

March 16, 2015

Daniel P. Wolf  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101-2147

RE: TAM FY 2016 Budget and Surcharge Recommendations  
Docket No. P999/M-15-185

Dear Mr. Wolf:

Pursuant to Minnesota Statutes § 237.52, Subd. 2, the Minnesota Department of Commerce (Commerce) – Telecommunications Access Minnesota (TAM) program respectfully submits its fiscal year 2016 Budget and Surcharge Recommendations to the Minnesota Public Utilities Commission (Commission) for approval.

The following attachments are included for your reference:

- **Attachment A** includes the proposed TAM Program Administration line item budget and TAM Fund line item budget.
- **Attachment B** includes the TAM Program Administration and TAM Fund line item justifications.
- **Attachment C** includes the proposed budget and line item justifications for Minnesota Relay Outreach.
- **Attachment D** includes the proposed budget and line item justifications for the TED Program.
- **Attachment E** includes the proposed budget and line item justifications for Rural Real-Time Captioning.
- **Attachment F** includes the proposed budget and line item justifications for Accessible News for the Blind.

TAM is submitting the FY 2016 proposed budgets on behalf of all programs supported by the TAM Fund; this should not be evidence that TAM supports the costs proposed by these programs.

The FY 2015 budgeted amount for TAM program administration was \$155,700. The FY 2016 budget recommendation is \$158,200.

The FY 2015 budgeted amount for Minnesota Relay was \$2,497,000. The FY 2016 budget recommendation is \$2,334,716.

The FY 2015 budgeted amount for Minnesota Relay Outreach was \$1,000. The FY 2016 budget recommendation remains at \$1,000.

The FY 2015 budgeted amount for the Department of Human Services – Telephone Equipment Distribution (TED) Program was \$1,654,981. The FY 2016 budget recommendation is \$1,494,950.

The FY 2015 budgeted amount for the Department of Human Services – Rural Real-Time Captioning program was \$300,000. The FY 2016 budget recommendation is \$276,154.

The FY 2015 budgeted amount for the Department of Employment and Economic Development – Accessible News for the Blind program was \$100,000. The FY 2016 budget recommendation remains at \$100,000.

The FY 2015 & FY 2016 appropriation for the Commission of Deaf, DeafBlind and Hard-of-Hearing Minnesotans is \$800,000.

The FY 2015 & FY 2016 appropriation for the Office of Enterprise Technology (MN.IT) is \$290,000.

The FY 2015 & FY 2016 appropriation for the Legislative Coordinating Commission is \$150,000.

As the charts below indicate, a surcharge of \$0.07 and the budgets proposed for the various programs is anticipated to result in a projected fund balance of approximately \$1.46 million at the close of fiscal year 2016. It is anticipated that the fund will need approximately \$1.54 million at the start of fiscal year 2017 in order to have two months operating expenses for TAM administration, Minnesota Relay, and the TED Program, as well as funding to distribute initial biannual/quarterly payments to the other TAM Fund programs.

TAM recommends that the surcharge be decreased to \$0.07, which will support all TAM Fund programs in FY 2016, and should enable TAM to distribute the anticipated funding payments necessary at the beginning of FY 2017.

| Surcharge Amount | Projected Number of Wired and Wireless Customer Access Lines | Wired and Wireless Access Lines Surcharge Revenue | Projected Number of Pre-Paid Wireless Transactions | Pre-Paid Wireless Surcharge Revenue | Projected TAM Fund Interest | Projected Fund Balance on July 1, 2015 | Projected TAM Fund Expenditures | Projected Fund Balance on June 30, 2016 |
|------------------|--|---|--|-------------------------------------|-----------------------------|--|---------------------------------|---|
| \$ 0.01          | 5,635,274  | \$ 676,233  | 565,724  | \$ 64,533                           | \$ 400                      | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (2,989,504)                          |
| \$ 0.02          | 5,635,274  | \$ 1,352,466                                      | 565,724  | \$ 129,067                          | \$ 600                      | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (2,248,537)                          |
| \$ 0.03          | 5,635,274  | \$ 2,028,699                                      | 565,724  | \$ 193,600                          | \$ 800                      | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (1,507,571)                          |
| \$ 0.04          | 5,635,274  | \$ 2,704,932                                      | 565,724  | \$ 258,133                          | \$ 1,100                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (766,505)                            |
| \$ 0.05          | 5,635,274  | \$ 3,381,165                                      | 565,724  | \$ 322,666                          | \$ 1,600                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (25,239)                             |
| \$ 0.06          | 5,635,274  | \$ 4,057,397                                      | 565,724  | \$ 387,200                          | \$ 2,100                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 716,027                              |
| \$ 0.07          | 5,635,274  | \$ 4,733,630                                      | 565,724  | \$ 451,733                          | \$ 2,700                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 1,457,394                            |
| \$ 0.08          | 5,635,274  | \$ 5,409,863                                      | 565,724  | \$ 516,266                          | \$ 3,400                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 2,198,860                            |
| \$ 0.09          | 5,635,274  | \$ 6,086,096                                      | 565,724  | \$ 580,799                          | \$ 4,300                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 2,940,526                            |
| \$ 0.10          | 5,635,274  | \$ 6,762,329                                      | 565,724  | \$ 645,333                          | \$ 5,300                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 3,682,292                            |

Estimated funding needed on July 1, 2016, based on FY 2016 budgeted amounts.

|  |               |
|--|---------------|
| 2 Months Operating Expenses for TAM Administration           | (\$26,367)    |
| 2 Months Operating Expenses for TRS (Minnesota Relay)        | (\$389,119)   |
| 2 Months Operating Expenses for Minnesota Relay Outreach     | (\$167)       |
| 2 Months Operating Expenses for TED Program                  | (\$249,158)   |
| Cash Advances  | (\$200,500)   |
| 1st & 2nd Quarter Payment for DHS-Rural Real-time Captioning | (\$138,077)   |
| 1st Quarter Payment for DEED-Accessible News for the Blind   | (\$25,000)    |
| 1st & 2nd Quarter Payment for MNCDHH                         | (\$400,000)   |
| 1st Quarter Payment for Office of Enterprise Technology      | (\$72,500)    |
| 1st Quarter Payment for Legislative Coordinating Commission  | (\$37,500)    |
|  | (\$1,538,388) |

TAM sought permission from Rural Real-time Captioning, Accessible News for the Blind, MNCDHH, Office of Enterprise Technology, and Legislative Coordinating Commission to make quarterly payments to these programs if the TAM Fund balance is not sufficient at the start of the fiscal year to allow for a transfer of the full funding amount. All programs agreed to allow quarterly payments except for Rural Real-time Captioning and MNCDHH, which requested payment of fifty percent of the budgeted amount in the first quarter, twenty-five percent in the second quarter, and twenty-five percent in the third quarter.

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TAM respectfully requests Commission approval of TAM Fund budgets and of the surcharge recommendation of \$0.07 per wired and post-paid wireless customer access line and prepaid wireless retail transaction.

If the Commission determines that a decrease in the TAM Fund surcharge amount is reasonable, TAM recommends that the effective date of the change to the surcharge amount be the first billing cycle on or after July 1, 2015, or such date that any change to the 9-1-1 and/or TAP surcharge is implemented, provided that the effective date accommodates the required minimum notice of fee change. (Prepaid wireless retail transaction fee changes are effective 60 days after the first day of the first calendar month after the Public Utilities Commission changes the fee. Telecommunications companies and carriers must be provided 45 days' notice of fee change.)

If there is no change to the 9-1-1 and/or TAP surcharge, the PUC may wish to leave the TAM surcharge at the current \$0.08 to avoid the effort required of local telecommunications companies to implement the change. A TAM surcharge of \$0.08 is anticipated to result in a projected fund balance of approximately \$2.20 million at the close of fiscal year 2016.

If you have questions regarding TAM's FY 2016 Budget and Surcharge Recommendations, please contact me at 651-539-1878 or [rochelle.garrow@state.mn.us](mailto:rochelle.garrow@state.mn.us).

Sincerely,



Rochelle Garrow  
TAM Program Administrator

Attachments

c: All parties of record

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## Telecommunications Access Minnesota (TAM) Program Administration

|  | FY 2014 Actual      | FY 2015 Budgeted | FY 2015 Projected | FY 2016 Budgeted | 2016 Budgeted vs. 2015 Budgeted | % Change    |
|--|---------------------|------------------|-------------------|------------------|---------------------------------|-------------|
| <b>TOTAL COMPENSATION</b>                    |                     |                  |                   |                  |                                 |             |
| Full Time Salary & Fringe - 1.10 FTE (41000) | \$ 88,371.52        | \$ 96,500        | \$ 95,000         | \$ 99,000        | \$ 2,500                        | 2.6%        |
| Other Employee Costs (41070)                 | \$ -                | \$ -             | \$ -              | \$ -             | \$ -                            | 0%          |
| <b>Total Salaries and Fringe</b>             | <b>\$ 88,371.52</b> | <b>\$ 96,500</b> | <b>\$ 95,000</b>  | <b>\$ 99,000</b> | <b>\$ 2,500</b>                 | <b>2.6%</b> |

| <b>STATE OPERATIONS</b>                     |                     |                  |                   |                  |             |             |
|---|---------------------|------------------|-------------------|------------------|-------------|-------------|
| Space Rental and Utilities (41100)          | \$ -                | \$ 500           | \$ -              | \$ 500           | \$ -        | 0%          |
| Printing and Advertising (41110)            | \$ -                | \$ 10,000        | \$ 5,000          | \$ 10,000        | \$ -        | 0%          |
| Prof-Tech Services - Outside Vendor (41130) | \$ -                | \$ 2,500         | \$ 80,000         | \$ 2,500         | \$ -        | 0%          |
| Communications (41155)                      | \$ 48.63            | \$ 250           | \$ 100            | \$ 250           | \$ -        | 0%          |
| Travel: In-State (41160)                    | \$ -                | \$ 500           | \$ 100            | \$ 500           | \$ -        | 0%          |
| Travel: Out-of-State (41170)                | \$ 2,380.79         | \$ 3,200         | \$ 3,000          | \$ 3,200         | \$ -        | 0%          |
| Employee Development (41180)                | \$ 225.00           | \$ 1,000         | \$ 400            | \$ 1,000         | \$ -        | 0%          |
| Supplies (41300)                            | \$ 34.26            | \$ 2,000         | \$ 100            | \$ 2,000         | \$ -        | 0%          |
| Agency Indirect Costs (42000)               | \$ 9,581.83         | \$ 13,500        | \$ 16,000         | \$ 13,500        | \$ -        | 0%          |
| Statewide Indirect Costs (42010)            | \$ 22,563.84        | \$ 25,000        | \$ 18,939         | \$ 25,000        | \$ -        | 0%          |
| Attorney General Costs (42020)              | \$ -                | \$ 250           | \$ -              | \$ 250           | \$ -        | 0%          |
| Other Operating Costs (43000)               | \$ 200.00           | \$ 500           | \$ 200            | \$ 500           | \$ -        | 0%          |
| <b>Total State Operations</b>               | <b>\$ 35,034.35</b> | <b>\$ 59,200</b> | <b>\$ 123,839</b> | <b>\$ 59,200</b> | <b>\$ -</b> | <b>0.0%</b> |

|                               |                      |                   |                   |                   |                 |             |
|-------------------------------|----------------------|-------------------|-------------------|-------------------|-----------------|-------------|
| <b>TOTAL PROGRAM EXPENSES</b> | <b>\$ 123,405.87</b> | <b>\$ 155,700</b> | <b>\$ 218,839</b> | <b>\$ 158,200</b> | <b>\$ 2,500</b> | <b>1.6%</b> |
|-------------------------------|----------------------|-------------------|-------------------|-------------------|-----------------|-------------|

## Telecommunications Access Minnesota (TAM) Fund

|  | FY 2014 Actual         | FY 2015 Budgeted       | FY 2015 Projected      | FY 2016 Budgeted       | 2016 Budgeted vs. 2015 Budgeted | % Change      |
|--|------------------------|------------------------|------------------------|------------------------|---------------------------------|---------------|
| <b>REVENUE</b>   |                        |                        |                        |                        |                                 |               |
| Surcharge Revenue Per Customer Access Line<br>(FY 2014 = \$0.06; FY 2015 = \$0.08; FY 2016 = \$0.07) | \$ 4,352,054.12        | \$ 5,910,499.00        | \$ 5,061,552.87        | \$ 4,733,630.40        | \$ (1,176,868.60)               | -19.9%        |
| Fee Revenue on Prepaid Wireless Retail Transaction   | \$ 144,317.75          | \$ 324,000.00          | \$ 437,938.45          | \$ 451,732.83          | \$ 127,732.83                   | 39.4%         |
| TAM Fund Interest  | \$ 4,390.28            | \$ 3,900.00            | \$ 3,200.00            | \$ 2,700.00            | \$ (1,200.00)                   | -30.8%        |
| TracFone Wireless Settlement   | \$ 174,352.77          | \$ -                   | \$ -                   | \$ -                   | \$ -                            | 0.0%          |
| <b>Total TAM Fund Revenue</b>  | <b>\$ 4,675,114.92</b> | <b>\$ 6,238,399.00</b> | <b>\$ 5,502,691.32</b> | <b>\$ 5,188,063.23</b> | <b>\$ (1,050,335.77)</b>        | <b>-16.8%</b> |

|   |                          |                          |                          |                          |                      |              |
|---|--------------------------|--------------------------|--------------------------|--------------------------|----------------------|--------------|
| <b>EXPENDITURES</b>   |                          |                          |                          |                          |                      |              |
| TAM Program Administration Funding                            | \$ (123,405.87)          | \$ (155,700.00)          | \$ (218,839.00)          | \$ (158,200.00)          | \$ 2,500.00          | 1.6%         |
| TRS (Minnesota Relay) Funding                                 | \$ (2,290,747.91)        | \$ (2,497,000.00)        | \$ (2,285,008.50)        | \$ (2,334,716.02)        | \$ (162,283.98)      | -6.5%        |
| DHS-Minnesota Relay Outreach Funding                          | \$ -                     | \$ (1,000.00)            | \$ -                     | \$ (1,000.00)            | \$ -                 | 0.0%         |
| DHS-TED Program Funding                                       | \$ (1,423,907.61)        | \$ (1,654,981.00)        | \$ (1,435,289.19)        | \$ (1,494,950.00)        | \$ (160,031.00)      | -9.7%        |
| DHS-Rural Real-time Captioning Funding                        | \$ (245,004.05)          | \$ (300,000.00)          | \$ (246,154.00)          | \$ (276,154.00)          | \$ (23,846.00)       | -7.9%        |
| DEED-Accessible News for the Blind Funding                    | \$ (95,993.43)           | \$ (100,000.00)          | \$ (93,877.00)           | \$ (100,000.00)          | \$ -                 | 0.0%         |
| Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans | \$ (500,000.00)          | \$ (800,000.00)          | \$ (800,000.00)          | \$ (800,000.00)          | \$ -                 | 0.0%         |
| Office of Enterprise Technology (MN.IT)                       | \$ (290,000.00)          | \$ (290,000.00)          | \$ (290,000.00)          | \$ (290,000.00)          | \$ -                 | 0.0%         |
| Legislative Coordinating Commission                           | \$ (150,000.00)          | \$ (150,000.00)          | \$ (150,000.00)          | \$ (150,000.00)          | \$ -                 | 0.0%         |
| <b>Total TAM Fund Expenditures</b>                            | <b>\$ (5,119,058.87)</b> | <b>\$ (5,948,681.00)</b> | <b>\$ (5,519,167.69)</b> | <b>\$ (5,605,020.02)</b> | <b>\$ 343,660.98</b> | <b>-5.8%</b> |

|  |                        |                      |                       |                        |
|--|------------------------|----------------------|-----------------------|------------------------|
| <b>TAM FUND REVENUE VS. EXPENDITURES</b> | <b>\$ (443,943.95)</b> | <b>\$ 289,718.00</b> | <b>\$ (16,476.37)</b> | <b>\$ (416,956.80)</b> |
|--|------------------------|----------------------|-----------------------|------------------------|

| <b>STATEMENT OF TAM FUND BALANCE</b>                       |                        |                        |                        |                        |
|--|------------------------|------------------------|------------------------|------------------------|
|  | FY 2014 Actual         | FY 2015 Budgeted       | FY 2015 Projected      | FY 2016 Budgeted       |
| TAM Fund Balance at Beginning of Fiscal Year               | \$ 2,329,770.63        | \$ 1,759,741.63        | \$ 1,890,826.68        | \$ 1,874,350.31        |
| TAM Fund Revenue & Interest                                | \$ 4,675,114.92        | \$ 6,238,399.00        | \$ 5,502,691.32        | \$ 5,188,063.23        |
| DHS-TED Program Cash Advances (July)                       | \$ (200,000.00)        | \$ (200,000.00)        | \$ (200,000.00)        | \$ (200,000.00)        |
| DHS-Minnesota Relay Outreach Cash Advance (July)           | \$ (500.00)            | \$ (500.00)            | \$ (500.00)            | \$ (500.00)            |
| Return of DHS-TED Program Cash Advance (June)              | \$ 200,000.00          | \$ 200,000.00          | \$ 200,000.00          | \$ 200,000.00          |
| Return of DHS-Minnesota Relay Outreach Cash Advance (June) | \$ 5,500.00            | \$ 500.00              | \$ 500.00              | \$ 500.00              |
| TAM Fund Expenditures                                      | \$ (5,119,058.87)      | \$ (5,948,681.00)      | \$ (5,519,167.69)      | \$ (5,605,020.02)      |
| <b>TAM Fund Balance at Close of Fiscal Year</b>            | <b>\$ 1,890,826.68</b> | <b>\$ 2,049,459.63</b> | <b>\$ 1,874,350.31</b> | <b>\$ 1,457,393.52</b> |

DEPARTMENT OF COMMERCE  
TELECOMMUNICATIONS ACCESS MINNESOTA  
PROPOSED FY 2016 BUDGET LINE ITEM JUSTIFICATIONS

**TAM Program Administration Budget**

*Total Compensation*

**Full-Time Salaries and Fringe**

The TAM administrative staff consists of a 1.0 FTE program administrator. The TAM program is part of the Telecommunications division and approximately 10 percent of a division manager's salary and fringe is allocated to TAM.

The FY 2015 budgeted amount was \$96,500. The FY 2016 proposed budgeted amount is \$99,000.

**Other Employee Costs**

No funds are budgeted for this line item in FY 2016.

*State Operations*

**Space Rental and Utilities**

This line item includes fees for program booths at fairs, conferences, and conventions.

The FY 2015 budgeted amount was \$500. The FY 2016 proposed budgeted amount remains at \$500.

**Printing and Advertising**

This line item includes duplicating charges, printing of program brochures, and various legislative and other reports. It also includes program advertising and public relations materials.

The FY 2015 budgeted amount was \$10,000. The FY 2016 proposed budgeted amount remains at \$10,000.

**Professional and Technical Services – Outside Vendor**

This line item includes funding for the provision of captioning, transcript services, and American Sign Language interpreters, as well as for department-wide professional and technical services contracts. It also includes design for artwork, graphics, brochures, pamphlets, and media production. TAM develops and designs program materials in-house whenever feasible; this allows for considerable savings over contracting for these services.

The FY 2015 budgeted amount was \$2,500.



On June 4, 2013, in Docket No. P-999/M-13-138, the Commission issued an Order that, among other things, asked Commerce to develop a plan and budget for concluding an audit of the programs funded through the TAM fund.

The Commission requested that Commerce seek proposals with high, medium, and low levels of scrutiny, critical analysis, and verification of operations data (and the cost associated with each level). The PUC also directed Commerce to submit an audit budget to the Commission prior to awarding the contract (PUC Order issued June 20, 2014; Docket No. P-999/M-13-138).

Commerce released an audit RFP, evaluated proposals and, on Feb. 25, 2015, submitted a proposed audit budget to the PUC. The proposed budget includes expenditures of approximately \$100,000 for a high-level audit, \$80,000 for a medium-level audit, and \$60,000 for a low-level audit. The PUC has not approved an audit budget at this time. It is anticipated that if approved by the PUC, the audit will take place in fiscal year 2015. As such, \$80,000 for audit costs has been included in the *Professional and Technical Services* line item for FY 2015 projected expenditures.

FY 2016 proposed budgeted amount is \$2,500.

### Communications

This line item includes postage, mailing and shipping services, freight and delivery services, and telecommunications services.

The FY 2015 budgeted amount was \$250. The FY 2016 proposed budgeted amount remains at \$250.

### Travel: In-State

The in-state travel line item includes travel costs incurred by the TAM administration to attend meetings, trainings, seminars, and so forth. This includes meetings at the Minnesota Relay center located in the city of Moorhead.

The FY 2015 budgeted amount was \$500. The FY 2016 proposed budgeted amount remains at \$500.

### Travel: Out-of-State

Out-of-state travel and associated expenses enable the TAM administration to attend the annual National Association for State Relay Administration (NASRA) and State Telecommunications Administrators for Relay by Sprint (STARS) conferences. The NASRA conference offers attendees the opportunity to meet with representatives from the Federal Communications Commission, the administrator of the TRS Interstate Fund, TRS providers, and other state TRS administrators. This conference also provides access to a wide variety of seminars, demonstrations, and exhibits that would otherwise not be made available to an individual state TRS administrator. Attendance at the STARS conference is available only to state TRS administrators that contract with Sprint, and it affords administrators the opportunity for face-to-face communications regarding current TRS issues, future TRS developments, demonstrations of platform enhancements, and contract issues.

The FY 2015 budgeted amount was \$3,200. The FY 2016 proposed budgeted amount remains at \$3,200.

### **Employee Development**

This line item is used to pay for conference fees, organization membership dues, and tuition for TAM related seminars and training.

The FY 2015 budgeted amount was \$1,000. The FY 2016 proposed budgeted amount remains at \$1,000.

### **Supplies**

This line item includes miscellaneous office equipment, furnishings, and supplies. The line item also includes certain outreach and public relations materials.

The FY 2015 budgeted amount was \$2,000. In FY 2013, the Department of Commerce's Finance division changed the way certain department expenses are allocated from an FTE based formula to one based on the 14 largest programs in the department, and TAM it is currently exempt from certain office equipment, furnishings, and supplies allocations, but will incur expenses for outreach and public relations materials.

The FY 2016 proposed budgeted amount remains at \$2,000.

### **Agency Indirect Costs**

Minnesota Statutes §16A.127 allows agencies to allocate all general support costs within the agency that cannot be directly charged to any agency program. The Department of Commerce's methodology for allocating agency indirect costs is based on a percentage of certain program line item expenses. The exact percentage is not known at the time the TAM proposed budget is prepared.

The FY 2015 budgeted amount was \$13,500, and was based on 12 percent of included proposed line item expenses. If the PUC approves the budget for the independent TAM audit, the cost of the audit will increase TAM program expenditure, which will increase the amount of agency indirect costs paid by TAM. The FY 2015 projected amount is \$16,000.

The proposed budgeted amount for FY 2016 of \$13,500 is based on 11.5 percent of included proposed line item expenses.

### **Statewide Indirect Costs**

Minnesota Statutes §16A.127 requires the Department of Finance to allocate all statewide general support costs to the agencies that consume them. Agencies pass these costs on to all non-state funding sources in proportion to their consumption, and reimburse the general fund with the recoveries. The intent is to recover a proportional share of the general fund appropriations used to provide administrative support to any fund whose costs are wholly or partially paid from non-general funding sources (usually federal or fee-based programs).

The FY 2015 budgeted amount was \$25,000. The FY 2016 proposed budgeted amount remains at \$25,000.

### **Attorney General Costs**

This line item is for services provided by the Office of the Attorney General.

The FY 2015 budgeted amount was \$250. The FY 2016 budgeted amount is \$250.

## Other Operating Costs

Miscellaneous services and charges.

The FY 2015 budgeted amount was \$500. The FY 2016 proposed budgeted amount remains at \$1,000.

## TAM Fund Budget

### *Revenue*

#### Surcharge Recommendation

As the charts below indicate, a surcharge of \$0.07 and the budgets proposed for the various programs is anticipated to result in a projected fund balance of approximately \$1.46 million at the close of fiscal year 2016. It is anticipated that the fund will need approximately \$1.54 million at the start of fiscal year 2017 in order to have two months operating expenses for TAM administration, Minnesota Relay, and the TED Program, as well as funding to distribute initial biannual/quarterly payments to the other TAM Fund programs.

TAM recommends that the surcharge be decreased to \$0.07, which will support all TAM Fund programs in FY 2016, and should enable TAM to distribute the anticipated funding payments necessary at the beginning of FY 2017.

If the Commission determines that a decrease in the TAM Fund surcharge amount is reasonable, TAM recommends that the effective date of the change to the surcharge amount be the first billing cycle on or after July 1, 2015, or such date that any change to the 9-1-1 and/or TAP surcharge is implemented, provided that the effective date accommodates the required minimum notice of fee change. (Prepaid wireless retail transaction fee changes are effective 60 days after the first day of the first calendar month after the Public Utilities Commission changes the fee. Telecommunications companies and carriers must be provided 45 days' notice of fee change.)

If there is no change to the 9-1-1 and/or TAP surcharge, the PUC may wish to leave the TAM surcharge at the current \$0.08 to avoid the effort required of local telecommunications companies to implement the change. A TAM surcharge of \$0.08 is anticipated to result in a projected fund balance of approximately \$2.20 million at the close of fiscal year 2016.

| Surcharge Amount | Projected Number of Wired and Wireless Customer Access Lines | Wired and Wireless Access Lines Surcharge Revenue | Projected Number of Pre-Paid Wireless Transactions | Pre-Paid Wireless Surcharge Revenue | Projected TAM Fund Interest | Projected Fund Balance on July 1, 2015 | Projected TAM Fund Expenditures | Projected Fund Balance on June 30, 2016 |
|------------------|--|---|--|-------------------------------------|-----------------------------|--|---------------------------------|---|
| \$ 0.01          | 5,635,274  | \$ 676,233  | 565,724  | \$ 64,533                           | \$ 400                      | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (2,989,504)                          |
| \$ 0.02          | 5,635,274  | \$ 1,352,466                                      | 565,724  | \$ 129,067                          | \$ 600                      | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (2,248,537)                          |
| \$ 0.03          | 5,635,274  | \$ 2,028,699                                      | 565,724  | \$ 193,600                          | \$ 800                      | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (1,507,571)                          |
| \$ 0.04          | 5,635,274  | \$ 2,704,932                                      | 565,724  | \$ 258,133                          | \$ 1,100                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (766,505)                            |
| \$ 0.05          | 5,635,274  | \$ 3,381,165                                      | 565,724  | \$ 322,666                          | \$ 1,600                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ (25,239)                             |
| \$ 0.06          | 5,635,274  | \$ 4,057,397                                      | 565,724  | \$ 387,200                          | \$ 2,100                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 716,027                              |
| \$ 0.07          | 5,635,274  | \$ 4,733,630                                      | 565,724  | \$ 451,733                          | \$ 2,700                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 1,457,394                            |
| \$ 0.08          | 5,635,274  | \$ 5,409,863                                      | 565,724  | \$ 516,266                          | \$ 3,400                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 2,198,860                            |
| \$ 0.09          | 5,635,274  | \$ 6,086,096                                      | 565,724  | \$ 580,799                          | \$ 4,300                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 2,940,526                            |
| \$ 0.10          | 5,635,274  | \$ 6,762,329                                      | 565,724  | \$ 645,333                          | \$ 5,300                    | \$ 1,874,350                           | \$ (5,605,020)                  | \$ 3,682,292                            |

Estimated funding needed on July 1, 2016, based on FY 2016 budgeted amounts.

|  |               |
|--|---------------|
| 2 Months Operating Expenses for TAM Administration           | (\$26,367)    |
| 2 Months Operating Expenses for TRS (Minnesota Relay)        | (\$389,119)   |
| 2 Months Operating Expenses for Minnesota Relay Outreach     | (\$167)       |
| 2 Months Operating Expenses for TED Program                  | (\$249,158)   |
| Cash Advances  | (\$200,500)   |
| 1st & 2nd Quarter Payment for DHS-Rural Real-time Captioning | (\$138,077)   |
| 1st Quarter Payment for DEED-Accessible News for the Blind   | (\$25,000)    |
| 1st & 2nd Quarter Payment for MNCDHH                         | (\$400,000)   |
| 1st Quarter Payment for Office of Enterprise Technology      | (\$72,500)    |
| 1st Quarter Payment for Legislative Coordinating Commission  | (\$37,500)    |
|  | (\$1,538,388) |

TAM sought permission from Rural Real-time Captioning, Accessible News for the Blind, MNCDHH, Office of Enterprise Technology, and Legislative Coordinating Commission to make quarterly payments to these programs if the TAM Fund balance is not sufficient at the start of the fiscal year to allow for a transfer of the full funding amount for each program. All programs agreed to allow quarterly payments except for Rural Real-time Captioning and MNCDHH, which requested payment of fifty percent of the budgeted amount in the first quarter, twenty-five percent in the second quarter, and twenty-five percent in the third quarter.

The below chart demonstrates TAM surcharge amounts since the inception of the fund.

| Fiscal Year | Surcharge Amount | Fiscal Year | Surcharge Amount | Fiscal Year | Surcharge Amount |
|-------------|------------------|-------------|------------------|-------------|------------------|
| 1994        | \$0.17           | 2002        | \$0.10           | 2010        | \$0.06           |
| 1995        | \$0.17           | 2003        | \$0.10           | 2011        | \$0.10           |
| 1996        | \$0.17           | 2004        | \$0.13           | 2012        | \$0.06           |
| 1997        | \$0.17           | 2005        | \$0.10           | 2013        | \$0.06           |
| 1998        | \$0.17           | 2006        | \$0.07           | 2014        | \$0.06           |
| 1999        | \$0.12           | 2007        | \$0.03           | 2015        | \$0.08           |
| 2000        | \$0.12           | 2008        | \$0.06           |             |                  |
| 2001        | \$0.12           | 2009        | \$0.06           |             |                  |

### Surcharge Revenue on Wired and Post-Paid Wireless Customer Access Lines

This line item shows surcharge revenues derived from all wired and post-paid wireless customer access lines in Minnesota.

The budgeted surcharge revenue for FY 2015 was \$5,910,499 and was based on a monthly surcharge amount of \$0.08 per customer access line effective July 1, 2014. The effective date for the surcharge increase was delayed until November 1, 2014. As a result, less revenue was generated than estimated. The FY 2015 projected amount is \$5,061,553.

TAM estimates that approximately 1,776,424 wired and 3,858,850 post-paid wireless telephone access lines will remit TAM surcharge revenue each month in FY 2016; this estimate is based on wired lines decreasing approximately 4.8 percent for the year, and post-paid wireless remaining steady.

FY 2016 surcharge revenue, based on a surcharge amount of \$0.07 and an effective date of July 1, 2015, is anticipated to be approximately \$4,733,630 for wired and post-paid wireless customer access lines.

### Fee Revenue on Prepaid Wireless Retail Transactions

In 2013, the legislature passed legislation that imposes a TAM fee on each retail transaction for prepaid wireless telecommunications services. The prepaid wireless fee was effective January 1, 2014. Retailers remit the collected fees to the Department of Revenue (Revenue), and Revenue deposits the fees into the TAM Fund. Retailers may deduct and retain three percent of fees collected and Revenue may deduct and retain two percent.

The FY 2015 budgeted amount was \$324,000. At the time the FY 2015 budget was submitted to the PUC TAM had received only one prepaid wireless deposit from Revenue, and based the budgeted amount on that amount. The FY 2015 projected amount is \$437,938.

FY 2016 pre-paid wireless fee revenue, based on a surcharge amount of \$0.07 and an effective date of July 1, 2015, is anticipated to be approximately \$451,733, and is based on an overall annual increase of 7.8 percent in pre-paid wireless retail transactions.

### **TAM Fund Interest**

This line item is the interest earned on funds in the TAM, TED Program, Minnesota Relay Outreach, DHS – Rural Real-Time Captioning, and DEED – Accessible News for the Blind dedicated accounts.

The FY 2015 budgeted amount was \$3,900. The projected amount is \$3,200. The FY 2016 proposed budgeted amount is \$2,700.

## **Expenditures**

### **TAM Administration Funding**

The FY 2015 budgeted amount for this line item was \$155,700. The FY 2016 proposed budgeted amount is \$158,200.

### **TRS (Minnesota Relay) Funding**

Minnesota Relay is a federally mandated Telecommunications Relay Services (TRS) program that allows an individual who is deaf, hard of hearing, deafblind, or speech disabled to communicate over the telephone in a manner that is functionally equivalent to the ability of an individual who does not have hearing loss or a speech disability.

Video Relay Service (VRS), Internet Protocol (IP) Relay, and IP Captioned Telephone Service (IP CTS) are three newer forms of TRS. These Internet-based relay services are not mandated by the FCC as required forms of TRS and, as such, are not currently provided on Minnesota's TRS platform. However, VRS, IP Relay, and IP CTS are fully accessible to Minnesota consumers, free of charge, through a number of providers who offer these services nationwide. All costs for the provision of Internet-based relay services are reimbursed to providers through the Interstate TRS Fund<sup>1</sup>.

Usage of TTY based relay services is declining as consumers transition to the newer Internet-based forms of relay (not all consumers are able to transition, as high-speed Internet is not available in all areas, and not all consumers can afford the cost). Speech-to-Speech (STS) and captioned telephone (CapTel) relay service currently show modest increases in use. It is anticipated that CapTel service will soon level off and then begin declining as more users move to Internet-based forms of captioned telephone relay service.

TAM currently contracts with Sprint Communications Company, L.P. for the provision of Telecommunications Relay Services (TRS). The current contracted rates are \$1.78 per conversation minute for basic TRS and \$1.89 per conversation minute for CapTel relay service. This contract expires on June 30, 2019.

The FY 2015 budgeted amount was \$2,497,000. The FY 2015 projected amount is \$2,285,009. The FY 2016 proposed budgeted amount is \$2,334,716.

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<sup>1</sup> The Interstate TRS Fund is funded by contributions from all carriers providing interstate telecommunications services (including interconnected VoIP service providers pursuant to §64.601(b)) and every provider of non-interconnected VoIP service, and is currently administered by Rolka Loube Saltzer Associates.

### **DHS – Minnesota Relay Outreach Funding**

Minnesota Relay outreach is provided under an interagency agreement with the Department of Human Services – TED Program. Outreach staff is responsible for providing a statewide outreach program to educate people about Minnesota Relay services. Outreach personnel distribute informational pamphlets, train consumers and businesses, make presentations, staff exhibitions, and perform other similar forms of consumer contacts.

The TED Program combines Minnesota Relay outreach into their TED Program presentations, mailings and other activities and, as such, does not typically need to conduct separate outreach for Minnesota Relay. These combined efforts result in very little (if any) costs for Minnesota Relay only outreach activities.

The FY 2015 budgeted amount was \$1,000. The FY 2016 proposed budgeted amount remains at \$1,000.

The Minnesota Relay Outreach budget and line item justifications are included as [Attachment C](#).

### **DHS – TED Program Funding**

The Telephone Equipment Distribution Program (TED Program) is responsible for distributing specialized telecommunications devices to income eligible Minnesotans, informing the public of services available through the program, and providing training for the use of distributed equipment.

The FY 2015 budgeted amount was \$1,654,981. The FY 2015 projected amount is \$1,435,289. The FY 2016 proposed budgeted amount of \$1,494,950 represents a decrease of \$160,031 (-9.7 percent).

The TED Program budget and line item justifications are included as [Attachment D](#).

### **DHS – Rural Real-Time Captioning Funding**

The Rural Real-time Captioning program provides real-time, closed-captioning of certain local television news programs for people who are deaf, hard of hearing, or deaf-blind. This program is administered by the commissioner of the Department of Human Services (DHS), and has a maximum annual budget of \$300,000.

The FY 2015 budgeted amount was \$300,000. The FY 2015 projected amount is \$246,154. The FY 2016 proposed budgeted amount is \$276,154.

The Rural Real-Time Captioning budget and line item justifications are included as [Attachment E](#).

### **DEED – Accessible News for the Blind Funding**

The Accessible News for the Blind (ANB) program provides accessible electronic information (news and other timely information) for people who are blind and disabled. This program is administered by the commissioner of the Department of Employment and Economic Development (DEED), and has a maximum annual budget of \$100,000.

The FY 2015 budgeted amount was \$100,000. The FY 2015 projected amount is \$93,877. The FY 2016 proposed budgeted amount remains at \$100,000.

The Accessible News for the Blind budget and line item justifications are included as [Attachment F](#).

#### **Commission of Deaf, DeafBlind and Hard-of-Hearing Minnesotans (MNCDHH)**

MNCDHH receives an annual direct appropriation of \$800,000 from the TAM Fund to be used for operational expenses, to provide information on their Web site in American Sign Language, and to provide technical assistance to state agencies.

#### **Office of Enterprise Technology (MN.IT)**

MN.IT receives an annual direct appropriation of \$290,000 from the TAM Fund to be used for coordinating technology accessibility and usability.

#### **Legislative Coordinating Commission (LCC)**

LCC receives an annual direct appropriation of \$ 150,000 from the TAM Fund to be used for providing captioning of live streaming of legislative activity on the LCC's Web site, and for a consolidated access fund for other state agencies.

### *Revenue vs. Expenditures*

This line item demonstrates TAM Fund revenue in comparison to TAM Fund expenditures.

### *Statement of Fund Balance*

This section represents the total TAM Fund balance for each fiscal year, and is calculated based on the fund balance at the beginning of the fiscal year, TAM Fund revenue and interest, TED Program and Minnesota Relay Outreach cash advances<sup>2</sup>, and TAM Fund expenditures.

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<sup>2</sup> DHS invoices TAM monthly for TED Program and Minnesota Relay Outreach program expenses. However, DHS pays program expenses as needed throughout the month. For cash flow purposes, TAM provides DHS with an annual \$200,000 cash advance for the TED Program and \$500 for Minnesota Relay Outreach to cover monthly expenses before they are invoiced and paid by TAM. Cash advance funds are deposited into dedicated accounts at the beginning of each fiscal year. The cash advances are returned to TAM at the close of each fiscal year.



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## Minnesota Relay Outreach

|  | FY 2014<br>Actual | FY 2015<br>Budgeted | FY 2015<br>Projected | FY 2016<br>Budgeted | 2016 Budgeted<br>vs.<br>2015 Budgeted | %<br>Change |
|--|-------------------|---------------------|----------------------|---------------------|---------------------------------------|-------------|
| <b>STATE OPERATIONS</b>                                    |                   |                     |                      |                     |                                       |             |
| Space Rental, Maintenance, and Utilities (outreach booths) | \$ -              | \$ 250              | \$ -                 | \$ 250              | \$ -                                  | 0%          |
| Professional & Technical Services (ASL interpreters)       | \$ -              | \$ 400              | \$ -                 | \$ 400              | \$ -                                  | 0%          |
| Communications (postage)                                   | \$ -              | \$ 150              | \$ -                 | \$ 150              | \$ -                                  | 0%          |
| Travel: In-State   | \$ -              | \$ 200              | \$ -                 | \$ 200              | \$ -                                  | 0%          |
| <b>TOTAL PROGRAM EXPENSES</b>                              | \$ -              | \$ 1,000            | \$ -                 | \$ 1,000            | \$ -                                  | 0.0%        |

**DEPARTMENT OF COMMERCE  
MINNESOTA RELAY OUTREACH  
PROPOSED FY 2016 BUDGET LINE ITEM JUSTIFICATIONS**

TAM contracts with DHS–TED Program for the provision of Minnesota Relay outreach services. Outreach staff is responsible for providing a comprehensive statewide outreach program to educate all people about, and promote Minnesota Relay services. Outreach personnel distribute informational pamphlets, train consumers and businesses, make presentations, staff exhibitions, and perform other similar forms of consumer contacts. Outreach efforts are tailored to effectively target appropriate demographics, including consumers who are deaf, deaf-blind, hard of hearing, late deafened, speech disabled, hearing consumers, and businesses.

Minnesota Relay outreach is provided from five regional Deaf and Hard of Hearing Services offices (Mankato, Metro, St. Cloud, Duluth, and Moorhead).

The FY 2015 budgeted amount was \$1,000. The projected actual for FY 2015 is \$0.00.

Staff combines information on both the TED Program and Minnesota Relay into presentations, booths, trainings, drop-in visits, and other outreach activities. This collaboration allows for significant cost savings.

The FY 2016 proposed budgeted amount is \$1,000.

### *State Operations*

#### **Space Rental, Maintenance, & Utilities**

This line item compensates DHS-TED Program for booth fees to exhibit Minnesota Relay services and information. The FY 2015 budgeted amount was \$250. The FY 2016 proposed budgeted amount is \$250.

#### **Professional & Technical Services**

This line item includes funding for American Sign Language interpreters. The FY 2015 budgeted amount was \$400. The FY 2016 proposed budgeted amount is \$400.

#### **Communications**

This line item includes postage for mailing Minnesota Relay brochures, information sheets, forms, letter, and so forth. Minnesota Relay correspondences are conducted via e-mail whenever possible and appropriate. The FY 2015 budgeted amount was \$150. The FY 2016 proposed budgeted amount is \$150.

#### **Travel: In-State**

The in-state travel line item funds travel costs incurred by the TED Program specialists when conducting outreach solely for Minnesota Relay. Expenses are also allocated for travel to meetings, trainings, and seminars. The FY 2015 budgeted amount was \$200. The FY 2016 proposed budgeted amount is \$200.

## Telephone Equipment Distribution (TED) Program

|                                       | FY 2014 Actual         | FY 2015 Budgeted    | FY 2015 Projected      | FY 2016 Budgeted    | 2016 Budgeted vs. 2015 Budgeted | % Change      |
|---------------------------------------|------------------------|---------------------|------------------------|---------------------|---------------------------------|---------------|
| <b>TOTAL COMPENSATION</b>             |                        |                     |                        |                     |                                 |               |
| Division Director                     | \$ 14,138.44           | \$ 15,500           | \$ 15,584.11           | \$ 16,000           | \$ 500                          | 3%            |
| Program Coordinator                   | \$ 62,821.91           | \$ 71,000           | \$ 67,865.20           | \$ 73,750           | \$ 2,750                        | 4%            |
| Assistant Coordinator                 | \$ 53,553.10           | \$ 58,000           | \$ 56,649.00           | \$ 58,000           | \$ -                            | 0%            |
| Program Specialists                   | \$ 337,293.27          | \$ 415,000          | \$ 360,700.00          | \$ 370,500          | \$ (44,500)                     | -11%          |
| Clerical Support (Central Office)     | \$ 32,654.90           | \$ 36,000           | \$ 34,799.70           | \$ 33,000           | \$ (3,000)                      | -8%           |
| Program Support                       | \$ 57,955.91           | \$ 66,050           | \$ 57,059.55           | \$ 66,000           | \$ (50)                         | -0.1%         |
| Shipping Receiving Coordinator        | \$ 34,798.70           | \$ 37,500           | \$ 22,134.04           | \$ -                | \$ (37,500)                     | -100%         |
| Regional Managers                     | \$ 69,893.81           | \$ 76,275           | \$ 75,326.70           | \$ 77,500           | \$ 1,225                        | 2%            |
| Interpreters                          | \$ 4,646.19            | \$ 4,500            | \$ 3,743.89            | \$ 4,500            | \$ -                            | 0%            |
| Achievement Awards                    | \$ -                   | \$ 3,000            | \$ 1,000.00            | \$ 2,000            | \$ (1,000)                      | -33%          |
| Fringe                                | \$ 276,765.77          | \$ 297,756          | \$ 278,654.99          | \$ 273,000          | \$ (24,756)                     | -8%           |
| <b>Total Salaries and Fringe</b>      | <b>\$ 944,522.00</b>   | <b>\$ 1,080,581</b> | <b>\$ 973,517.18</b>   | <b>\$ 974,250</b>   | <b>\$ (106,331)</b>             | <b>-9.8%</b>  |
| <b>STATE OPERATIONS</b>               |                        |                     |                        |                     |                                 |               |
| Space Rental and Utilities            | \$ 18,286.00           | \$ 26,000           | \$ 25,689.55           | \$ 26,500           | \$ 500                          | 2%            |
| Communications                        | \$ 24,709.91           | \$ 36,000           | \$ 19,116.41           | \$ 20,000           | \$ (16,000)                     | -44%          |
| Shipping                              | \$ 23,666.17           | \$ 25,000           | \$ 24,000.00           | \$ 30,000           | \$ 5,000                        | 20%           |
| Travel: In State                      | \$ 28,586.30           | \$ 30,000           | \$ 30,000.00           | \$ 30,000           | \$ -                            | 0%            |
| Public Relations                      | \$ 33,737.62           | \$ 36,500           | \$ 36,000.00           | \$ 38,000           | \$ 1,500                        | 4%            |
| Professional & Technical Services     | \$ 10,319.42           | \$ 18,000           | \$ 5,408.39            | \$ 6,700            | \$ (11,300)                     | -63%          |
| Supplies                              | \$ 4,659.09            | \$ 6,000            | \$ 2,600.00            | \$ 3,500            | \$ (2,500)                      | -42%          |
| Employee Development                  | \$ 2,550.28            | \$ 5,500            | \$ 4,500.00            | \$ 4,500            | \$ (1,000)                      | -18%          |
| Equipment, Computer & System Services | \$ 3,460.34            | \$ 16,000           | \$ 4,800.00            | \$ 2,000            | \$ (14,000)                     | -88%          |
| Statewide & Agency Indirect Costs     | \$ 148,188.00          | \$ 170,400          | \$ 170,400.00          | \$ 154,500          | \$ (15,900)                     | -9%           |
| Other Operating Costs                 | \$ 250.00              | \$ 1,000            | \$ 657.66              | \$ 1,000            | \$ -                            | 0%            |
| <b>Total State Operations</b>         | <b>\$ 298,413.13</b>   | <b>\$ 370,400</b>   | <b>\$ 323,172.01</b>   | <b>\$ 316,700</b>   | <b>\$ (53,700)</b>              | <b>-14.5%</b> |
| <b>EQUIPMENT FOR DISTRIBUTION</b>     | <b>\$ 177,513.48</b>   | <b>\$ 200,000</b>   | <b>\$ 135,000.00</b>   | <b>\$ 200,000</b>   | <b>\$ -</b>                     | <b>0.0%</b>   |
| <b>EQUIPMENT REPAIR</b>               | <b>\$ 3,459.00</b>     | <b>\$ 4,000</b>     | <b>\$ 3,600.00</b>     | <b>\$ 4,000</b>     | <b>\$ -</b>                     | <b>0.0%</b>   |
| <b>TOTAL PROGRAM EXPENSES</b>         | <b>\$ 1,423,907.61</b> | <b>\$ 1,654,981</b> | <b>\$ 1,435,289.19</b> | <b>\$ 1,494,950</b> | <b>\$ (160,031)</b>             | <b>-9.7%</b>  |

**DEPARTMENT OF HUMAN SERVICES  
TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM  
PROPOSED FY 2016 BUDGET LINE ITEM JUSTIFICATIONS**

The Telephone Equipment Distribution (TED) Program is responsible for distributing specialized telecommunications devices to eligible Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled, and physically disabled. The TED Program is also responsible for educating the public on additional TED Program services, and providing training in the use of the telecommunications devices available through the program.

TED Program staff is housed through five of the Department of Human Services, Deaf and Hard of Hearing Services Division (DHHS) regional offices: Duluth, Moorhead, Mankato, St. Cloud, and St. Paul.

Based on current trends, the TED Program anticipates serving over 2,500 individuals in fiscal year 2016, including individuals receiving equipment for the first time and individuals who have received equipment in the past, but require additional services. Consumers will return for additional services due to the following circumstances: their communication needs have changed making it necessary for different or additional equipment, they require additional training, their equipment is no longer working and they need a replacement, or they need assistance in resolving an equipment problem.

Over 69,000 pieces of equipment have been distributed by the TED Program since its inception in 1987. Each year, a number of these devices are returned because they are no longer working properly. The TED Program evaluates returned equipment and determines whether it should be cleaned and tested or replaced.

The TED Program also provides information on other assistive telecommunications technologies and services to individuals with communication disabilities that may assist them in leading more independent and productive lives. If an individual does not meet the program's income eligibility criteria, program staff provides referrals and information on where specialized equipment may be purchased.

The FY 2016 proposed TED Program budget is \$1,494,950.

***Total Compensation (12.98 FTE)***

Salary line item requests adhere to collectively bargained guidelines.

***Division Director (.15 FTE)***

This line item includes the salary of the Director of the DHHS. The Division Director supervises the TED Program Coordinator. The FY 2015 budgeted amount was \$15,500. The FY 2016 proposed budget is \$16,000.

### **Program Coordinator (1.0 FTE)**

The FY 2015 budgeted amount was \$71,000. The FY 2016 proposed budgeted amount is \$73,750.

### **Assistant Coordinator (1.0 FTE)**

The FY 2015 budgeted amount was \$58,000. The FY 2016 proposed budgeted remains at \$58,000.

### **Program Specialists (7.0 FTE)**

The FY 2015 budgeted amount was \$415,000 based on eight full-time Program Specialists. One Program Specialist position was not filled in FY 2015, resulting in a projected amount for FY 2015 of \$360,700. The FY 2016 proposed budgeted amount is \$370,500.

### **Clerical Support - Central Office (1.0 FTE)**

The FY 2015 budgeted amount was \$36,000. During FY 2015 the incumbent resigned. The program intends to fill the position. The FY 2016 proposed budgeted amount is \$33,000.

### **Program Support (1.75 FTE)**

This line item includes funding for 35 percent of clerical support staff salaries in five DHHS regional offices (the metro clerical support represents 18 percent of one part-time staff and 17 percent of another part-time staff). The budgeted amount for FY 2015 was \$66,050. The FY 2016 proposed budgeted amount is \$66,000.

### **Shipping Receiving Coordinator (0 FTE)**

The FY 2015 budgeted amount was \$37,500. The workload for this position had decreased significantly and it was determined that it is more cost effective to outsource the work. As such, in the third quarter of FY 2015 this position was closed.

### **Regional Managers (1.0 FTE)**

This line item includes funding for 20 percent of each of the five DHHS regional office managers' salaries. The FY 2015 budgeted amount was \$76,275. The proposed budgeted amount for FY 2016 is \$77,500.

### **Interpreters (0.08 FTE)**

This line item includes funding for a portion of one DHHS staff interpreters' salary. The FY 2015 budgeted amount was \$4,500. The proposed budgeted amount for FY 2016 remains at \$4,500.

### **Achievement Awards**

This line item includes achievement awards for MAPE and ASCFME employees. The FY 2015 budgeted amount was \$3,000. In FY 2015, the TED Program awarded one \$1,000 achievement award. The FY 2016 proposed budgeted amount is \$2,000.

### **Fringe**

The FY 2015 budgeted amount was \$297,756, which represented 38 percent of the budgeted salaries. The FY 2016 proposed budgeted amount is \$273,000, which represents 38 percent of the total proposed budgeted salaries.

### Space Rental and Utilities

This line item includes office space and parking expenses for TED Program staff located at three of the DHHS regional offices.

The budgeted amount for FY 2015 was \$26,000. Parking and office leases will increase in FY 2016. The proposed budgeted amount for FY 2016 is \$26,500.

### Communications

This line item includes staff wireless telephone service, postage and copying.

In FY 2015, the DHHS regional offices moved to VoIP telephone service. It was intended that the TED Program would be charged for the service but the department used a different funding source. The projected amount in FY 2015 is \$19,116. The FY 2016 proposed budgeted amount is \$20,000.

### Shipping

This line item includes costs associated with shipping equipment to consumers, regional offices and equipment vendors. The budgeted amount for FY 2015 was \$25,000. The TED Program will outsource services to an equipment vendor but will pay for the shipping costs. Overall, this will reduce costs to the program because one staff position has been eliminated. The TED Program will use a different shipping company because the current company does not provide service at the location of the equipment vendor. The FY 2016 proposed budgeted amount is \$30,000.

### Travel: In State

The budgeted amount for FY 2015 was \$30,000. The FY 2016 budgeted amount remains at \$30,000.

### Public Relations

Public relations expenses include print advertisement, fees to participate in various exhibitions and fairs, promotional materials, printing of applications, and mass mailings.

The budgeted amount for FY 2015 was \$36,500. In FY 2015, the TED Program intends to provide larger scale promotional outreach. This includes promotion of a wireless pilot program. The proposed FY 2016 budgeted amount is \$38,000.

### Professional and Technical Services

This line item includes services such as interpreting and translating (American Sign Language, Braille and foreign language), graveyard of equipment, moving services, and drinking water services.

The FY 2015 budgeted amount was \$18,000. It was intended that the shipping and receiving area would be reconstructed but the incumbent's position was closed. The FY 2015 projected amount is \$5,408.39. The FY 2016 proposed budgeted amount is \$6,700. This represents a *decrease* of 63% from FY 2015.

## Supplies

Supplies include paper, pens, printer cartridges, printing of forms, file folders, binders, equipment cleaning supplies, envelopes, business cards, calendars, mailing labels, shipping boxes, packing tape and material, and other office supplies.

The budgeted amount for FY 2015 was \$6,000. Shipping boxes will no longer be purchased because the shipping will be outsourced to an equipment vendor. The FY 2016 proposed budgeted amount is \$3,500. This represents a 42% *decrease* from FY 2015.

## Employee Development

This line item includes funding for various professional development training classes and seminars for nine staff. Each staff receives \$300 per year for professional development. This line item also includes up to two staff attending the national Telecommunications Equipment Distribution Program Association (TEDPA) conference.

The FY 2015 budgeted amount was \$5,500. The FY 2016 proposed budgeted is \$4,500.

## Equipment, Computer and System Services

This line item includes office equipment and furnishings, computers, communications equipment, etc. The FY 2015 budgeted amount was \$16,000.

In FY 2015, The TED Program planned to purchase office furniture to reconfigure the shipping and receiving area but the incumbent's position was closed. The FY 2015 projected amount is \$4,800. The FY 2016 proposed budgeted amount is \$2,000. This represents an 88% *decrease* from FY 2015.

## Statewide and Agency Indirect Costs

Minnesota Statutes §16A.127 requires the Department of Finance to allocate all statewide general support costs to the agencies that consume them. Agencies pass these costs on to all non-state funding sources in proportion to their consumption, and reimburse the general fund with the recoveries. Minnesota Statutes §16A.127 also allows agencies to allocate all general support costs within the agency that cannot be directly charged to any agency program.

DHS may annually file for a waiver from the Department of Finance that would cap the agency and statewide indirect costs allocated to the TED Program. The DHS financial office has indicated that they expect the waiver to be granted for agency indirect costs in FY 2016. However, the statewide indirect cost cap has not been determined yet.

The FY 2015 budgeted amount was \$170,400. The FY 2016 proposed budgeted amount of \$154,500 represents 11.5 percent of the total TED Program proposed budgeted amount.

## Other Operating Costs

Miscellaneous expenses include items such as computer software upgrades, membership renewals, magazine and newsletter subscriptions, and other minor, unexpected costs.

The budgeted amount for FY 2015 was \$1,000. The FY 2016 proposed budgeted amount remains at \$1,000.



## *Equipment for Distribution*

The TED Program expects to distribute approximately 2,500 pieces of equipment to both new and existing consumers in FY 2016. This includes special needs equipment, wireless phones, iPads, iPhones, cordless and wired telephone devices, and accessories. It also includes equipment that exists on the shelf at the end of FY 2015.

The TED Program strives to keep pace with telecommunications advancements. Current industry trends show that landline phones are being disconnected and replaced with wireless devices. In FY 2016, the program plans to conduct a pilot to distribute a limited number of iPads and iPhones with accessible apps to evaluate the telecommunications needs of the community.

The service delivery model in the TED Program changed in FY 2015. Based on a cost analysis it was determined to be more cost effective to outsource equipment services to an outside vendor. A vendor will manage the TED Program equipment inventory, drop ship equipment directly to TED Program clients, and repair/refurbish equipment. Based on the cost analysis, the value of equipment depreciates greatly after three years. Therefore, the TED Program will be purchasing most equipment with a three year warranty. Overall, this will save the program money.

The FY 2015 budgeted amount for equipment purchases was \$200,000. Several equipment models were discontinued from the manufacturer, and new devices had to be evaluated and purchased. The FY 2015 projected amount is \$135,000.

The FY 2016 proposed budgeted amount remains at \$200,000.

The proposed budgeted amount for new equipment includes:

- 8 TTYs at a total cost of \$3,480. The cost of each TTY (including a three year warranty) is \$345. The demand for TTYs has decreased due to new technology such as Video Relay Service, WebCapTel, Internet Protocol (IP) Relay, e-mail, Smartphones, and tablets; all of which have expanded the communication options available for persons who are deaf or speech disabled.
- 350 captioned telephones at a total cost of \$28,350. There are currently two different models for distribution. The estimated budgeted amount is based on an average cost of \$81.00 per captioned device.
- 400 specialized telephones with built-in amplifiers and amplified ringers, at a total cost of \$32,800. This estimate is based on two amplified telephone units commonly distributed, averaging \$82.00 per unit with a three year warranty.
- 600 cordless amplified telephones at a cost of \$55,200. This estimate is based on two commonly distributed cordless phones, which average \$92.00 per unit with a three year warranty.
- 200 amplified and visual ringers at a total cost of \$5,000. Three auxiliary ringer units are commonly distributed, meeting varying needs of clients, at an average price of \$25.

- 50 hands-free speakerphones at a total cost of \$20,000. This estimate is based on the average cost of \$400 per unit with a three year warranty.
- 40 big button, hearing aid compatible cell phones at a total cost of \$3,280. The equipment includes the Jitterbug 5 cell phone from GreatCall and an unlocked cell phone. The average cost of each device is \$82.
- 15 GreatCall Jitterbug Touch 3 smartphones at a total cost of \$1,350. Each phone will include a case and screen protector. The cost for each device is \$90.
- 20 iPhones at a total cost of \$32,800. Each device includes asset management services, Apple/Teltex Care, accessible applications, security etching, shipping, otterbox case, and phone charger. Ten iPhones will be WiFi only and ten phones will have a 4G network. The cost of each device will be \$1,640 with a three year warranty.
- 20 iPads with a total cost of \$30,000. Each device will include asset management services, Apple/Teltex Care, accessible applications, security etching, shipping, Otterbox case, and phone charger. All iPads will have WiFi only capability. The cost of each device will be \$1,486.50 with a three year warranty.
- 20 wireless accessories at total cost of \$2,200. This includes Bluetooth neckloops, Bluetooth headsets, cell phone amplifiers, light flashers, and loud ringers for smartphones. The average cost of each device is \$110.00.
- Telephone accessories, which include y-jacks, phone line cords, DSL filters, and adapters, at a total cost of \$500.
- Specialized equipment for deaf/blind, speech disabled, and physical disabled consumers are selected and distributed on a case-by-case basis. This category includes large visual displays, special switches, Braille phones, microphones, and wireless and wired headsets. These types of devices are the highest cost equipment the TED Program purchases. Given current trends and inventories, the total expense for specialized equipment is estimated to be \$3,000.

### *Equipment Repair*

The FY 2015 budgeted amount for equipment repair was \$4,000. The FY 2016 proposed budgeted amount remains at \$4,000.

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Department of Human Services – Rural Real-Time Captioning

|  | FY 2014 Actual       | FY 2015 Budgeted  | FY 2015 Projected | FY 2016 Budgeted  | 2016 Budgeted vs. 2015 Budgeted | % Change     |
|--|----------------------|-------------------|-------------------|-------------------|---------------------------------|--------------|
| <b>COMPENSATION &amp; STATE OPERATIONS</b> |                      |                   |                   |                   |                                 |              |
| Contract Management (.25 FTE)              | \$ 27,506.22         | \$ 28,000         | \$ 28,000         | \$ 28,000         | \$ -                            | 0%           |
| Statewide & Agency Indirect Costs          | \$ 2,737.00          | \$ 3,154          | \$ 3,154          | \$ 3,154          | \$ -                            | 0%           |
| <b>Total State Operations</b>              | <b>\$ 30,243.22</b>  | <b>\$ 31,154</b>  | <b>\$ 31,154</b>  | <b>\$ 31,154</b>  | <b>\$ -</b>                     | <b>0%</b>    |
| <b>GRANT CONTRACTS</b>                     |                      |                   |                   |                   |                                 |              |
| Commercial Stations                        | \$ 169,770.83        | \$ 198,846        | \$ 170,000        | \$ 185,000        | \$ (13,846)                     | -7%          |
| Non-Commercial Stations                    | \$ 44,990.00         | \$ 70,000         | \$ 45,000         | \$ 60,000         | \$ (10,000)                     | -14%         |
| <b>Total Grant Contracts</b>               | <b>\$ 214,760.83</b> | <b>\$ 268,846</b> | <b>\$ 215,000</b> | <b>\$ 245,000</b> | <b>\$ (23,846)</b>              | <b>-9%</b>   |
| <b>TOTAL PROGRAM EXPENSES</b>              | <b>\$ 245,004.05</b> | <b>\$ 300,000</b> | <b>\$ 246,154</b> | <b>\$ 276,154</b> | <b>\$ (23,846)</b>              | <b>-7.9%</b> |

**DEPARTMENT OF HUMAN SERVICES  
RURAL REAL-TIME CAPTIONING  
PROPOSED FY 2016 BUDGET LINE ITEM JUSTIFICATIONS**

The Rural Real-Time Captioning program is responsible for entering into grant agreements with television stations to make live local news programming accessible to deaf, hard-of-hearing, and deaf-blind persons as defined in Minnesota Stat. § 256C.23.

Pursuant to Minnesota Stat. § 256C.30 (b), the grant agreements are limited to the following:

1. real-time captioning services for broadcasting that is not emergency broadcasting subject to Code of Federal Regulations, title 47, section 79.2;
2. real-time captioning services for commercial broadcasters in areas of Minnesota where commercial broadcasters are not subject to the live programming closed-captioning requirements of Code of Federal Regulations, title 47, section 71.1 (e)(3); and
3. real-time captioning for large-market noncommercial broadcasters who produce live news programming.

This program is administered by the commissioner of the Department of Human Services (DHS), and has a maximum annual budget of \$300,000.

The FY 2015 budget for the Rural Real-Time Captioning program was \$300,000. The FY 2016 proposed budgeted amount is \$276,154.

***Compensation & State Operations***

**Contract Management (.25 FTE)**

This line item reimburses DHS for staff salary and fringe to administer contracts for this program.

The FY 2015 budgeted amount was \$28,000. The FY 2016 proposed budgeted amount remains at \$28,000.

**Statewide & Agency Indirect Costs**

Minnesota Statutes §16A.127 requires the Department of Finance to allocate all statewide general support costs to the agencies that consume them. Agencies pass these costs on to all non-state funding sources in proportion to their consumption, and reimburse the general fund with the recoveries.

Minnesota Statutes §16A.127 also allows agencies to allocate all general support costs within the agency that cannot be directly charged to any agency program.

The FY 2015 budgeted amount was \$3,154. The FY 2016 proposed budgeted amount is \$3,154. Indirect costs are based on total salary compensation; 10 percent is for agency indirect costs and 1.26 percent is for statewide indirect costs.

### Grant Contracts with Commercial Stations

DHS has entered into a grant contract with KBJR Granite Broadcasting Corporation of Duluth to provide real-time captioning of live local news in the northeast region of the state. The FY 2015 grant amount for this contract is \$93,000.

DHS has entered into a grant contract with KAAL-TV, LLC in Austin, Minnesota to provide real-time captioning of live local news in the southeast and southwestern region of the state. The FY 2015 grant amount for this contract is \$77,000.

The FY 2015 budgeted amount was \$198,846. The FY 2015 projected amount is \$170,000. The FY 2016 proposed budgeted amount is \$185,000.

### Grant Contracts with Noncommercial Stations

DHS has entered into a grant contract with Twin Cities Public Television, Inc. to provide real-time captioning for weekly news programming. The FY 2015 grant amount for this contract is \$17,000.

DHS has entered into a grant contract with Lakeland Public Television of Bemidji to provide real-time captioning of live local news in the northwest region of the state. The FY 2015 grant amount for this contract is \$28,000.

The FY 2015 budgeted amount was \$70,000. The FY 2015 projected amount is \$45,000. The FY 2016 proposed budgeted amount is \$60,000.

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Department of Employment and Economic Development – Accessible News for the Blind

|  | FY 2014 Actual      | FY 2015 Budgeted  | FY 2015 Projected | FY 2016 Budgeted  | 2016 Budgeted vs. 2015 Budgeted | % Change      |
|--|---------------------|-------------------|-------------------|-------------------|---------------------------------|---------------|
| <b>NATIONAL FEDERATION OF THE BLIND (NFB) NEWSLINE SERVICE</b> |                     |                   |                   |                   |                                 |               |
| Contract   | \$ 40,600.00        | \$ 50,000         | \$ 50,000         | \$ 50,000         | \$ -                            | 0%            |
| Usage Fee  | \$ 20,835.50        | \$ 18,427         | \$ 7,374          | \$ 10,000         | \$ (8,427)                      | -46%          |
| Contract Administration  | \$ 1,959.52         | \$ 1,058          | \$ 2,615          | \$ 1,900          | \$ 842                          | 80%           |
| <b>Total NFB Newsline Service</b>                              | <b>\$ 63,395.02</b> | <b>\$ 69,485</b>  | <b>\$ 59,989</b>  | <b>\$ 61,900</b>  | <b>\$ (7,585)</b>               | <b>-10.9%</b> |
| <b>DIAL-IN NEWS SERVICE</b>                                    |                     |                   |                   |                   |                                 |               |
| Contract   | \$ 27,953.00        | \$ 26,556         | \$ 29,400         | \$ 33,000         | \$ 6,444                        | 24%           |
| Phone Lines  | \$ 2,685.90         | \$ 2,900          | \$ 2,970          | \$ 3,200          | \$ 300                          | 10%           |
| Contract Administration  | \$ 1,959.51         | \$ 1,059          | \$ 1,518          | \$ 1,900          | \$ 841                          | 79%           |
| <b>Total Dial-In News Service</b>                              | <b>\$ 32,598.41</b> | <b>\$ 30,515</b>  | <b>\$ 33,888</b>  | <b>\$ 38,100</b>  | <b>\$ 7,585</b>                 | <b>24.9%</b>  |
| <b>TOTAL PROGRAM EXPENSES</b>                                  | <b>\$ 95,993.43</b> | <b>\$ 100,000</b> | <b>\$ 93,877</b>  | <b>\$ 100,000</b> | <b>\$ -</b>                     | <b>0.0%</b>   |



**DEPARTMENT OF EMPLOYMENT AND ECONOMIC DEVELOPMENT  
ACCESSIBLE NEWS FOR THE BLIND  
PROPOSED FY 2016 BUDGET LINE ITEM JUSTIFICATIONS**

The Accessible News for the Blind program is responsible for providing or entering into agreements with qualified entities to provide an accessible electronic information service (news and other timely information) for eligible individuals pursuant to Minnesota Stat. § 248.061-062. This program is administered by the commissioner of the Department of Employment and Economic Development (DEED), and has a maximum annual budget of \$100,000.

The FY 2015 total budgeted amount for the Accessible News for the Blind program was \$100,000. The FY 2016 proposed budgeted amount is \$100,000.

***National Federation of the Blind (NFB) – Newsline®***

DEED contracts with the National Federation of the Blind to provide on-demand access, 24 hours per day, seven days per week, to over 300 newspapers and magazines from all over the nation. The NFB – Newsline provides access to daily newspapers and magazines for anyone who cannot read printed newspapers due to vision loss, dyslexia, or a physical disability.

**NFB – Newsline Contract**

The FY 2015 budgeted amount was \$50,000. The FY 2016 proposed budgeted amount remains at \$50,000.

**NFB – Newsline Usage Fee**

Telephone access charges incurred by NFB – Newsline. NFB charges each state a fee based on usage. The FY 2015 budgeted amount was \$18,427. The FY 2016 proposed budgeted amount is \$10,000. NFB has decreased usage charges to states. A new contract will be negotiated in July 2015. It is estimated that charges will increase.

**NFB – Newsline Contract Administration**

This line item provides funding to DEED for staff to administer the contract with NFB, provide program outreach, manage applications, and determine eligibility. The FY 2015 budgeted amount was \$1,058. The FY 2016 proposed budgeted amount is \$1,900. Actual costs to administer this program have not been charged due to maximum annual budget limit.

***Minnesota Dial-In News***

Minnesota Dial-In News is a local service provided by State Services for the Blind. Dial-In News provides access to three local newspapers (Minneapolis Star Tribune, St. Paul Pioneer Press, and City Pages), and one Greater Minnesota newspaper, for anyone who cannot read printed newspapers due to vision loss, dyslexia, or a physical disability. Access to Dial-In News is available 24 hours per day, 7 days per week.

DEED contracts with Scott Mullins of Portsmouth, Ohio, to download and make targeted publications available via the telephone.

### **Dial-In News Contract**

The FY 2015 budget amount was \$26,556. The FY 2016 proposed budgeted amount is \$33,000. A contract extension will be negotiated July 2015. It is anticipated the costs will increase.

### **Dial-In News Phone Lines**

This line item is for telephone lines to permit callers access to requested newspapers without having to wait for service. The FY 2015 budgeted amount was \$2,900. The FY 2016 proposed budgeted amount is \$3,200. It is anticipated the costs will increase.

### **Dial-In News Contract Administration**

This line item provides funding to DEED for staff to administer the contract, manage operational issues (including server operations), provide program outreach, manage applications, and determine eligibility. The FY 2015 budgeted amount was \$1,059. The FY 2016 proposed budgeted amount is \$1,900. Actual costs to administer this program have not been charged due to maximum annual budget limit.

## **CERTIFICATE OF SERVICE**

I, Sharon Ferguson, hereby certify that I have this day, served copies of the following document on the attached list of persons by electronic filing, certified mail, e-mail, or by depositing a true and correct copy thereof properly enveloped with postage paid in the United States Mail at St. Paul, Minnesota.

**Minnesota Department of Commerce  
TAM FY 2016 Budget and Surcharge Recommendations**

**Docket No. P999/M-15-185**

Dated this **16<sup>th</sup>** day of **March 2015**

**/s/Sharon Ferguson**

| First Name | Last Name       | Email                           | Company Name                       | Address   | Delivery Method    | View Trade Secret | Service List Name      |
|------------|-----------------|---------------------------------|------------------------------------|---|--------------------|-------------------|------------------------|
| Julia      | Anderson        | Julia.Anderson@ag.state.mn.us   | Office of the Attorney General-DOC | 1800 BRM Tower<br>445 Minnesota St<br>St. Paul,<br>MN<br>551012134                  | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| Lillian    | Brion           | lillian.brion@state.mn.us       | Public Utilities Commission        | Suite 350121 7th Place East<br><br>St. Paul,<br>MN<br>551012147                     | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| Linda      | Chavez          | linda.chavez@state.mn.us        | Department of Commerce             | 85 7th Place E Ste 500<br><br>Saint Paul,<br>MN<br>55101-2198                       | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| Greg       | Doyle           | greg.doyle@state.mn.us          | Department of Commerce             | Suite 50085 Seventh Place East<br><br>St. Paul,<br>MN<br>551012198                  | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| Rochelle   | Garrow          | rochelle.garrow@state.mn.us     | Department of Commerce             | 85 7th Place East, Suite 600<br><br>St. Paul,<br>MN<br>55101-3165                   | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| John       | Lindell         | agorud.ecf@ag.state.mn.us       | Office of the Attorney General-RUD | 1400 BRM Tower<br>445 Minnesota St<br>St. Paul,<br>MN<br>551012130                  | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| Sarah      | Maheswaran      | sarah.maheswaran@state.mn.us    | Telephone Equipment Dist. Program  | Dept. of Human Services<br>444 Lafayette Road North<br>St. Paul,<br>MN<br>551553814 | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| Amy        | McQuaid Swanson | Amy.mcquaid-swanson@state.mn.us | Department of Human Services       | PO Box 64969<br><br>St. Paul,<br>MN<br>55164-0969                                   | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| Carol      | Pankow          | carol.pankow@state.mn.us        | Services for the Blind             | Suite 240<br>2200 University Avenue W<br>St. Paul,<br>MN<br>55104                   | Electronic Service | No                | OFF_SL_15-185_M-15-185 |
| Dana       | Wahlberg        | dana.wahlberg@state.mn.us       | Department of Public Safety        | Town Square Ste 137<br>444 Cedar St<br>St. Paul,<br>MN<br>551015126                 | Electronic Service | No                | OFF_SL_15-185_M-15-185 |

| First Name | Last Name | Email                | Company Name                | Address   | Delivery Method    | View Trade Secret | Service List Name      |
|------------|-----------|----------------------|-----------------------------|---|--------------------|-------------------|------------------------|
| Daniel P   | Wolf      | dan.wolf@state.mn.us | Public Utilities Commission | 121 7th Place East<br>Suite 350<br>St. Paul,<br>MN<br>551012147 | Electronic Service | No                | OFF_SL_15-185_M-15-185 |