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**RELAY UTAH CONSUMER COUNCIL  
ORGANIZATION, POLICIES AND PROCEDURES**

**Article I**

**Name:** The name of the council shall be the Relay Utah Consumer Council (RUCC). The RUCC was originally created by Sprint Corporation, who was the provider of Telecommunications Relay Service (TRS) with the cooperation of the Public Service Commission of Utah at the time of organization.

**Article II**

**Objective:** The main goal of the RUCC will be to provide constructive feedback about Relay Utah to the Relay Provider and the Public Service Commission of Utah. The responsibilities of each council member may include but not limited to: attend quarterly meetings; review and recommend proposed enhancements, independently developing and administering a method of evaluations; and share any and all results with the Relay Provider and the Public Service Commission and share information for the meeting with the groups they represent and bring their feedback to the Council.

**Article III**

**Membership:**

- A. **Eligibility:** Membership shall be open to Utah residents who are users of Relay Utah and who are recommended by various consumer organizations from across the State.
- B. **Application:** Requests for applications shall be obtained from the Relay Provider (or should this be the PSC?) and submitted in writing to the RUCC.
- C. **Qualification of Council Members:** Preference will be given to individuals who demonstrate organizational or other ties to the constituency they are representing or who have professional or technical expertise in matters of TRS.
- D. **Structure:** Council members may come from but not be limited to the following organizations and consumer groups:
  - 1. One Deaf member recommended by the Utah Association for the Deaf (UAD)
  - 2. One Deaf member recommended by the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing (RGSCCDHH)
  - 3. One Hard of Hearing member recommended by Hearing Loss Association of America (HLAA)
  - 4. One Deaf member recommended by Deaf Seniors of Utah (DSU)
  - 5. One speech impaired member recommended by the Utah Speech - Language Hearing Association (USHA)
  - 6.
  - 7. One individual from a Deaf or Hard of Hearing owned business
  - 8. One member from the Division of Rehabilitation Services
  - 9. One hearing parent, or Deaf or Hard of Hearing teenager representing Deaf or Hard

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- of Hearing high school students
10. One member representing Relay users who are hearing
  11. One member-at-large
  12. One member representing Alexander Graham Bell Association
  13. One member representing Relay users from Southern Utah area.
- E. Terms: Each council member including the Chair and the Chair-Elect will serve a two-year term, serving no more than three (3) consecutive terms unless the board approves additional terms by majority vote. The two-year terms will be staggered based on the list found under III.D.; odd numbered positions terms will begin and expire in odd years and even numbered positions will begin and expire in even years. (Example: Beginning in the year 2000, representatives from positions numbered 1, 3, 5, etc., will have terms that will expire in 2001 and representatives from positions numbered 2, 4, 6, etc., will have terms that will expire in 2002.) A council member who is appointed after a term has begun will serve the remainder of that term and is eligible for two succeeding terms of appointment.
- F. Removal from Membership: If a council member resigns, moves out of state, or becomes unable to serve, a successor shall be recommended by the representing organization or consumer group. Effort shall be made to appoint someone from the same geographical area. Council members with two unexcused consecutive absences or four unexcused meetings during a term of appointment may be asked by the chairperson to resign.
- G. Voting Privileges: It shall be limited to council members or the council members' alternate present at the meeting. Each council member shall have one (1) vote.

#### Article IV

##### Officers:

- A. Executive Council: The officers will be elected by a majority vote of the RUCC during the first quarter meeting of each new year. These officers and one representative from the Public Service Commission of Utah shall constitute the Executive Council.
- B. Duties/Governance: The duties and responsibilities of each officer will be defined as follows:

The Chairperson shall:

- Preside over meetings of the RUCC
- See that all recommendations of the Council are duly transmitted
- Be the spokesperson for the Council in relations with the public and the press
- Appoint Committee Chairpersons and members as necessitated
- Give general direction to the work of the Council
- Educate and train the Chairperson-Elect in skills needed to provide leadership for the Council
- Perform such other duties as may be assigned by action of the Council or the appointment authority or as may be necessary to carry out the above responsibilities

- Consult with members whose attendance does not meet specified requirements
- Work with the Relay Provider Account Manager to provide an agenda for each quarterly meeting
- Oversee efforts to meet long and short term goals of the Council

The Chair-Elect shall:

- Prepare changes to Bylaws as necessary
- Assume responsibilities of Chairperson in Chairperson's absence
- Prepare to assume responsibilities of Chairperson for the following year
- Serve on subcommittees as necessary

The Secretary to the Council shall (this is a non-membership position provided by the Relay Provider to provide the Council secretarial assistance without voting privileges or term limitations):

- Record the minutes of all meetings and distribute them to the Council members
- Handle all correspondence
- Keep record of attendance
- Perform other duties as assigned by the Council Chairperson or the Relay Provider's Account Manager

#### Article V

- A. Meetings: Meetings will be arranged to occur on a quarterly basis. The date and time of each future quarterly meeting is to be decided by a majority of the council members present. The Chairperson may call special ad-hoc meetings for committees to meet as appropriate.
- B. Reasonable Accommodation: The Relay Provider will make every effort to provide accessible meeting arrangements for council members and the general public. This may include but not be limited to: sign and oral interpreters, real time captioning, note takers, and FM system.
- C. Open to public: Meetings are open to the public and RUCC council members are welcome to bring a guest.

#### Article VI

##### Amendments:

- A. These guidelines for organization, policies and procedures may be amended at any quarterly meeting by a two-thirds majority vote of council members present. Notice of proposed amendments shall be made at the prior quarterly meeting and voted on at the next quarterly meeting.