event	St. Paul	75
January 30	Deaf/HH Event	Inver Grove Heights	24
Total Presentations:			13
Total Participants:			487

Speech-to-Speech

January 6	Disabilities Viewpoints/CTV	Roseville	15
January 8	Family Services of Rochester	Rochester	34
January 8	Rochester Public Library	Rochester	2
January 8	PossAbilities of Southwestern MN, Inc.	Rochester	2
January 8	Ability Enterprises	Rochester	3
January 8	Mains'l Services Wilshire Home	Rochester	1
January 8	Mains'l Services 9th Avenue Home	Rochester	1
January 8	Alpha Services of Rochester	Rochester	2
January 9	Minneapolis Public Housing Association	Minneapolis	45
January 9	St. Paul Public Housing-Laurel Avenue	St. Paul	32
January 13	Minneapolis Public Housing Association	Minneapolis	15
January 13	St. Paul Public Housing	St. Paul	22
January 14	Walker Senior Highrise	Edina	2
January 14	Comfort Care Systems	Minneapolis	1
January 14	Best Health Care	Minneapolis	1
January 15	Health Partners Clinic	Minneapolis	2
January 15	Iris Park Commons Assisted Living	St. Paul	2
January 15	Minnesota Senior Federation	St. Paul	4
January 16	Options, Inc.	Big Lake	2
January 16	DCI-Powell	Big Lake	1
January 16	Big Lake Branch Library	Big Lake	1
January 16	Elk River Branch Library	Elk River	3
January 16	Anoka Hennepin Technical College Student Services	Anoka	2
January 17	Functional Industries	Buffalo	3
January 17	DCI-Douglas	Buffalo	1
January 17	Buffalo Public Library	Buffalo	1
January 21	Alterra Clare Bridge & Sterling House	West St. Paul	2
January 21	YMCA	West St. Paul	4
January 21	Walker Senior Highrise	West St. Paul	2
January 21	Southview Acres Health Care Center	West St. Paul	2
January 21	Weiner Memorial Medical Center Hearing and Speech Center	Marshall	2
January 21	Johnson Park Place	Redwood Falls	18
January 21	Lyon County Developmental Achievement Center	Marshall	3

January 21	Developmental Services Marshall Semi-Independent Living	Marshall	1
January 21	Marshall/Lyon County Library	Marshall	2
January 21	Boulder Estates Assisted Living	Marshall	1
January 21	Lyon County Retirement Home	Marshall	1
January 21	Patricia Court Assisted Living	Marshall	2
January 21	Minnesota Workforce Center - Marshall	Marshall	4
January 21	Lincoln/Lyon/Murray/Pipestone Public Health Services	Marshall	6
January 21	Patricia L.Duffy Apartments	Marshall	6
January 21	Project Turnabout Halfway House	Marshall	1
January 21	REM Southwest Services Semi-Independent Living	Marshall	4
January 21	Weiner Memorial Medical Center Home Care	Marshall	2
January 21	Lincoln/Lyon/Murray Human Services	Marshall	3
January 22	Southwest State University Disabled Student Services	Marshall	1
January 22	Southwest Center for Independent Living	Marshall	3
January 22	Habilitative Services, Inc.	Marshall	3
January 22	American Red Cross of Lyon County	Marshall	1
January 22	Granite Falls Municipal Hospital	Granite Falls	2
January 22	Granite Falls Public Library	Granite Falls	1
January 22	REM Southwest Services Riverside	Granite Falls	1
January 23	Elliot Adult Care Center	Minneapolis	2
January 23	Minneapolis Public Housing Association	Minneapolis	52
January 23	Methodist Hospital Patient Representative & Call Board	St. Louis Park	4
January 23	7500 York Cooperative Senior Living	Edina	2
January 24	Governor's Council on Disabilities Conference	St. Paul	50
January 28	One-on-One	St. Paul	2
January 28	Heritage Senior Housing	St. Paul	3
January 28	Rosewood Estates Assisted Living	St. Paul	2
January 28	Oak Meadows	Oakdale	3
January 28	One on One Outreach	Fridley	1
January 30	Good Will EasterSeals	St. Paul	3
January 30	Lynhurst Health Care Center	St. Paul	4
January 30	Episcopal Church Home	St. Paul	2
January 30	Meridian Services of Stearns County	St. Cloud	3
January 30	Catholic Charities Waivered Services	St. Cloud	5
January 30	Great River Regional Library	St. Cloud	1
January 30	First Call for Help of St. Cloud	St. Cloud	2
January 30	United Way of Central MN	St. Cloud	3
		Total Presentations:	70
		Total Participants:	422

Consumer Relations Office Outreach Summary

February 2003

General Outreach

February 3	6 Presentations - University of Minnesota	St. Paul	175
February 4	5 Presentations - University of Minnesota	St. Paul	145
February 6	Presentation - Chaska High School	Chaska	22
February 7	2 Presentations - Wayzata Highschool	Wayzata	56
February 8	Hard-of-Hearing Event - Aloha	Minneapolis	18
February 10	D/HH Event	St. Paul	48
February 12	D/HH Event	Inver Grove Heights	35
February 13	2 Presentations - Park Highschool	Cottage Grove	46
February 15	Deaf/Blind Event	Minneapolis	7
February 17	D/HH Event	St. Paul	52
February 18	D/HH Event	Coon Rapids	15
February 20	D/HH Event	St. Cloud	28
February 24	D/HH Event	St. Paul	49
February 26	D/HH Event	IGH	11
Total Presentations:			25
Total Participants:			707

Speech-to-Speech

February 4	Country Villa Assisted Living	Minneapolis	9
February 4	One-on-One	Minneapolis	1
February 6	Minneapolis Public Housing	Minneapolis	22
February 6	Minneapolis Public Housing	Minneapolis	21
February 6	Fairview NE Clinic	Minneapolis	2
February 7	Rosewood Estates	Roseville	3
February 7	Lakewood Healthcare	Roseville	4
February 7	Parkinson's Support Group	Roseville	36
February 11	Minneapolis Public Housing	Minneapolis	12
February 11	Seward Towers East	Minneapolis	4
February 11	Seward Towers West	Minneapolis	3
February 12	Minneapolis Public Housing	Minneapolis	3
February 12	Franklin Ave. Saftey Center	Minneapolis	5
February 12	Anishinable Wkiagun Rehab Center	Minneapolis	3
February 12	Catholic Charities SE	Minneapolis	2
February 18	Minnesota Veteran's Home	Hastings	5
February 20	Axis Health Care	Minneapolis	12
February 20	Holmes-Greenway Housing for the Handicapped	Minneapolis	1
February 26	Goodwill Easter Seals managers	St. Paul	22
February 26	One-on-One	Shorview	3
February 26	One-on-One	Shorview	2
February 27	Trevilla of Golden Valley	Golden Valley	2
February 27	Four Seasons	Crystal	1
February 13	Ability Building Center	Rochester	40
February 14	ProAct, Inc.	Zumbrota	3
February 14	Zumbrota Public Library	Zumbrota	1
February 14	Cannon Falls Public Library	Cannon Falls	1
February 14	Van Horn Public Library	Pine Island	1
February 18	South Washington County Television	Cottage Grove	5
February 20	Cambridge Public Library	Cambridge	3
February 20	Rum River Ornamental Products and Services	Isanti	3
February 20	Minnesota Extended Treatment Options	Cambridge	2
February 20	Industries, Inc.	Cambridge	1
February 20	Care Force Homes, Inc.	Cambridge	1

February 20	River Hills Senior Living	Cambridge	1
February 20	Cambridge Community College Student Support Services	Cambridge	2
February 20	Rum River Special Education Cooperative	Cambridge	2
February 21	Mora Public Library	Mora	2
February 21	Industries, Inc.	Mora	3
February 21	Brighter Day Residence, Inc.	Mora	1
February 21	Volunteers Of America, Kanabec	Mora	1
February 25	Champlin Branch Library	Champlin	2
February 25	Princeton Area Library	Princeton	1
February 25	Milaca Community Library	Milaca	1
February 25	Mille Lacs County Area Developmental Achievement Center	Princeton	2
February 25	Mille Lacs County Area Developmental Achievement Center-Milaca	Milaca	2
February 25	Volunteers Of America	Princeton	1
February 25	New Options Home	Princeton	2
February 25	Care Force Homes, Inc.	Milaca	1
February 25	Elim Oasis Adult Day Health Care	Princeton	10
February 27	Rice County Activity Center	Faribault	3
February 27	Unity House, Inc.	Faribault	2
February 27	ESI Supported Living Services	Faribault	1
February 27	Buckham Memorial Library	Faribault	3
February 27	United Way of Faribault	Faribault	1
		Total Presentations:	55
		Total Participants:	283

Consumer Relations Office Outreach Summary

March 2003

General Outreach

March 3	Deaf/HH Event	St. Paul	45
March 4	Deaf/HH Event	St. Paul	125
March 5	D/HH Services	St. Cloud	3
March 8	Hard of Hearing Event	Minneapolis	16
March 8	Deaf/HH Event	St. Paul	35
March 10	Deaf/HH Event	St. Paul	41
March 11	Deaf/HH Event	St. Paul	75
March 12	Deaf/HH Event	Inver Grove Heights	6
March 14	Hard of Hearing Event	Roseville	35
March 15	Hard of Hearing Event	Golden Valley	28
March 15	DeafBlind Event	Minneapolis	7
March 16	Hearing Parents of Deaf/HH Children Event	Roseville	24
March 17	Deaf/HH Event	St. Paul	44
March 18	Qwest Advisory Committee	Minneapolis	11
March 19	Deaf/HH Event	Faribault	6
March 19	Deaf/HH Event	Inver Grove Heights	5
March 20	Metro Advisory Committee	St. Paul	18
March 20	Deaf/HH Event	Duluth	47
March 22	Deaf Event	Little Canada	53
March 24	Exhibition-MTA	Minneapolis	85
March 24	Deaf/HH Event	St. Paul	37
March 25	Exhibition-MTA	Minneapolis	95
March 27	Exhibition-Deaf Awareness	Brainerd	505
March 28	Exhibition-Deaf Awareness	Brainerd	500
March 29	Exhibition-D/HH Springfest	Eveleth	105
March 31	Deaf/HH Event	St. Paul	39
Total Presentations:			26
Total Participants:			1990

Speech-to-Speech

March 4	Camden Physicians Ltd.	Camden	3
March 4	Minneapolis Public Housing	Minneapolis	4
March 4	North Park Plaza Senior Apartments	New Hope	3
March 4	Camden Care Center	Camden	4
March 4	Minneapolis Public Housing	Minneapolis	30
March 5	CommonBond Communitirtes	New Hope	1
March 5	Minneapolis Public Housing	Minneapolis	12
March 5	Bethany Covenant Village	Minneapolis	4
March 5	Opportunity Services, Inc.	Red Wing	1
March 5	ProAct, Inc.	Red Wing	2
March 5	Lutheran Social Services	Red Wing	2
March 5	Red Wing Public Library	Red Wing	2
March 11	Carnegie Library	Little Falls	3
March 11	Morrison County Supported Living Services	Little Falls	1
March 11	Employment Enterprises, Inc.	Little Falls	3
March 11	Morrison County In-Home Support	Little Falls	2
March 11	Morrison County United Way	Little Falls	1
March 12	Minneapolis Public Housing	Minneapolis	27
March 13	CommonBond Communitirtes Residence Council	New Hope	15
March 13	Minneapolis Public Housing	Minneapolis	9
March 13	No. Memorial Health Care Center	Robbinsdale	2
March 13	Merwin Home Medical	Robbinsdale	6

March 13	Anoka/Hennepin District Services	Anoka	14
March 18	Minneapolis Public Housing	Minneapolis	8
March 18	Augustana Senior Living	Minneapolis	2
March 18	City of Minneapolis Police Dept.emergency Communications & Technology Bureau	Minneapolis	144
March 18	University Childrens Clinic	Minneapolis	2
March 18	2100 Bloomington Accessible Apartments	Minneapolis	2
March 19	Mankato Rehabilitation Center, Inc. - Center	Mankato	4
March 19	Mankato Rehabilitation Center, Inc. - Highland	Mankato	5
March 19	Mankato Rehabilitation Center, Inc. - Front	Mankato	2
March 19	Progressive Living	Mankato	1
March 19	Southern MN Independent Living Enterprises and Services (SMILES)	Mankato	2
March 19	Amber House, Inc.	Mankato	1
March 19	Christian Care, Inc.- Blue Earth	Mankato	2
March 20	One-on-One Presentation	New Hope	1
March 20	One-on-One Presentation	New Hope	1
March 20	One-on-One Presentation	New Hope	1
March 20	One-on-One Presentation	New Hope	1
March 20	Blue Earth County Library	Mankato	3
March 20	Minnesota State University Office of Disability Services	Mankato	6
March 20	American Red Cross - South Central MN Chapter	Mankato	5
March 20	Mankato Area Lutheran Social Services	Mankato	2
March 24	Commonbond Communities	Hasitings	2
March 24	Commonbond Communities	Hasitings	2
March 26	One-on-One Presentation	Minneapolis	1
March 26	One-on-One Presentation	Minneapolis	2
March 26	Smiley's University Clinic	Minneapolis	2
March 26	Roots and Wings, Inc.	Northfield	2
March 26	Laura Baker Supported Living Services	Northfield	3
March 26	Northfield Public Library	Northfield	2
March 26	Carleton College Office of Disability Services	Northfield	2
March 26	St. Olaf College Office of Disability Services	Northfield	1
March 27	Commonbond Communities	St. Paul	2
March 27	Commonbond Communities	St. Paul	2
March 27	Commonbond Communiies	West St. Paul	2
		Total Presentations:	56
		Total Participants:	371

Consumer Relations Office Outreach Summary

April 2003

General Outreach

April 2	Cochlear Implant Event	Minneapolis	23
April 3	D/HH Schools	Woodbury	14
April 3	D/HH Event	Minneapolis	28
April 7	D/HH Event	St. Paul	20
April 14	D/HH Event	St. Paul	42
April 16	D/HH Event	St. Cloud	13
April 17	D/HH Event	Duluth	34
April 19	D/HH Event	Minneapolis	11
April 20	Deaf Event	Mounds View	21
April 21	D/HH Event	St. Paul	44
April 23	Three Presentations - High Schools	Woodbury	60
April 25	Exhibition-MN D/HH Resource Conf.	Deerwood	40
April 26	Deaf Event	St. Cloud	27
April 28	D/HH Event	St. Paul	19
April 30	D/HH Event	Inver Grove Heights	9
Total Presentations:			17
Total Participants:			405

Speech-to-Speech

April 2	Adult Training and Habilitation Center	Hutchinson	5
April 2	ProWorks Annex	Litchfield	3
April 2	REM Southcentral Services	Hutchinson	2
April 2	Aveyron Homes, Inc.	Hutchinson	2
April 2	Meeker County Community Homes, Inc	Litchfield	8
April 2	Litchfield Public Library	Litchfield	2
April 2	Hutchinson Public Library	Hutchinson	3
April 2	Hutchinson Area United Way	Hutchinson	2
April 3	West Central Industries, Inc	Willmar	3
April 3	Crossroads	Willmar	6
April 3	Lutheran Social Services of MN	Willmar	1
April 3	REM Southcentral Services - Kandiyohi	Willmar	2
April 3	New Hope Supported Living Services	Willmar	2
April 3	Willmar Public Library	Willmar	1
April 9	Telephone Equipment Distribution Program	St. Paul	20
April 10	Minneapolis Public Housing	Minneapolis	12
April 11	Teachers of Physically Impaired	Minneapolis	18
April 18	Alexandria Opportunities Center	Alexandria	1
April 18	Douglas County Developmental Achievement Center	Alexandria	2
April 18	New Beginnings of Alexandria	Alexandria	1
April 18	Douglas County Library	Alexandria	2
April 18	Alexandria Technical College	Alexandria	1
April 18	District 206-Special Education	Alexandria	2
April 18	Heart of Lakes United Way	Alexandria	1
April 18	American Red Cross-Douglas County Chapter	Alexandria	3
April 18	Vikingland Community Support Program	Alexandria	1
April 18	Douglas County Housing and Redevelopment Authority	Alexandria	3
April 18	KSAX/KRWF Television	Alexandria	3
April 22	Pinewood Day Habilitation	Cloquet	3
April 22	Pine Ridge Homes, Inc.	Cloquet	2
April 22	Cloquet Public Library	Cloquet	1
April 22	United Way of Carleton County	Cloquet	1
April 23	Woodbury Police Department	Woodbury	4

April 23	Washington County Workforce Center	Woodbury	2
April 23	Washington County Administrative Dept.	Woodbury	2
April 23	"Voxpop" Cable TV Show	Hibbing	1
April 23	Hibbing Public Library	Hibbing	2
April 23	Homes, Inc.	Hibbing	1
April 24	A+ Home Care, Inc.	Bloomington	2
April 24	Meadow Woods Assisted Living	Bloomington	2
April 24	Martin Luther Manor Health Care Center	Bloomington	2
April 24	Aspen Medical Services	Bloomington	2
April 29	Health East Care Systems	Cottage Grove	2
April 29	Allina Medical Clinic	Cottage Grove	2
April 29	Washington County Workforce Center	Cottage Grove	2
April 29	Police & City Admin. Newport	New Port	2
April 29	Regina Medical Clinic	Cottage Grove	2
April 30	Common Bond Community Admin.	St. Paul	2
		Total Presentations:	48
		Total Participants:	151

**Consumer Relations Office Outreach Summary
May 2003**

General Outreach

May 1	High School Presentation	St. Paul	24
May 2	Presentation-Adv. Comm. Mem.	Duluth	33
May 4	Deaf Event	Maplewood	18
May 5	D/HH Event	St. Paul	20
May 5	D/HH Event	Little Canada	56
May 7	D/HH Event	St. Cloud	12
May 9	Customer Contact	Vadnais Heights	1
May 10	Hard of hearing Event	Minneapolis	18
May 12	High School Presentation	White Bear Lake	28
May 12	D/HH Event	St. Paul	20
May 14	Deaf Event	St. Paul	65
May 16	Hard of hearing Event	Shorewood	26
May 17	Hard of hearing Event	Golden Valley	19
May 19	D/HH Event	St. Paul	18
May 23	High School Presentation	St. Paul	32
May 24	Hard of Hearing Event	St. Paul	9
May 29	D/HH Event	Duluth	53
Total Presentations:			17
Total Participants:			452

Speech-to-Speech

May 1	St. Paul Police Department	Highland Park	44
May 1	Common Bond Communities Managers	St. Paul	18
May 1	Cedar Valley Services Top Flight Program	Austin	2
May 1	Parenting and Resource Center	Austin	2
May 1	REM Woodvale, Inc - Mower County	Austin	13
May 1	Cenneidigh, Inc. - Mower County	Austin	1
May 1	Independent Waivered Services	Austin	1
May 1	Summit Ridge Services	Austin	1
May 1	Breckenridge Services	Austin	2
May 1	Austin Public Library	Austin	2
May 1	United Way of Mower County	Austin	2
May 1	American Red Cross - Mower County Chapter	Austin	2
May 1	Riverland Community College - Austin Campus	Austin	1
May 7	Jordan Medical Clinic	Jordan	2
May 7	Jordan City Admin & Police Department	Jordan	4
May 7	Shule House Senior Living	Jordan	1
May 7	Valley View Assisted Living	Jordan	4
May 7	Rosemont City Admin. & Police Department	Rosemount	2
May 7	Rosemont Plaza Senior Living	Rosemount	1
May 7	Cedar Valley Services - Meyers Road	Albert Lea	3
May 7	Cedar Valley Services - Alpha Program	Albert Lea	3

May 7	Albert Lea Public Library	Albert Lea	3
May 7	United Way of Freeborn County	Albert Lea	2
May 7	American Red Cross - Freeborn County Chapter	Albert Lea	2
May 7	Riverland Community College - Albert Lea Campus	Albert Lea	1
May 7	Lutheran Social Service of MN	Albert Lea	3
May 8	Cedar Valley Services - ABL Program	Owatonna	3
May 8	Rainbow Residence, Inc.	Owatonna	3
May 8	REM Woodvale - Steele County Supported Living Services	Owatonna	11
May 8	Owatonna Public Library	Owatonna	3
May 9	Stevens Square Senior Living	Minneapolis	4
May 9	Fairview Home & Hospice Care	Minneapolis	2
May 9	Lutheran Social Services	Minneapolis	2
May 9	Memorial Blood Center	Minneapolis	4
May 9	Division of Indian Work	Minneapolis	2
May 14	Traumatic Brain Injury (TBI)	Richfield	23
May 14	Careview Home Care Inc	Richfield	2
May 14	Minnesota Physicians	St. Paul	2
May 14	Moose Lake Public Library	Moose Lake	2
May 14	West Duluth Public Library	Duluth	2
May 14	Innovative Living	Proctor	1
May 15	Data Ability Program w/ Courage Center	Golden Valley	32
May 15	Concordia Care Center	Minneapolis	4
May 15	Whittier Care Center	Minneapolis	4
May 15	Pine Habilitation and Supported Employment	Sandstone	3
May 15	Pine County Supported Living Service	Sandstone	1
May 15	Sandstone Public Library	Sandstone	1
May 15	Hinckley Public Library	Hinckley	1
May 15	Pine City Public Library	Pine City	3
May 15	Pine Technical College Office of Disability Services	Pine City	3
May 21	LeSueur County Developmental Achievement Center	Waterville	4
May 21	Hope Residence Waivered Services	Waterville	2
May 21	New Transitions, Inc.	Waterville	1
May 21	Waterville Public Library	Waterville	1
May 21	Waseca Public Library	Waseca	1
May 21	Elm- Waseca County Supported Living Service	Waseca	1
May 23	One-on-One	East St. Paul	3
May 23	Health East	St. Paul	2
May 23	Hmong Family Physcians	St. Paul	2
May 27	MinnHealth Family Physicians	Maplewood	2
May 29	One-on-One	St. Bonifacious	2
May 29	Home Care Solutions	St. Louis Park	2
May 29	In Home Personal Care Home HLT	St. Louis Park	2
May 29	Metro Nursing Care Inc	St. Louis Park	2
May 29	Leisure Living Assisted Living	Minnetonka	2
May 29	MN Workforce Center	Shakopee	2
May 29	Shakopee Branch Library	Shakopee	3
May 29	Delphi Group Home	Shakopee	1
May 29	My Brother's Keeper Home Health	Shakopee	1
May 29	New Options Supported Employment	Shakopee	10
May 29	Carver/Scott Educational Cooperative	Shakopee	1
		Total Presentations:	71
		Total Participants:	287

Consumer Relations Office Outreach Summary

June 2003

General Outreach

June 23	Deaf/HH Event	St. Paul	20
June 26	Deaf/HH Event	St. Cloud	26
June 27 & 28	Two Exhibitions-MADC Conference	Minneapolis	175
June 29	DeafBlind Event	Minneapolis	23
June 30	Deaf/HH Event	St. Paul	20
Total Presentations:			6
Total Participants:			264

Speech-to-Speech

June 2	North St.Paul City Hall & Police Department	North St. Paul	2
June 2	Franklyn Park Accessible Living	North St.Paul	4
June 2	Maplewood Community Center, City Hall, Police	Maplewood	2
June 2	Maplewood Healtheast Clinic	Maplewood	2
June 2	RamseyCounty Family Service Center	Maplewood	2
June 4	Winona Public Library	Winona	2
June 4	Career Options	Winona	4
June 4	Winona County Developmental Achievement Center	Winona	2
June 4	Grand Place	Winona	1
June 4	Shingle Creek Parkway Accessible Living	Brooklyn Center	3
June 4	Metes & Bounds Accessible Living	Minneapolis	2
June 4	Excelsior City Hall & Police	Excelsior	2
June 5	Hope Estates	Winona	3
June 5	Home and Community Options	Winona	3
June 5	Winona State University, Office of Disability Services	Winona	2
June 5	MN State College Southeast Technical	Winona	5
June 5	Saint Mary's University, Office of Disability Services	Winona	7
June 5	MN Workforce Center	Winona	4
June 5	Winona County Public Health Department	Winona	11
June 5	One-on-One	New Hope	1
June 5	One-on-One	New Hope	1
June 5	One-on-One	New Hope	1
June 11	MN State Operated Community Service Quality Enterprises	Baxter	4
June 11	JB Waivered Services	Brainerd	1
June 11	Oakridge Homes Supported Living Service	Brainerd	3
June 11	One-on-One	Coon Rapids	1
June 11	One-on-One	Mound	1
June 12	Brainerd Public Library	Brainerd	4
June 12	Crow Wing County United Way	Brainerd	11
June 12	American Red Cross - Northern Lakes Chapter	Brainerd	4
June 12	Minnesota Workforce Center	Brainerd	5
June 12	Central Lakes College, Office of Disability Services	Brainerd	3
June 12	Lakes Area Community Outreach Program	Brainerd	2
June 12	Specialty Home Med	Baxter	3
June 12	Brainerd Housing and Redevelopment Authority	Brainerd	21
June 12	Crow Wing County Health Department	Brainerd	6

June 12	Lake Elmo City Hall & Police	Lake Elmo	2
June 12	Mahtomedi City Hall & Police	Mahtomedi	2
June 12	Bayport City Hall & Police Department	Bayport	2
June 12	Croixdale Residence Senior Living	Bayport	1
June 12	Croixdale Nursing Residence	Bayport	3
June 12	Oakdale City Hall & Police	Oakdale	2
June 19	Zenith Industries	Osseo	5
June 19	Harmony House	Osseo	2
June 19	Mains'l Services, Inc	Maple Grove	4
June 20	Rise Community Integration Program	Anoka	3
June 20	Rise Community Integration Program	Coon Rapids	2
June 20	Opportunity Services Community Living Program	Coon Rapids	5
June 20	Mary T, Inc	Coon Rapids	3
June 24	Life By Design, Inc	Coon Rapids	1
June 24	Laurent Clerc Services, Inc	Coon Rapids	1
June 24	Opportunity Services Behavioral Services	Coon Rapids	7
June 25	Opportunity Partners Day Training	Blaine	6
June 25	Anoka County Achieve	Blaine	4
June 25	MN State Operated Community Services Blaine Home	Blaine	2
June 25	Seventh Place	Blaine	1
June 25	Lutheran Social Service	Blaine	2
		Total Presentations:	57
		Total Participants:	183

**Consumer Relations Office Outreach Summary
July 2003**

General Outreach

July 3	D/HH Event	St. Paul	20
July 9	D/HH Event	Inver Grove Heights	9
July 10	Exhibition	Minneapolis	120
July 10	D/HH Event	Minneapolis	28
July 11	D/HH Event	Minneapolis	35
July 12	Hard-of-hearing Event	Stillwater	24
July 13	D/HH Event	Elko	16
July 14	D/HH Event	St. Paul	20
July 16	D/HH Event	St. Cloud	7
July 17	Presentation	Faribault	28
July 19	D/HH Event	Finlayson	26
July 21	D/HH Event	St. Paul	24
July 22	Advisory Meeting	St. Cloud	6
July 22	D/HH Event	Coon Rapids	11
July 24	D/HH Event	Roseville	9
July 25	D/HH Event	Roseville	12
July 26	Presentation	St. Cloud	55
July 31	D/HH Event	Minneapolis	6
Total Presentations:			18
Total Participants:			456

Speech-to-Speech

July 2	Metrotech Industries	Fridley	21
July 2	Laurent Clerc Services, Inc.	Moundsview	4
July 2	ACR Home on Cummings	Arden Hills	1
July 3	Midwest Special Services, Inc.	Shoreview	6
July 3	Enrich, Inc.	Shoreview	1
July 3	Sister Group Home	Shoreview	3
July 8	Acceptance Communication and Relationships Home on Dawn	Shoreview	3
July 8	Lutheran Social Servies Residences	Shoreview	2
July 8	Lake Owasso Residence	Shoreview	4
July 10	Phoenix Alternatives, Inc. I	White Bear Lake	2
July 10	Phoenix Alternatives, Inc. II	White Bear Lake	7
July 10	Phoenix Alternatives, Inc. III	White Bear Lake	8
July 10	Team Concept Community Resources	White Bear Lake	1
July 10	New Directions	White Bear Lake	3
July 10	Northeast Residence	White Bear Lake	4
July 10	White Bear Lake Branch Library	White Bear Lake	3
July 16	Midwest Special Services, Inc.	Plymouth	2
July 16	Community Connections Partnership	Plymouth	2
July 16	Outreach - Plymouth West Home	Plymouth	3
July 18	Outreach - Plymouth East Home	Plymouth	1
July 18	Hammer Residence - Kentucky	Plymouth	3
July 18	Hammer Residence - McGlinch	Plymouth	3
July 22	Rise Creative Partnerships	Crystal	8
July 22	Kaposia, Inc.	Crystal	2
July 22	Progressive Habilitative Services -Hennepin	New Hope	1
July 22	Outreach - Rice Creek Home	Crystal	2
July 22	Community Integration Partnership - City Lights	Crystal	2
July 22	Rockford Road Branch Library	Crystal	4
July 24	WorkAbilities, Inc.	Golden Valley	4

July 24	Access to Employment Too, Inc.	Golden Valley	3
July 24	Mary T. Inc - Gladson	Golden Valley	2
July 24	Mary T. Inc - Sand Creek	Golden Valley	3
Total Presentations:			32
Total Participants:			118

Consumer Relations Office Outreach Summary

August 2003

General Outreach

August 1	Customer Contact	St. Paul	1
August 4	D/HH Event	St. Paul	21
August 6	D/HH Event	St. Cloud	24
August 10	Hard of Hearing Event	St. Paul	44
August 13	Presentation	St. Cloud	35
August 14	D/HH Event	Inver Grove Heights	8
August 19	2 Presentations	St. Cloud	43
August 20	D/HH Event	Inver Grove Heights	7
Aug 21-Sept 1	Minnesota State Fair Booth (12 days)	St. Paul	14,000
Total Presentations:			21
Total Participants:			14,183

Speech-to-Speech

August 5	MN State Operated Community Services - Metrotech Industries	Fridley	38
August 5	Outreach Brooklyn Center Home	Brooklyn Center	2
August 5	DCI - Lyndale	Brooklyn Center	3
August 5	Tolad, Inc.	Brooklyn Center	2
August 7	Lifeworks Services, Inc.	Brooklyn Park	2
August 7	Community Connections Partnership	Brooklyn Park	3
August 7	Supporting Enriching Empowering Connections (SEEK) Home	Brooklyn Park	5
August 7	Acceptance, Communication and Relationships (ACR) Home on Fallgold	Brooklyn Park	3
August 7	Morningstar Residence	Brooklyn Park	2
August 7	Homeward Bound, Inc.	Brooklyn Park	4
August 12	Tolad, Inc.	Brooklyn Park	1
August 12	America's Choice Nursing Service	Brooklyn Park	3
August 12	Esteem Nursing Care, inc.	Brooklyn Park	4
August 12	Open Hands, Inc.	Brooklyn Park	1
August 12	Choices by Design	Brooklyn Park	1
August 12	T and T Social Services	Brooklyn Park	1
Aug 21-Sept 1	Minnesota State Fair Booth	St. Paul	
Total Presentations:			16
Total Participants:			75

Consumer Relations Office Outreach Summary

September 2003

General Outreach

September 3	D/HH Event	Minneapolis	22
September 4	Presentation	St. Paul	18
September 6	D/HH Event	Duluth	75
September 8	D/HH Event	St. Paul	42
September 13	D/HH Event	Farmington	26
September 13	D/HH Event	Rosemount	18
September 14	D/HH Event	Cambridge	23
September 15	5 Presentations	St. Paul	148
September 15	D/HH Event	St. Paul	44
September 16	5 Presentations	St. Paul	147
September 18	D/HH Event	Minneapolis	14
September 18	Presentation	St. Paul	28
September 21	D/HH Event	Red Wing	8
September 22	Presentation	St. Paul	2
September 22	D/HH Event	St. Paul	44
September 23	D/HH Event	St. Paul	135
September 24	D/HH Event	Inver Grove Heights	7
September 26	D/HH Event	St. Paul	155
September 29	2 Presentations	St. Cloud	80
September 29	D/HH Event	St. Paul	46
September 30	Presentation	Cottage Grove	33
Total Presentations:			30
Total Participants:			1,115

Speech-to-Speech

September 4	Living Challenge I	Minneapolis	1
September 4	REM Hennepin	Minneapolis	1
September 9	St- David's Child Development and Family Services	Minnetonka	5
September 9	Families for Effective Autism Treatment (FEAT) of MN	Minnetonka	3
September 9	REM - Resa Residence	Minnetonka	2
September 9	REM - Minnetonka Residence	Minnetonka	2
September 9	Hammer Residence - Lakeside	Minnetonka	1
September 9	Hammer Residence - Tonkawood	Minnetonka	2
September 11	Chrestomathy II	Eden Prairie	6
September 11	Metro Resources Unlimited - Westwood	Eden Prairie	10
September 11	Total Living Commitment	Eden Prairie	1
September 11	Minnesota State Operated Community Services (MSOCS) - Dell Road	Eden Prairie	6
September 11	Minnesota State Operated Community Services (MSOCS) -Chatham Way	Eden Prairie	3
September 16	Partnership Resources	St. Louis Park	4
September 16	Community Connections Partnership - Gorham	St. Louis Park	6
September 16	REM - Utica	St. Louis Park	11
September 16	Companion Housing Programs, Inc.	St. Louis Park	3
September 16	Success Homes, Inc.	St. Louis Park	1
September 16	Pinnacle Services, Inc.	St. Louis Park	3
September 16	Summit House	St. Louis Park	1
September 18	Pro-Rehab	Minneapolis	1
September 24	MN Semi-Independent Living Services (SILS) Conference	St. Paul	55
September 25	Choices for Children	Hopkins	1

September 25	Capone Community Services	Hopkins	1
September 25	Hopkins Community Library	Hopkins	6
September 29	MN Teachers of Physical and Health Disability Network	Plymouth	52
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Bemidji	3
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Mount Iron	6
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Fergus Falls	7
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Mankato	15
September 29	ITV Simulcast for Teachers of Physical and Health Disabilities	Rochester	10
Total Presentations:			31
Total Participants:			229

**Consumer Relations Office Outreach Summary
October 2003**

General Outreach

October 6	Presentation	Inver Grove Heights	28
October 6	D/HH Event	St. Paul	44
October 10	Presentation	St. Cloud	78
October 11	HH Event	Minneapolis	22
October 12	D/HH Event	Faribault	9
October 13	D/HH Event	St. Paul	40
October 14	Presentation	Shoreview	11
October 15	D/HH Event	Inver Grove Heights	6
October 20	D/HH Event	St. Paul	45
October 22	Presentation	Brooklyn Center	35
October 29	D/HH Event	Inver Grove Heights	5
Total Presentations:			11
Total Participants:			323

Speech-to-Speech

October 2	Community Individual Programs - Bloomington	Bloomington	6
October 2	Rise Creative Partnerships South	Bloomington	2
October 2	Lifeworks Bloomington	Bloomington	1
October 2	MN State Operated Community Services Solstice Vocational Services	Bloomington	1
October 2	Jec Miller Waivered Services	Bloomington	2
October 2	New Directions - Hennepin	Bloomington	3
October 8	Mary T. Albert Place	Bloomington	5
October 8	Outreach Bloomington	Bloomington	3
October 8	MN State Operated Community Services Bloomington	Bloomington	3
October 8	Gunderson Place	Bloomington	3
October 8	Oxboro Community Library	Bloomington	3
October 8	Penn Lake Community Library	Bloomington	3
October 8	Normandale Community College Office of Students with Disabilities	Bloomington	4
October 10	Meridian Services	St. Cloud	80
October 14	Training Supported Employment (TSE) Roselawn	Maplewood	6
October 14	Sur La Rue Ramsey County	Maplewood	2
October 14	Harmony Homes of MN	Maplewood	2
October 14	Rainbow House of MN	Maplewood	2
October 14	Dakota Communities, Inc. (DCI) Maryland	Maplewood	3
October 14	Dakota Communities, Inc. (DCI) Brookview	Maplewood	1
October 17	Dakota Communities, Inc. (DCI) Cope	Maplewood	3
October 17	Dakota Communities, Inc. (DCI) Larpenteur	Maplewood	2
October 17	Outcomes, Inc. Rajwood	Maplewood	4
October 17	Phoenix Residences Howard House	Maplewood	4
October 17	Phoenix Residences Furness House	Maplewood	3
October 17	Maplewood Branch Library	Maplewood	3
October 21	AmeriHealth, Inc.	Oakdale	1
October 21	Midway Home Health Care	Oakdale	1
October 21	Oak Meadows Assisted Living	Oakdale	5
October 21	Oak Terrace Assisted Living	Oakdale	1
October 21	Oakdale Physical Therapy Center	Oakdale	2
October 21	Oakdale Branch Library	Oakdale	2
October 23	The Senior Place Eastside Health Fair	Minneapolis	45

October 27	St. Cloud State University Communication Disorders Department	St. Cloud	28
		Total Presentations:	34
		Total Participants:	239

Consumer Relations Office Outreach Summary

November 2003

General Outreach

November 3	D/HH Event	St. Paul	44
November 4	Three Presentations	Coon Rapids	90
November 5	D/HH Event	St. Paul	75
November 7	D/HH Event	St. Paul	55
November 8	Hard of Hearing Event	Minneapolis	11
November 10	D/HH Event	St. Paul	42
November 11	D/HH Event	Rosemount	4
November 12	D/HH Event	Inver Grove Heights	12
November 13	D/HH Event	St. Paul	75
November 14	D/HH Event	St. Paul	17
November 15	D/HH Event	Rochester	35
November 17	D/HH Event	St. Paul	43
November 18	D/HH Event	St. Paul	65
November 19	Presentation	Minneapolis	28
November 21	Qwest Advisory Meeting	Minneapolis	9
November 21	D/HH Event	St. Paul	24
November 24	D/HH Event	St. Paul	46
Total Presentations:			19
Total Participants:			675

Speech-to-Speech

November 3	Access to Employment, Too/ Homes, Inc.	Golden Valley	40
November 7	Rise, Inc.	Minneapolis	7
November 7	Community Involvement Programs - Hoover	Minneapolis	4
November 7	Cooperating Community Programs Vocational Transitional Services	Minneapolis	1
November 7	Community Involvement Programs - Northeast	Minneapolis	1
November 7	AccessAbility, Inc.	Minneapolis	5
November 7	Community Involvement Programs -Hennepin Cour	Minneapolis	6
November 7	MinnPro Home Care Division	Minneapolis	3
November 12	Individual Training - Vision Loss Resources	Minneapolis	2
November 13	Healthworks Home Medical	Minneapolis	4
November 13	All HomeCaring	Minneapolis	2
November 13	Comfort Health Care	Minneapolis	1
November 13	Minnesota Independent Living Service Home Health Care Agency	Minneapolis	3
November 18	Individual Training	St. Paul	1
November 18	Individual Training	Minneapolis	1
November 18	Individual Training	West St. Paul	1
November 20	Individual Training	Minneapolis	1
November 20	Individual Training	Brooklyn Park	1
November 21	Volunteers of America Senior Services	Minneapolis	3
November 21	MN Visiting Nurse Agency	Minneapolis	6
November 21	Spectrum Community Health	Minneapolis	5
November 21	Lifetrack Resources	Minneapolis	4
November 21	Homlife Healthcare	Minneapolis	1
November 21	Family Sources Home Care	Minneapolis	1
Total Presentations:			24
Total Participants:			104

**Consumer Relations Office Monthly Outreach Summary
December 2003**

General Outreach

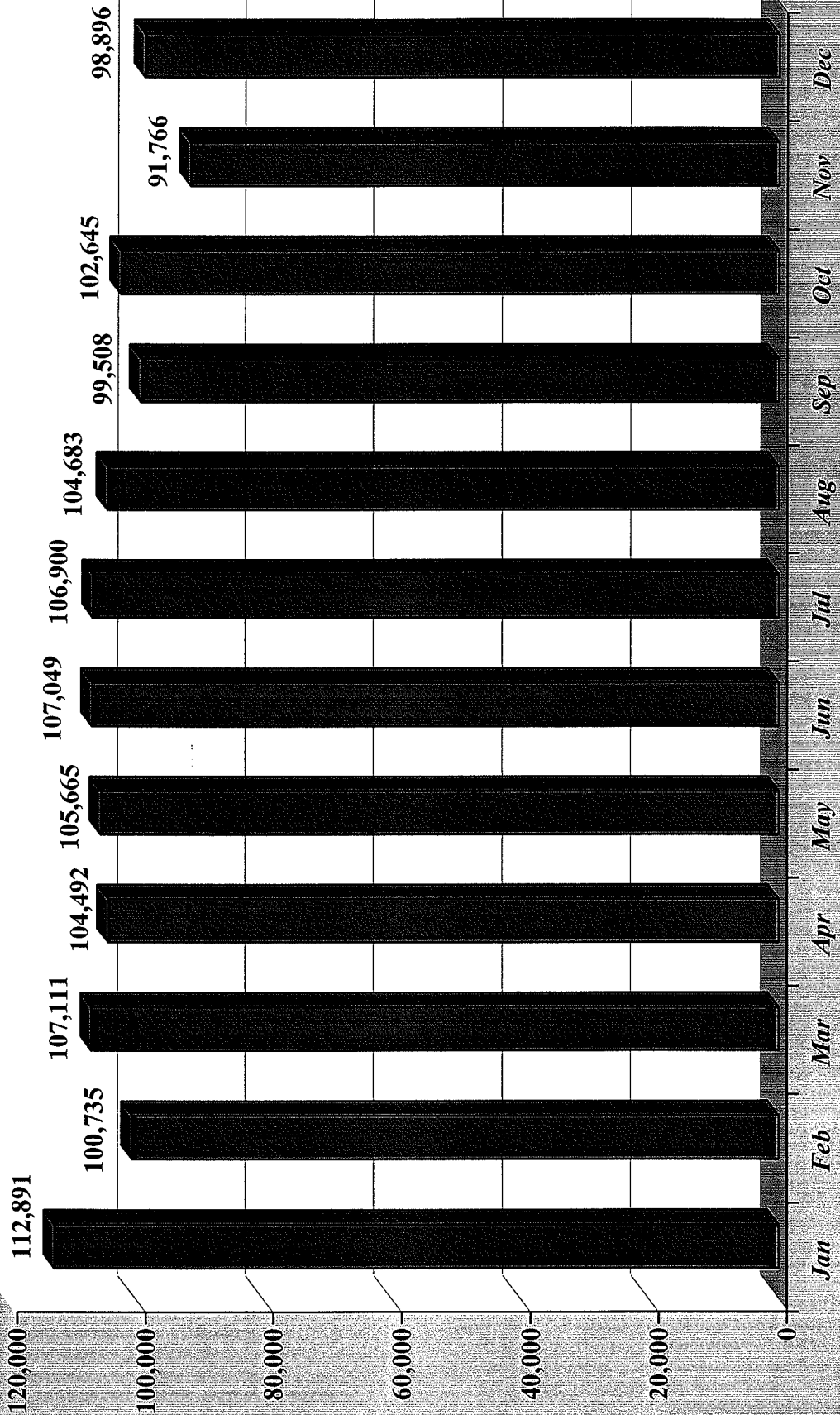
December 1	Deaf/HH Event	St. Paul	44
December 2	Deaf/HH Event	Minneapolis	38
December 4	Presentation	Moorhead	7
December 5	Two Presentations	St. Paul	43
December 5	Deaf/HH Event	Shoreview	36
December 6	Deaf/HH Event	Rochester	31
December 6	Deaf/HH Event	Edina	28
December 8	Deaf/HH Event	St. Paul	45
December 10	Two Presentations	St. Cloud	58
December 11	Presentation	Thief River Falls	14
December 12	Deaf/HH Event	Burnsville	35
December 15	Two Presentations	White Bear Lake	52
December 15	Deaf/HH Event	St. Paul	46
December 17	Two Presentations	Minneapolis	36
December 29	Deaf/HH Event	St. Paul	45
Total Presentations:			19
Total Participants:			558

Speech-to-Speech

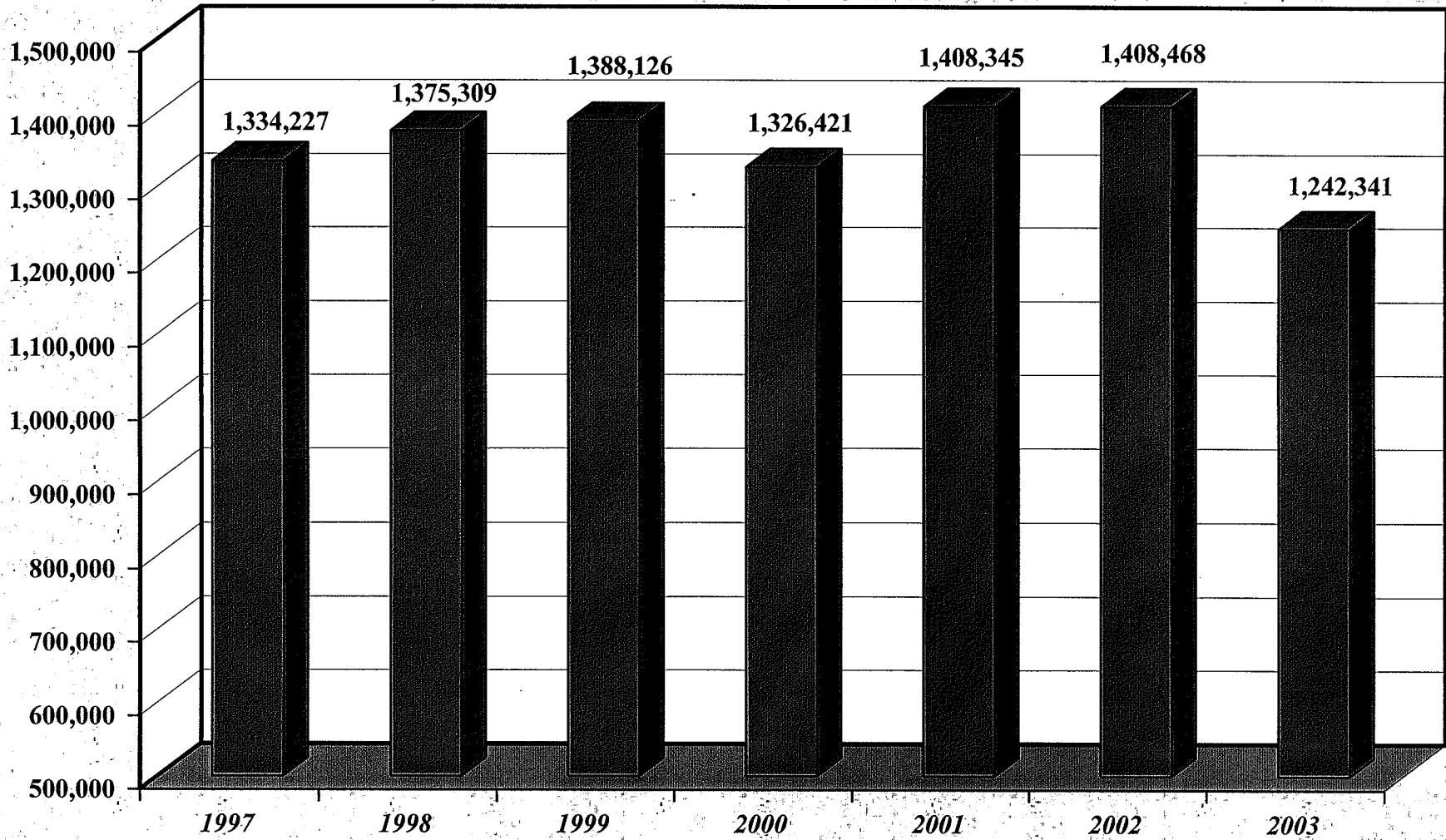
December 04	A Plus Nursing Service	Brooklyn Park	2
December 04	Abale Health Care Services	Brooklyn Park	1
December 04	Amatak Home Health Care Agency	Brooklyn Park	2
December 04	Damselm Home Care Agency	Brooklyn Park	2
December 04	First Choice Nursing and Health Care	Brooklyn Center	1
December 09	Hannah Home, Inc.	Brooklyn Park	3
December 09	Hope Care Services, Inc.	Brooklyn Park	1
December 09	Mobson Care, Inc.	Brooklyn Park	3
December 09	National Home Healthcare Services	Brooklyn Park	1
December 11	Meritcare Services, Inc.	Brooklyn Park	1
December 11	Rise Home Health Care	Brooklyn Park	4
December 11	Special Care of Minnesota	Brooklyn Park	3
December 11	Tee Healthcare Services	Brooklyn Park	2
December 11	Victory Home Care, Inc.	Brooklyn Park	2
December 16	Victory At Home, Inc.	Brooklyn Park	1
December 16	BI Medical Equipment Distributors, Inc.	Brooklyn Park	3
December 16	Physician's Diagnostics and Rehabilitation	Brooklyn Park	6
December 18	Individual Training	Maple Grove	2
Total Presentations:			18
Total Participants:			40

APPENDIX G

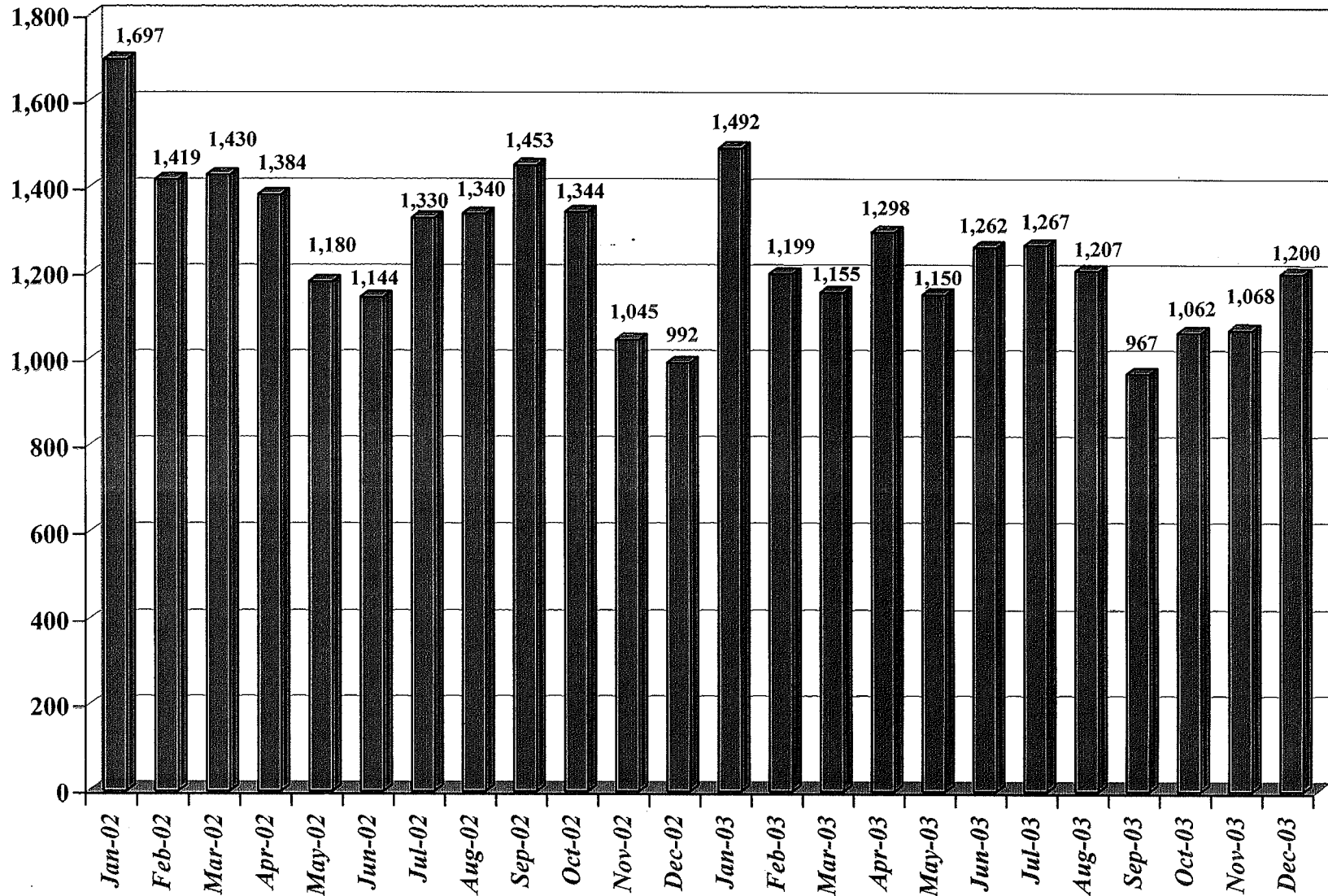
2003 Minnesota Relay Monthly Total Calls



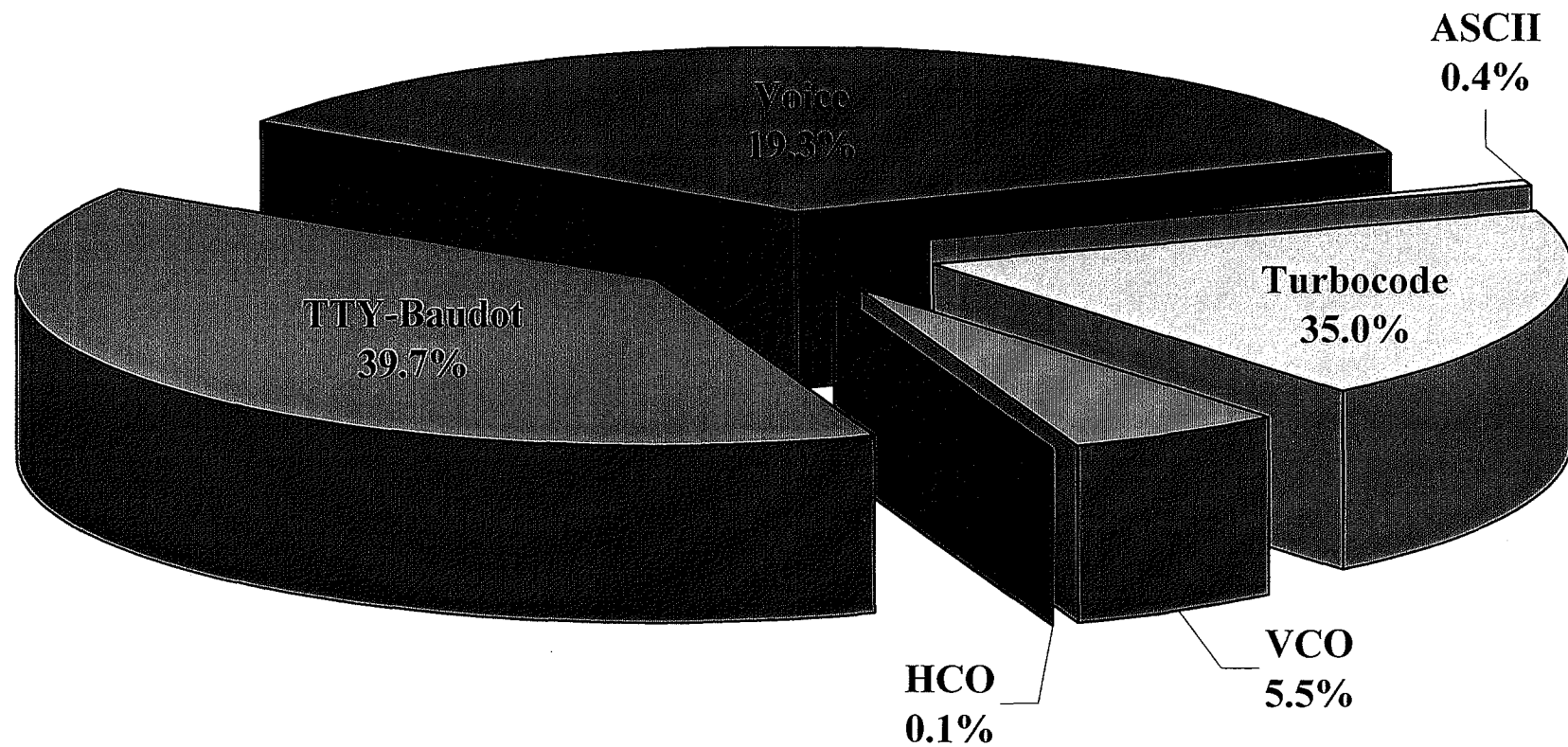
Minnesota Relay Total Calls by Year



2002-2003 Speech-to-Speech Call Totals

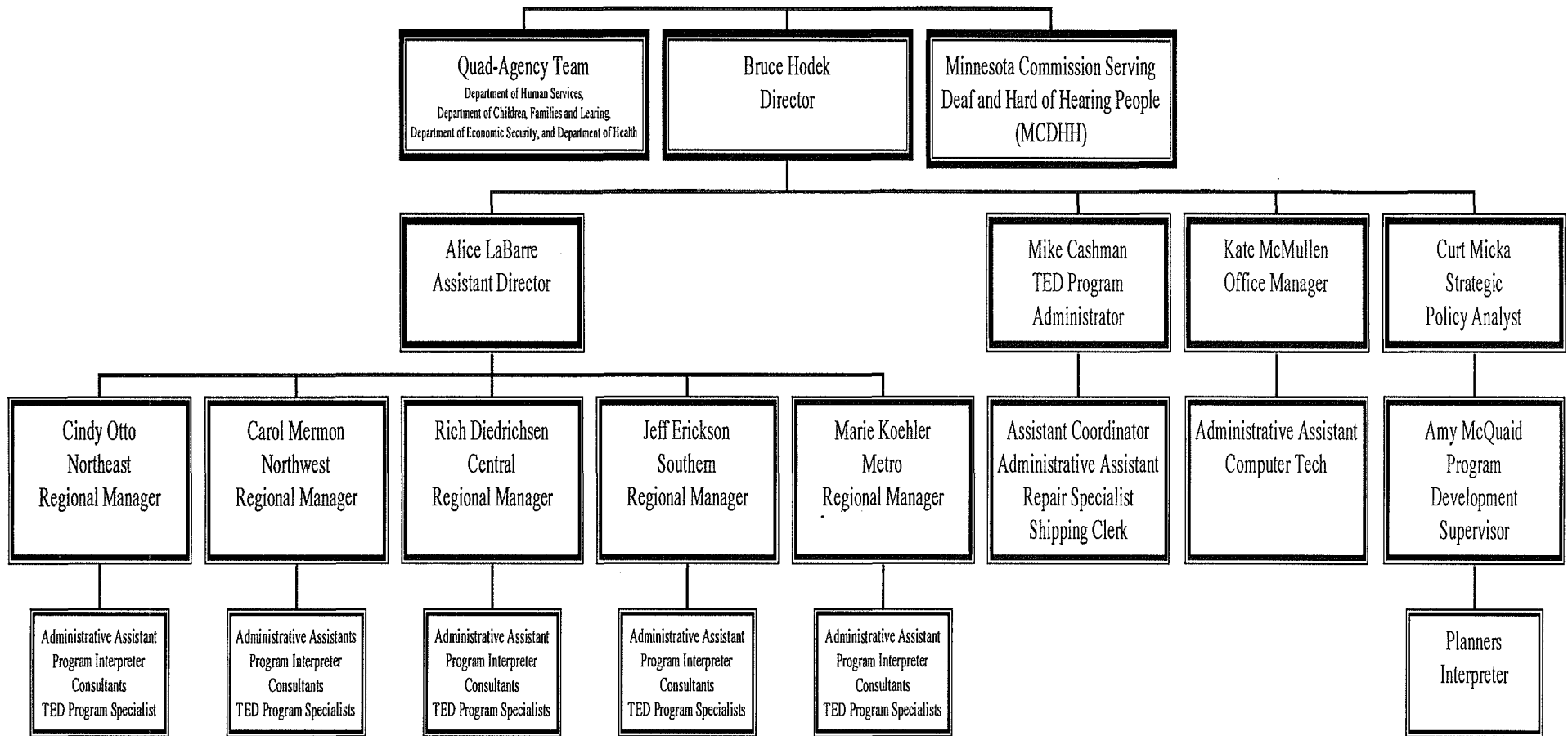


2003 Minnesota Relay Calls by Calling Device



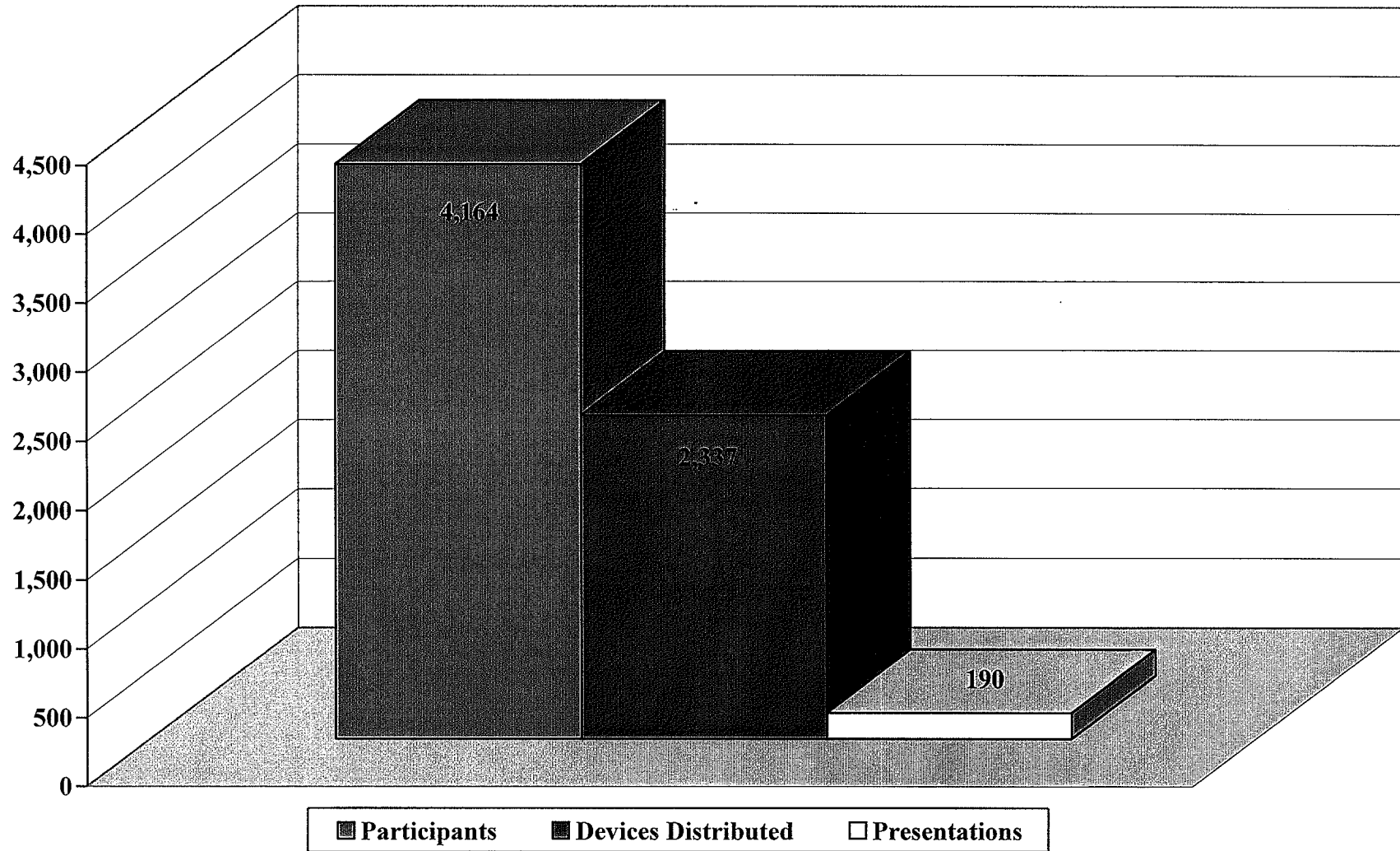
APPENDIX H

Minnesota Department of Human Services Deaf and Hard of Hearing Services Division 2003 Organizational Chart



APPENDIX I

2003 Telephone Equipment Distribution Program Activities



Telephone Equipment Distribution Program

Types of Equipment Distributed in 2003

