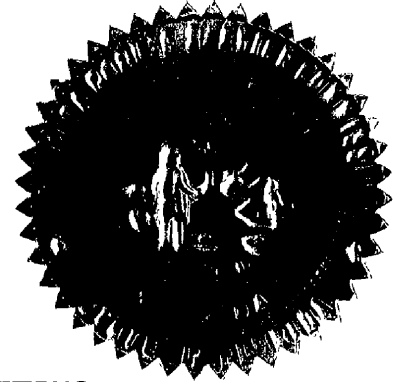


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 991222-TP

In The Matter of
IMPLEMENTATION OF FLORIDA
TELECOMMUNICATIONS ACCESS
SYSTEM ACT OF 1991.



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Monday, May 12, 2003

TIME: Commenced at 1:00 p.m.
 Concluded at 4:05 p.m.

PLACE: Betty Easley Conference Center
 Hearing Room 152
 4075 Esplanade Way
 Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR
 Chief, Office of Hearing Reporter Services
 FPSC Division of Commission Clerk and
 Administrative Services
 (850) 413-6732

DOCUMENT NUMBER DATE

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1 IN ATTENDANCE.

2 RICK KOTTLER, Deaf Service Center Association.

3 CHRISTOPHER D. WAGNER, Deaf & Hard of Hearing
4 Services of Florida.

5 ROBERT GIUNTOLI, Sprint.

6 STEPHEN JOSEPH HARDY, II, Florida Association of the
7 Deaf, Inc.

8 NANCY SCHNITZER, SPRINT.

9 CHRIS McDONALD, AT&T.

10 SHIRLEY JONES, Self-Help for Hard of Hearing People.

11 HARRY ANDERSON, ST. AUGUSTINE FL.

12 JAMES FORSTALL, Executive Director, FTRI.

13 NORMAN H. HORTON, ESQUIRE, representing FTRI.

14

15

16 FOR THE FPSC:

17 BETH SALAK, RICK MOSES, LYNN FISHER, CARL VINSON
18 and SUSAN HOWARD, FPSC Division of Competitive Services.

19

20 JASON ROJAS, FPSC Division of Legal Services.

21

22

23 INTERPRETERS:

24

25 BETTY DEAN

JENNIFER JOHNSON

P R O C E E D I N G S

1
2 MS. SALAK: We want to welcome everybody here today
3 to our TASA meeting. I'm Beth Salak, I'm with the Florida
4 Public Service Commission. And as you may see, we have some
5 new, new staff working on Relay. So I am going to let them
6 introduce themselves. We are going to start with Jason.

7 MR. ROJAS: My name is Jason Rojas, and I am the new
8 staff attorney assigned to the TASA Task Force.

9 MR. MOSES: Rick Moses, and I'm not new.

10 MR. FUTRELL: I'm Mark Futrell with the Competitive
11 Services Division under Beth.

12 MS. SALAK: And I'm going to ask you all to introduce
13 yourselves so they can become familiar with you. Can we start
14 with you, Nancy?

15 MS. SCHNITZER: Sure. I'm Nancy Schnitzer with
16 Sprint here on behalf of the Florida Telecommunications
17 Industry Association replacing Susan Langston.

18 MR. McDONALD: My name is Chris McDonald with AT&T
19 here on behalf of Tom Kemble and representing the long distance
20 carriers here in the State of Florida.

21 MS. SALAK: Thank you. Steve?

22 MR. HARDY: My name is Stephen Hardy, and I represent
23 the Florida Association for the Deaf. And good afternoon.

24 MS. SALAK: Good afternoon.

25 MS. JONES: I'm Shirley Jones representing Self-Help

1 for Hard of Hearing People.

2 MR. WAGNER: I'm Chris Wagner from the Florida
3 Association of the Deaf.

4 MR. KOTTLER: I am Rick Kottler. I am the executive
5 director of the Deaf Service Center of the Treasure Coast and
6 the president of the Deaf Service Center Association of
7 Florida.

8 MS. SALAK: Thank you. Would everyone in the
9 audience introduce themselves, please.

10 Oh, I'm sorry. Mr. Anderson, I missed you. Could
11 you please introduce yourself?

12 MR. ANDERSON: I am Harry Anderson wearing many, many
13 hats. I am the president of the American Association of the
14 Deaf/Blind (inaudible) and I am also representing deaf/blind
15 consumers in Florida.

16 MS. SALAK: Thank you. Actually I heard so much
17 about you, you go without introduction.

18 Lynn, could we start with you introducing yourself?

19 MR. FISHER: I'm Lynn Fisher with the Florida Bureau
20 of Regulatory Review, and our bureau is under Beth with the
21 Division of Competitive Markets and Enforcement.

22 MR. VINSON: Carl Vinson also with the Commission
23 staff.

24 MS. BOLES: Linda Boles, Commission staff.
25 (Inaudible).

1 MS. SALAK: Welcome.

2 MR. FORSTALL: James Forstall, Executive Director of
3 FTRI.

4 MS. HOWARD: Susan Howard with the Commission staff.

5 MR. STADEN: Michael Staden, Commission staff.

6 MR. HORTON: Doc Horton, I am counsel for FTRI.

7 MR. BRADBURY: I am Cecil Bradley with the Florida
8 Department of Education, also I am on the FTRI Board.

9 MS. SALAK: Thank you for coming. I would like the
10 interpreters to introduce themselves, if they would.

11 MS. DEAN: My name is Betty Dean, a private
12 interpreter in Tallahassee.

13 MS. JOHNSON: My name is Jennifer Johnson. I am also
14 a private interpreter here in Tallahassee.

15 MS. SALAK: Thank you. And I'm sure you are all
16 familiar with Jane. She is our -- she will be doing realtime
17 for us today, and she will let us know any time she needs a
18 break. Thank you.

19 I have some bad news to start the meeting off with
20 today. As you know, Sprint was scheduled to come and do a
21 presentation on CAPTEL and then discuss the profile. Ken
22 Goulston was called to do something else last week, and we had
23 Robert Giuntoli that was going to be able to do a presentation
24 today. However, he was sent to the emergency room this morning
25 and he is ill. So under the short notice they weren't able to

1 replace him. However, I will give you a smidgen of an
2 overview, but certainly not in detail.

3 As you know, the CAPTEL trial is to begin June 1st.
4 I don't know what you all are hearing, but I'm being deluged
5 with e-mails of people very supportive of CAPTEL. Very excited
6 about it as a service, wanting to know if they can be in the
7 trial, which I pass on to Ken to get them in the loop.

8 We have -- I am hearing nothing but positive things.
9 How about you all, what have you been hearing?

10 MR. HARDY: I went to the CAPTEL demonstration. It
11 was in Tampa with Chris, Chris Wagner, and it was very well
12 received. One thing I noticed that people were so excited.
13 When are we going to get that equipment, when, when? And I
14 think -- I said it started in June, and I have been getting a
15 lot of e-mails, and I've been forwarding them to Ken. And most
16 of the population that has received the e-mails are mostly
17 hard-of-hearing people. I said, oh, this is a Godsend. We
18 have really been looking for you for years. I haven't really
19 seen the equipment yet, but I'm really looking forward to it.

20 MS. SALAK: Chris.

21 MR. WAGNER: One of the things, the concerns is about
22 the nine-month trial, because a lot of the hard-of-hearing
23 people and deaf people are concerned where they go after
24 (inaudible). And now everybody asks will FTRI take over, and I
25 told them no, that FTRI had no intention to (inaudible) CAPTEL

1 in their program at this time. But the question from the
2 community is what happens after nine months? We haven't got a
3 clear answer from Sprint or Ultratec what happens after nine
4 months. Do you have an answer? What happens after nine
5 months? Because what I'm afraid is that the community will
6 respond in a negative way after nine months. Say, hey, you
7 took my phones away. You know, that is the concern I have been
8 hearing from the community.

9 MS. SALAK: And that was a concern that we had when
10 we originally approved the trial. That very thing. That, wow,
11 they are going to get the service. It sounds so wonderful.
12 They are going to fall in love with it and then because it is
13 not officially approved by the program then it is going to go
14 away.

15 It is my understanding, and I don't have all the
16 detail on this, but it has been going extremely well in other
17 states, and we are one of the later states to be gathering
18 information. And it might have been you, James, that told me
19 that actually they had enough data now, that they think that
20 they are going to for sure -- Sprint will for sure be offering
21 CAPTEL. Is that true?

22 MR. FORSTALL: (Inaudible. No microphone) -- of
23 Sprint offering it throughout the state, but he did not really
24 confirm that. That is all I know about it.

25 MS. SALAK: Right. And then what will happen is if

1 they offer it as a service, then obviously the Commission will
2 take up the issue of whether or not the price of it, and if it
3 should be rolled into the surcharge and then distributed.

4 MR. HARDY: Okay. I have one question. I mean,
5 everything was positive, but another thing was what if Sprint
6 does not want the contract or does not win the contract? What
7 happens to CAPTEL?

8 MS. SALAK: I know that other service providers can
9 offer CAPTEL. It is not just Sprint. I mean, Sprint is the
10 one that has been doing the trials with Ultratec, but it is my
11 understanding -- we have asked this question before, that if we
12 switch service providers will they be able to offer CAPTEL,
13 also.

14 James, you had that same understanding, I believe.

15 MR. FORSTALL: Yes. I think during the Tampa meeting
16 Ms. Barbara Dreyfus that worked for Ultratec made it clear that
17 the same technology will be available to all Relay providers.

18 MR. HARDY: Oh, that's good.

19 MS. SALAK: As you know, Sprint is the provider
20 through, what, May of 2005. However, when we do the RFP, which
21 will be about a year before that, then certainly if the
22 Commission decides to go with CAPTEL, then that would be
23 included as part of the bidding process.

24 MS. JONES: We had requested, the Flash, that they
25 contact you, and I assume that a number of what you received

1 are from Flash members.

2 MS. SALAK: Yes, they are. They are doing a very
3 good job of that. There are a few people that have the wrong
4 e-mail address for me, so there has been a notification
5 problem. I know -- I saw that Susan had put my card out over
6 here which has my e-mail address on it, so that would just
7 speed up the process a little. I think there was an extra A in
8 there, which was actually the right initials for my middle
9 name, but it just doesn't go in my e-mail address.

10 So I don't know, does anybody else have anymore
11 information about CAPTEL? Because I hate to slight it, because
12 it is such a big and important event in Florida. It's just
13 that since Sprint isn't here to do their presentation, and I
14 found out 20 or 30 minutes before the meeting started, I didn't
15 have a lot prepared myself.

16 MR. HARDY: I really wish that we had more
17 information, but we have not received any equipment. We have
18 not really gotten any feedback yet, so it's really hard to tell
19 right now.

20 MS. SALAK: But Ken is signing people up now and
21 giving out the information and the contracts to sign with the
22 understanding that the equipment is not distributed by FTRI,
23 but they distribute it, and that they are in charge of the
24 program, and that -- and just other items that go along with
25 it.

1 MR. HARDY: And also something just came up to me.
2 Suppose if CAPTEL -- if they are very interested in CAPTEL,
3 say, just suppose something happens to the contract, do they
4 have to send it back to replace it for another one? Do they
5 have to send it back to CAPTEL? You're talking about a large
6 volume.

7 MS. SALAK: If something is wrong with the phone is
8 what you are saying?

9 MR. HARDY: Okay. For example, CAPTEL becomes like,
10 say, official, hypothetically, and I want this one instead of
11 what FTRI gave me. Do they take it back?

12 MS. SALAK: It is my understanding that it was a
13 loaner. James, did you have a different understanding?

14 MR. FORSTALL: If I understand the question, if
15 Captel becomes a part of the FTRI program, yes, you have to
16 exchange it. You will not be able to keep two equipment, only
17 one.

18 MS. SALAK: This is correct.

19 MR. HARDY: Even if it works it means you have to
20 throw it away? No.

21 MR. FORSTALL: If TTY is still working, we will clean
22 it up and loan it to someone else.

23 MS. SALAK: We have heard from several people who are
24 part of the CAPTEL trial in the e-mails we have been receiving,
25 and they have been extremely pleased, very excited, and I'm not

1 expecting anything else from our trial here in Florida.

2 Unless there is more about CAPTEL, I thought we would
3 move on. And the second topic Sprint was going to speak on was
4 the profile sheet, the database sheet that was filled out. And
5 I know there are some people that met with Sprint in February
6 over at James's office to discuss what the profile sheet should
7 look like. This is the latest that we have, the one that is in
8 your packet.

9 And I thought since we had this extra time and we
10 have gotten this profile sheet recently, I was hoping that we
11 could run through it today to see if you have any obvious
12 problems with it off the bat, and then we will get all of those
13 comments to Sprint. So I thought we could start with the
14 letter and go through the form. Just briefly. I don't want
15 to, you know, just bore you to death with it, but I think it is
16 important enough that it has been an issue for so long about
17 the profile sheets, and making them understandable, and useful
18 so that people will want to turn them in. So I think it is
19 worth spending some of our time on it here today.

20 So if we could, if you don't have a copy, they are
21 over here, and Susan will help you get them. So, if we could
22 -- I'm sorry. Betty, Steve wants to ask -- this is the form
23 and this is the letter. The form and the letter. And I
24 thought we could go through the letter and make sure it meets
25 the instructions and make sure that it is clear for the form

1 itself. Anybody need copies? Betty, Steve has a question.

2 MR. HARDY: Something is strange here. We met in
3 James's office. This is what we came up with right here.
4 Okay. These are the recommendations of how to improve the
5 profile. They only changed two things. It took them three
6 months to change two things?

7 MS. SALAK: And you have the list of everything that
8 you all agreed to change?

9 MR. HARDY: Yes, right here.

10 MS. SALAK: Okay. Well, we could shortcut this
11 today, and I could take that list with me and find out why they
12 didn't make all those changes. Either way -- or we can run
13 through it, either way. I can just take that list and I will
14 talk to Sprint about why those changes weren't made. Okay.

15 MR. HARDY: One of your staff was at the meeting, and
16 she is the one who wrote this. Laura King. She did really
17 good. We had a very great productive meeting, but this is not
18 what we came up with. It's strange.

19 MS. SALAK: And which numbers do you think they did
20 do and which ones -- which ones do you think they did do?

21 MR. HARDY: They did one, the long distance profile
22 thing. The intrastate and intraLATA, that word, this part
23 right here, it's missing. IntraLATA.

24 MS. SALAK: We will compare the two.

25 MR. WAGNER: I have a comment. Okay. I think one of

1 the important things is that we need to ask to make the form
2 more simplified. It needs to be the same. And we brought this
3 to the deaf community, and said, hey, look, and they are not
4 catching it. And I think that we spent half the day working on
5 this. So I'm a little disappointed with the results. And I
6 think that we need to ask to make this more simplified and this
7 is what they need. I mean, there is really no major changes.

8 MS. SALAK: You think that if these changes are made
9 it is simplified? Chris, if you see these changes made, do you
10 believe it is simplified?

11 MR. WAGNER: Right.

12 MS. SALAK: I'm looking at this and thinking it still
13 looks pretty confusing. I mean, I see it is better, but I'm
14 seeing it is still being busy and maybe not as simple as it --
15 even more so, it might be simplified even more. But I agree,
16 this is much simpler. Rick.

17 MR. KOTTLER: Being on the front lines and dealing
18 with the deaf population every day, this is a nightmare for us.
19 Because every deaf individual in the four counties that I cover
20 is going to come to my office and say, "How do I fill this out,
21 I don't understand it?"

22 MS. SALAK: Did you get a copy of this revised one?

23 MR. KOTTLER: No, just looking at this right here. I
24 mean, we are dealing -- this is at, in my opinion, an English
25 language level which would be 12th grade or above. Most of the

1 people that we are dealing with are in 5th, 6th, and 7th grade
2 English understanding, so we are using words there they can't
3 possibly understand.

4 MS. SALAK: Okay.

5 MR. KOTTLER: And they are just going to look at it.
6 The form is too busy. They are not going to take the time. It
7 is self-defeating.

8 MS. SALAK: James.

9 MR. FORSTALL: It was our understanding during the
10 meeting that Ken was going to take the information back and he
11 was going to work on it to simplify it and then send it back to
12 us to review it again before he made a final profile. And I'm
13 not sure that everyone here understands what a profile is. Can
14 I give a brief explanation for that?

15 MS. SALAK: Sure.

16 MR. FORSTALL: The profile is a form that Relay users
17 will fill out so that the operator will have an understanding
18 of the kind of call a Relay user is making.

19 MS. SALAK: Well, I will tell you what, I will --
20 tomorrow I will be able to call Ken and I will ask him all of
21 these questions, and then I will e-mail all of you to see what
22 the result was. I don't understand why all your changes
23 weren't made. Chris.

24 MR. WAGNER: It's not always the deaf people or the
25 population that were concerned, it is the elderly population,

1 the deaf and hard-of-hearing. I mean, this is too complicated
2 for the elderly, as well. So we have to think about that, too.

3 MS. SALAK: I will tell you that it is not unusual
4 for -- you know, I work in telephone all the time now, and I
5 have to tell you it is very easy to fall into this and use
6 these words and think that they are real easy and they are just
7 not. I mean, we need to break it -- it's just if you are
8 working in that business, you know how it is, you start using
9 things and you think it is easy and it is not. I mean, I'm not
10 making excuses for them, but I will follow up on this and I
11 will send an e-mail out. Which reminds me, make sure Susan has
12 all your e-mail addresses, correct e-mail addresses. We have
13 been getting a couple of them back, so we do need to make sure
14 that we have everyone's correct e-mail address.

15 Steve.

16 MR. HARDY: I would like to add one thing. I am a
17 little bit disappointed that we have not gotten feedback from
18 the account manager. For example, we have waited three months
19 to get a response. Why can't we have an ongoing dialogue, an
20 exchange? We just did one thing until I just got this today.

21 MS. SALAK: Okay. So, what I'm understanding is that
22 he promised you all feedback in between and you didn't get that
23 at all, and this doesn't represent any of your changes? Two
24 changes.

25 MR. HARDY: It was like about a month ago. I needed

1 time to go back to the community and get feedback. That seemed
2 appropriate. This is not appropriate, this is not right.

3 MS. SALAK: I will tell you that Mr. Goulston has
4 accepted a different job with Sprint, I understand, and he will
5 be -- we will be getting a new account manager in Florida. So
6 I'm not sure who that is yet, but we will be getting a new one.
7 So we will work with the new one as opposed to the old one. I
8 mean, I will be calling Ken about this one, but -- okay.

9 All right. So I commit to you that I will be calling
10 him tomorrow and asking him questions. And it may be a couple
11 of days before we have the answer, but I will make that
12 commitment that I will call him tomorrow.

13 We are going to switch off interpreters. I think we
14 are going to move ahead in the schedule since we don't have
15 Sprint here, and I think I'm going to ask to bring up Lynn
16 Fisher to give his presentation on the FTRI. Would that be all
17 right, Lynn? Thank you. Here is the PowerPoint projector.
18 Are you doing PowerPoint? I'm trying to figure out what is the
19 best place for him to stand. You can stand where you are and
20 you will be fine. We could have him at a microphone up here.
21 Would that work for you all? That works, too.

22 MR. FISHER: Can you hear me?

23 MS. SALAK: Mr. Fisher will be presenting from his
24 managerial audit that he did of FTRI not too long ago. He
25 issued this report in March, and he is going to basically tell

1 you his findings. And then, James, if you want to say a few
2 words after, that is your prerogative. But, anyway, this has
3 the findings. It has James' comments about the findings and
4 everything else. So, Lynn, have at it.

5 MR. FISHER: Thank you. I wanted to first
6 reintroduce myself. I'm Lynn Fisher. I am with the Bureau of
7 Regulatory Review, and it is within the Division of Competitive
8 Markets and Enforcement, which Beth is our director. And my
9 purpose for being here today is basically to inform you about a
10 management review that we completed on FTRI in March of this
11 year. It started back in 2002 and just completed this March.

12 Before I get started, though, I would really like to
13 thank Mr. James Forstall and all of his staff in terms of
14 helping us not only gather documents, but also make
15 arrangements to interview people at the RDCs and to make sure
16 that we scheduled visits in an appropriate manner.

17 Also, I would like to thank the RDCs and their
18 executive directors and staff in participating. They allowed
19 us to come into their operation to talk with the people
20 involved with distributing the equipment for FTRI, allowed us
21 to look around their building to make sure that the equipment
22 was secure, and look at those types of facilities and
23 introduced us to their staff.

24 And, of course, we interviewed the people that were
25 responsible for FTRI operations and activities in each of

1 the -- I think we looked at seven different RDCs. So I want to
2 thank James and thank the RDC executive directors and their
3 staff once again.

4 Does everyone have a copy of the report that wants
5 one? Basically what I'm going to do is kind of step through
6 the layout of the report and tell you the types of things that
7 we looked at there. For instance, on Page 3 and 4, we have the
8 executive summary. And in this executive summary, we basically
9 give our conclusions and overall findings. What we tried to do
10 is to layout our objectives, tell you what the scope of the
11 review was, the methodology that we used, and then our overall
12 opinion.

13 In Chapter 2 we have provided a background and
14 perspective. And the whole reason for providing a background
15 and perspective is to make sure that anyone reading the report
16 understands TASA, understands some of the background behind
17 TASA, and what we are trying to accomplish by doing this
18 report.

19 We talk about FTRI, its statutory requirements. We
20 talk about the FPSC and its requirements. We talk about TASA
21 and its requirements, and the committee here in terms of its
22 requirements under TASA. And that is in Chapter 2.

23 In Chapter 3 we talk about administration more
24 specifically, and what we are looking at here is administration
25 of the FTRI organization. We talk about the organization as it

1 was back in July of 2002. It has changed a little bit even
2 since then. I believe you have added either one or two more
3 people to assist in outreach. So, this is the basic
4 organizational structure that was there whenever we made our
5 field visits and started this report back in 2002.

6 We also talk in that section about budget. We look
7 at budget overall. We didn't get into a great detail in terms
8 of budget, but we looked overall to see was there an overall --
9 excuse me, was the budget administered in an overall efficient
10 and effective manner. And basically what we did is we looked
11 at '99 through 2003 budgets and came to the conclusion based
12 upon a review of it that FTRI is conscientious in watching
13 their budget and administering the budget in a fashion that is
14 responsible.

15 Chapter 4 has to do with the equipment distribution
16 portion and activities of FTRI's responsibilities. We were
17 looking here at each of the -- we saw or visited seven of the
18 15 total regional distributors and talked with their staff,
19 asked them about how they took care of the equipment inventory,
20 what they did to go through that, as well as staff. We talked
21 to FTRI staff and looked at things like equipment purchases,
22 inventory control. We looked at maintenance and how that was
23 administered. We looked at the distribution procedures for the
24 RDCs in terms of how they distribute the equipment, the
25 processes that they go through, the reports that they give

1 weekly and monthly, and how that information flows back and
2 forth between FTRI staff and the RDCs.

3 We also look in Chapter 4 at the compensation for the
4 RDCs. Basically, there what we are trying to do is to take a
5 look at are there -- are there things in place, documents in
6 place that say what the compensation will be that easily spell
7 out what is expected of the contractors in terms of doing their
8 activities and then what they should expect to be paid for
9 completing those distribution activities.

10 Also, in that chapter we looked at computerization,
11 you know, what is the level of computerization throughout the
12 organization. Is there additional computerization necessary.
13 And in this case we identified that FTRI is in the process of
14 upgrading their overall communications through computerization
15 between the RDCs and the staff.

16 In Chapter 5, we looked -- we moved away from
17 distribution and we looked at the outreach function. The
18 outreach function is vital in that it is a way that they reach
19 out to the communities to make them aware of what the
20 particular products are that they have. It is the way that
21 they educate other businesses. It's a way that they inform
22 people. So it is an important aspect of their overall
23 activities as the administrator.

24 In 5-1 on Page 35 we talk about their goals for 2002
25 and 2003. One of the goals that was a priority with them in

1 2003 was the business partnership program, and what FTRI is
2 trying to do there is partner with businesses throughout the
3 community to make them -- educate them, make them aware of the
4 market that is out there, the potential market that these
5 businesses could reach through the Relay system.

6 And then the outreach contract revision, that was a
7 step that staff felt like they wanted to do to improve in terms
8 of the way that they deal with the RDCs and the contracting
9 methodology that annually they go through to contract with the
10 RDCs to perform outreach services.

11 And in that case we also talked in Chapter 5 about
12 outreach compensation and reimbursement. We talked to the /
13 RDCs. And in talking with them, of course, things about
14 compensation come up. In some cases they are not happy with,
15 you know, some aspect of compensation. They would like to be
16 compensated more. They would like for maybe some procedures to
17 change or something of that nature. Those are the kind of
18 things that we find out as we talk with RDCs. And so that is
19 basically in this same Chapter 5.

20 Chapter 6. Out of nine southeastern states that we
21 surveyed -- we did a survey of the other organizations in nine
22 southeastern states. Eight of them replied, and that is in the
23 chart on Page 46. And what we tried to do was profile the
24 populations, the markets, the market penetration, the budgets,
25 the cost to reach markets, and also look at things like the

1 Relay surcharge between those nine states. That information is
2 provided on Page 46, and we will briefly talk about that a
3 little later.

4 Chapter 7 deals with issues and conclusions, and that
5 is basically as we go through the process of reviewing FTRI and
6 its organization and the RDCs, we come upon things that maybe
7 could be some controls. What we are looking at is are the
8 controls adequate so that no fraud could be conducted or so
9 that they make sure that the business can be conducted in a
10 professional and safe and efficient manner. And we offered, I
11 think, five issues as a result of this review that were what we
12 call low priorities, meaning that we believe they need to be
13 addressed, but they are not of a major consequence to FTRI's
14 operation.

15 In other words, these would be like tweaks to the
16 controls that are already in place. There was one medium
17 offering, and that particular offering, again, was something
18 that we believe that would strengthen the control, but is not
19 necessary to the overall operation and success of FTRI in their
20 operation. Okay.

21 So briefly what I would like -- oh, and Chapter 8,
22 I'm sorry. Chapter 8 is the company's response. The company
23 has an opportunity in this whole process to take a look at all
24 the issues. And by the way, as we go through this review, we
25 are informing the company, in this case FTRI management of

1 potential issues. We discuss those types of things at issues
2 meetings, and the purpose of that is if for some reason we have
3 not gathered enough information or there is other information
4 that will explain why certain things are happening the way they
5 are, then some issues actually fall away. And so we went
6 through this process with FTRI and their management, and that
7 is how we arrived basically on the five issues in Chapter 7.

8 Now, Chapter 8, this is a chance for FTRI to comment
9 as to whether they agree or disagree with those issues. Okay.
10 And you will see their responses in Chapter 8. And in, I
11 think, two instances staff replied back our position. So in
12 these cases these five issues there is basically an impasse.
13 But we state our position and FTRI states theirs. And as I
14 said, four out of five of these are low priorities. So there
15 is nothing major, or wrong, or affecting their overall
16 controls.

17 That leads us back to the beginning of the report, to
18 the executive summary. And if you look at the overall opinion
19 on Page 4, you will see that it says staff believes FTRI is in
20 compliance with federal and state laws and statutes pursuant to
21 the establishment and administration of the Florida
22 Telecommunications Relay Services. What we did was compare the
23 statutes, Florida Statutes and the Americans with Disability
24 Act and the responsibilities that were FTRI's as an
25 administrator. And we found that they are meeting those

1 responsibilities in a very professional and efficient way. And
2 the only reason we offered these other opportunities was
3 because we felt like they would even further strengthen
4 controls within the organization.

5 I believe that pretty well summarizes everything in
6 terms of the report and its findings. Are there any questions?
7 Okay. Thank you very much.

8 MS. SALAK: Thank you, Lynn. I appreciate your
9 coming. I think at this point -- did you all get a paper
10 called, "Position paper, Deaf Service Center Association"? It
11 is my recollection when we were in Tampa, Jerry Conner
12 mentioned that this was going to be coming out and we were
13 going to address these issues. I personally didn't receive
14 this, but James was kind enough to provide it to me last week
15 when I had a meeting with them.

16 So anyway, I thought that perhaps we should go
17 through this at some point in time. Did any of you work on
18 this? Would you like to go through it for us, Rick?

19 MR. KOTTLER: Yes. Our position, we sat down and we
20 have rehashed this and this is our final version of it. The
21 problem is as deaf service centers we hear a lot of the
22 problems with the Relay that don't ever get back to this group
23 that possibly don't get to Sprint, et cetera. So based on
24 that, based on discussions with some of the people at Flash,
25 these were the kind of things that came out.

1 And very honestly, last Thursday I had one of the
2 worst Relay calls I have ever been through in my life. And
3 when I asked to talk to the supervisor, the operator hung up on
4 me. And it is very typical of what goes on. What we are
5 saying is there has to be, in general, an increase in the
6 quality of the operator. And in my own experience the operator
7 cannot keep up with the conversation. And when you are
8 interrupted four times to tell you to talk slower and you get
9 to the point where you can't hardly even continue a
10 conversation talking that slow. And this is a problem with the
11 operators keeping up, typing of the operators. The other major
12 thing --

13 MS. SALAK: That is a widespread issue?

14 MR. KOTTLER: Yes.

15 MS. SALAK: That concerns me. Well, the standards
16 are --

17 MR. KOTTLER: To this point we are -- and at our next
18 association meeting we have already put it on the agenda to
19 discuss whether we want to develop our own complaint form and
20 file the complaints with the Public Service Commission and
21 Sprint at the same time. And just literally take our
22 populations and tell them that we are going to work as the
23 complaint center for the time being to make sure that the PSC
24 understands what is going on.

25 MS. SALAK: Right.

1 MR. KOTTLER: The other problem, and this is
2 indicative of the Relay being in Miami, and this is not against
3 anybody, but the Spanish accents are very hard and very
4 difficult to deal with particularly when you are dealing with
5 the voice carryover group and the hearing carryover group. You
6 know, so we have got a situation where that is not going to
7 change unless the call center is moved out of Miami.

8 But the thing that can change on a real near term
9 basis is the quality of the typing of the operators. I mean,
10 you can require somebody to type 60 words a minute and that is
11 generally sufficient to keep up with a conversation. So our
12 position as a deaf service center association and as the
13 provider of service for this population is we need to make a
14 change. And how we do that, I don't know. You know, we can
15 complain until the cows come home, but we thought we needed to
16 put it on paper to say, okay, this is what we think has to be
17 done. This is our opinion of what has to be done.

18 And our approach from here on out really is going to
19 be to help our consumers properly complain about it until it
20 does change. And this is something that we hope that maybe in
21 the next contract go-around with Sprint or whoever is the next
22 Relay provider, that these kind of issues are covered up front
23 so we don't have to deal with them now.

24 MS. SALAK: Who all did you distribute this to? Did
25 you give a copy of this to Sprint?

1 MR. KOTTLER: This was just finalized over the
2 meeting before last, so, no, it has not been distributed to
3 anyone. I brought -- I literally -- I didn't know you were
4 going to have copies. I brought copies with me to distribute
5 today.

6 MS. SALAK: No, I was excited to see it. So I am
7 excited in the sense that I have been -- we had heard it was
8 going to come and we have been waiting for it. And James said,
9 "Oh, great! Can I get a copy of that?"

10 MR. KOTTLER: Well, I had just e-mailed Jerry
11 yesterday, and I said did you ever give them a copy of
12 this? And he said, "No, it was in draft the last time."

13 MS. SALAK: That's right.

14 MR. KOTTLER: And that's why I brought it with me.

15 MS. SALAK: No, I'm glad you did. And what we had
16 committed last time was that when we got this that we would
17 meet with Sprint and work on these issues. Some of these same
18 issues came up in Tampa, and especially with the accents, and
19 that has been a recurring complaint I know.

20 So after the last meeting, Mr. Moses and myself, we
21 went down to the Miami center to see the operations and to see
22 what was going on. And we asked Sprint to conduct some special
23 test analysis of what was happening. And they did. They did a
24 special monitoring of calls to see what was going on. And
25 their findings were that there were a couple of operators that

1 they thought had to immediately be moved, and they did that.
2 They also -- there are provisions in their contract with PRC
3 that indicates that the English has to be pronounced well and
4 it has to be understandable. And it was our understanding that
5 they were going to be enforcing those provisions of their
6 contract stronger.

7 Also, what they found was that the accents were not
8 Spanish, but were Jamaican, in their opinion. Now, that was
9 their finding.

10 MR. KOTTLER: I will be real honest with you, because
11 I use the Relay a lot. They are Spanish, they are not
12 Jamaican.

13 MS. SALAK: Really?

14 MR. KOTTLER: And I know the difference. And that is
15 really -- that is the honest truth.

16 MS. SALAK: Okay.

17 MR. KOTTLER: The Relay just, you know, when you talk
18 to Sprint, a lot of times it is the fox caught in the henhouse.
19 And I think that there needs to be a little more independent
20 evaluation of the Relay Service. Having Sprint look over their
21 own shoulders and saying, oh, it's okay, it's not okay.

22 MS. SALAK: Well, in addition to that, and I will let
23 Rick speak to this, we started an in-house program to do
24 certain Relay calls and to test it and to see what we found.
25 And your results so far --

1 MR. MOSES: So far we haven't run across an accent
2 problem. We have run across some slow typing occasionally. We
3 did address that with Sprint and suggesting they change the way
4 they do their testing, which they have since done, because they
5 were giving the same test over and over. So eventually you
6 could memorize it and pass it without a problem, but doing an
7 actual Relay call, you wouldn't be very fast.

8 MR. HARDY: For FCC law, it requires 60 words per
9 minute.

10 MS. SALAK: Yes.

11 MR. MOSES: But I don't think the FCC requirements
12 are 60 words corrected per minute. I think it is just straight
13 speed, if I am not mistaken, which is a huge difference.

14 MR. HARDY: The National Association for the Deaf on
15 the telecommunication access network committee discussed the
16 same issue. Not only in Florida, the whole country is affected
17 by this. The speed is nice, but it has to be accurate. Most
18 of the spelling errors that occur cause confusion. They are
19 working on it. I have seen a little bit of improvement from 40
20 to 45 words a minute, but 60 words per minute, I see a little
21 bit of improvement in that, but I think we need more work and
22 it needs to be ongoing.

23 MS. SALAK: At the national level are they having
24 problems just with Sprint or is it the other carriers, too?

25 MR. HARDY: Yes, the other Relays, also. You have to

1 understand that the operator, they are not in a high demand
2 profession because of the pay and various other reasons. So it
3 is hard to recruit the best people for your operators because
4 the pay is \$7 to \$11 per hour. So it is hard to recruit good
5 quality people.

6 Now, you move that to Miami, and you see that the
7 Miami PRC does not have the same problems as we had with MCI.
8 Do you remember the problems with MCI? There was an accent
9 problem with that agency because of the location. I don't mean
10 to discriminate. We appreciate diversity. But I don't know
11 whether we should accept that as just a problem, or what.

12 MS. SALAK: Off the record, I have had conversations
13 with Sprint about other locations for the PRC. And it would be
14 literally millions of dollars to move it out of Miami. I mean,
15 I was looking at it strictly from an economic point of view and
16 how much would it cost, and there is a large price tag
17 associated with it. I mean, that would be one issue. And
18 there would be others, economic development issues and other
19 issues, too, that would go along with it. But I will tell you
20 that Rick alluded that we worked with them on when we were
21 there we noted -- we asked to see the testing, and we noted
22 that they were reading extremely slowly. And we said, well,
23 that is not a conversation time. I mean, it just isn't there.
24 So, they agreed with us. They said that that person, if they
25 weren't up to the right speed, that they would fail the test.

1 They also said that -- and they read one script, and they said
2 that they use that script every time they tested. We said,
3 well, that's sort of -- you know, a person can learn key
4 phrases, key words and pass the test. So we think it is
5 inappropriate to use one test at a time.

6 So Sprint did go back and they have developed
7 multiple tests to be given. They have now started that
8 nationwide, actually, not just in Florida. But they say all of
9 their Sprint operators are tested on multiple tests now.

10 I'm trying to think. Did anything else come out of
11 that? That was the main thing. And they did say that they
12 were going to invoke some of their contract clauses from their
13 PRC contract to get the better speaking, but what I am hearing
14 is it hasn't helped.

15 MS. JONES: I'm reading what I had sent to you about
16 the complaints, et cetera.

17 MS. SALAK: And everyone has a copy of that here
18 today.

19 MS. JONES: And, I mean, these were given to -- they
20 were gone over at the October TASA meeting. Of course, they
21 said -- Mr. Lang (phonetic) said that they would address these
22 at the next one. And they are important problems and are we
23 going to wait for the next TASA meeting for them to address it,
24 or will they address it, or what should we do?

25 MS. SALAK: I will tell you that I will be

1 contacting -- I mentioned that I will be talking to Ken
2 tomorrow, because I think it is important for them to get the
3 feedback here. And the operators' poor spelling, is this the
4 list you are looking at? Okay. And, yes, we were going to
5 discuss that here today, but I'm not sure -- and the operator
6 accents they have been working on, and we were looking for
7 feedback today to see if things have improved. And I am taking
8 that it hasn't from what I'm hearing. Is that correct, across
9 the board nothing has improved?

10 MR. KOTTLER: No.

11 MS. SALAK: I don't know. The question, is there a
12 certain time of day the accents are worse? Is there a certain
13 time?

14 MR. KOTTLER: Not that I know of, no.

15 MS. SALAK: And if people ask for the operator
16 number, it might help. I mean, specifically locate that person
17 that has the bad accent.

18 MR. KOTTLER: Well, see, and this is another thing.
19 We were discussing this at lunch. And literally every time I
20 get a Relay call, the first thing I do is write down the
21 operator's number. If you are getting the voice end of that
22 and you ask them for their number again, a lot of times they
23 will hang up and cut you off before they give you the number
24 again. If you didn't get it the first time, too bad. And this
25 is the -- nobody is watching the operators. And honestly on

1 Thursday, I went through the roof when the lady hung up on me.
2 Because she told me when I asked for her supervisor, she said,
3 again, I repeat, four times she told me to slow down. At the
4 end of the call, I said I would like to speak with your
5 supervisor. She said only the person initiating the call can
6 speak to the supervisor. I said, excuse me, I would like to
7 speak with your supervisor now. She hung up the phone.

8 But I did have her number and I called back, and the
9 supervisor assured me this won't happen again. Blah, blah,
10 blah. How do I know? I mean, it continues to go on, and there
11 is no followup at that point. I mean, I give them my phone
12 number, but I have not heard anything from them as to whether
13 it was resolved or what happened with that person or anything.
14 So we don't know that when we do make a complaint that anything
15 is actually being done.

16 MS. SALAK: Do you have the detail on that call
17 number? I mean, back at the office do you have --

18 MR. KOTTLER: Yes.

19 MS. SALAK: If you will give it to me we will find
20 out what happened with that complaint and why you didn't hear
21 back on it.

22 MR. KOTTLER: Sure. You know, we understand that the
23 system is not perfect, and it will never be perfect. It
24 involves human beings, to start with, but there are some
25 short-term things that they can do to improve the quality of

1 the operator, I think, without being a major expense item.

2 MS. SALAK: Like what, for example?

3 MR. KOTTLER: Number one, we can start to hire
4 operators that type a little bit better. There are English
5 comprehension tests out there, even a TABE (phonetic) test to
6 give them to understand, you know, at a certain level. You
7 know, what grade level they are comprehending and speaking
8 English, you know, and require them to be 10th, 11th, 12th
9 grade. They are not going to be perfect spellers, none of us
10 are. But they need to be able to comprehend general
11 conversational English and be able to transfer that, and that
12 is not always the case. A lot of times, can you repeat that,
13 can you spell that, and it is just a word that you would
14 normally use in conversation.

15 So those are things that I think that can be done.
16 And also their introduction. You know, if they would introduce
17 a little more clearly. You know, so and so is making a Relay
18 call for so and so. This is operator whatever, and get that
19 out in the open right away. Because a lot of times it sounds
20 like a marketing call, and the first thing I do is I will hang
21 up. I mean, we are all busy and nobody likes marketing calls.

22 MS. SALAK: Which gets us back to our profile once
23 more. Chris, you had your hand up.

24 MR. WAGNER: Yes, I would like to make a point here.
25 First, I want to say thank you to the PSC for getting involved

1 and investigating the Miami center. And my concern is that I
2 strongly believe we should have an independent group of users
3 to go in and evaluate them. I mean, really the problem is just
4 the same over and over for years. And I am concerned that we
5 need to have an independent evaluation of users that utilize
6 this every day.

7 And I am telling you the number of complaints that
8 are connected to the Relay service will not go up. Do you know
9 why? Because people give up and they use IP, the Internet
10 Relay and the Video Relay as an alternative. And so the excuse
11 is they say, well, you know, they are not calling the Relay and
12 they are not complaining because they are ignoring that and
13 using other alternatives, which isn't fair. We should promote
14 and improve the services, as well.

15 And I have spoke with many deaf people that have come
16 into my office and said don't worry about the complaints, I
17 just give up, and I use the Internet Relay and Video Relay.
18 But how can we educate those providers to improve services? I
19 think we really need an evaluation. And I am surprised that --
20 the positive results from the in-house evaluation. Maybe, you
21 know, the PSC knows that they called and, you know, they
22 brought in the right person to answer that call. But I think
23 that we need to have an independent deaf and hard-of-hearing
24 evaluation team to come in and do this evaluation. Can we
25 suggest that to the PSC? I know the problem is there, but I

1 have not seen one ounce of improvement in the services.

2 MR. HARDY: It is the same with James and FTRI when
3 they investigated this. They made some valid points. You
4 know, would they do the same for the Relay?

5 MS. SALAK: Are you suggesting -- I mean, I'm
6 stumbling here. Yes. First of all, this management group I
7 think we could sent in also. I think. I need to check
8 statutorily and contract-wise who we can audit and who we can't
9 audit at the time. I would have to go back and look at the
10 contract to see. I know we can do financial audits on Sprint,
11 and I know we can do service quality, so I'm thinking that
12 between the two of those I'm thinking that we probably could --

13 MR. HARDY: Can the standard be met? Also the
14 quality services, can they be provided so those need to be
15 measured? And maybe, you know, in one bad area we can suggest
16 improvements and help them instead of shooting at them and them
17 having to be on the defensive. We want to help them improve.

18 MS. SALAK: And that is the goal of Lynn Fisher and
19 the group he works with. That is their goal as they go in and
20 evaluate processes and see if things can be improved. I'm not
21 sure how it works when it -- because Sprint contracts with PRC,
22 I'm not sure how that all fits together. So that's why I need
23 to go back and look at it. It's certainly something we can
24 pursue. I mean, I think we can look at it and have the
25 attorney take a peak at it, too, and see what we can do.

1 MR. HARDY: You mean, it is not PRC's problem, it's
2 Sprint's problem?

3 MS. SALAK: I believe it is Sprint's problem, and I
4 believe that we will be able to do it. I just need the
5 affirmation from my attorney that we are okay. That's what I'm
6 saying. And I think we would involve our quality of service
7 group also if we were to do that kind of endeavor. I think
8 there are probably some other things we might be able to do.
9 And because I am just greatly disappointed today that you
10 haven't seen any improvement whatsoever. I was hoping you
11 would see a least a tad of improvement on what was happening
12 out of Miami. But, no. Okay. All right. Well, that is
13 disappointing.

14 I think we are going to take a break now because I
15 can only imagine how tired everyone -- the interpreters and the
16 court reporters are getting. So we will come back in about 15
17 minutes, all right. Thanks.

18 (Brief recess.)

19 MS. SALAK: Are we ready? I wanted to -- before I
20 introduce Mr. Hardy to start his presentation, I just want to
21 tell you some good news that we got.

22 MR. HARDY: The good news is --

23 MS. SALAK: And the good news is -- I just wanted to
24 make sure there was an interpreter doing it for the crowd. All
25 right. The good news is that we just heard today, and we put

1 the letter over here, Florida got recertified with the FCC to
2 provide -- to do Relay service. You know, that is the
3 authority that is delegated from the FCC, and they have to
4 approve your program, and they make sure that you meet all
5 their standards and all the things that they want. And so back
6 in October we had a big -- well, when we were in Tampa, we
7 brought our filing that we had made with the FCC that was about
8 this thick, and included FTRI's outreach, and it included
9 information about Sprint and the services that are provided in
10 Florida, and what was happening here in Florida.

11 And we had heard rumors galore saying that the FCC
12 was going to be real tough, and a lot of states are going to
13 have a real hard time passing the muster this year. But as it
14 turns out, we made it through with flying colors, so we are
15 real excited about that. It happened today, this very day.
16 And so we just wanted to share that good news with you. I'm
17 excited. I was starting to get real worried. I was thinking,
18 oh, my, we haven't heard since October, you know, what is
19 happening.

20 But anyway, I asked Mr. Hardy to come here today and
21 discuss a couple of bills that there was some support for over
22 in the committees over at the legislature. And I'm not
23 particular familiar with them, and so I asked him to come and
24 give a presentation today explaining those bills and what they
25 had done. So, Mr. Hardy.

1 MR. HARDY: Okay. Before I jump ahead, I also have
2 some news, as well. To give you a little history here, the
3 Florida Council on Deafness used to be the Florida Commission
4 on Deafness. And somehow legislation feels that it is not the
5 appropriate time to pass the bill without price addition, and
6 that is why they changed their name. It might be confused with
7 the old bill for the Florida Commission on Deafness and there
8 was a change.

9 Secondly, Mr. Wagner just informed me this morning he
10 had a phone call from Senator Fasano's (phonetic) office saying
11 that, yes, the bill had died, but will be amended as proviso
12 with the Department of Education. So that will be attached to
13 the bill. Is that right, Mr. Wagner? Yes. So we will be
14 going there and that will be in the presentation to you here at
15 the committee.

16 Population here, there was a change, as well. There
17 are a lot of people with hearing loss in Florida. And really,
18 I did a little bit of statistics, and Florida seems to be one
19 of the most largest. And I was impressed because there is a
20 lot of people with hearing loss that are old or whatever. And
21 really we are one of the biggest in Florida, which is strange.

22 The next slide. On the subject here, on the summit,
23 Mr. Wagner, he sits on that. And the reason why that we put
24 that together is we identified some concerns and issues that
25 were coming up in Florida for years and that needed a solution.

1 So we called each head of the different agencies who like
2 Flash, FAD, ALDA, and so forth, Deaf Service Center, different
3 educational programs, CART interpreters, DOE, Department of
4 Labor, different agencies, FTRI, the Relay. We need
5 individuals to come together and explain what they are offering
6 in terms of solutions. The first two years, it was pretty
7 bumpy because of territory issues. And my issue is more
8 important than yours and so forth. And somehow we agreed on
9 common ground that makes this a very successful group.

10 This is really an important group. Without these
11 people we would not have enough information and feedback with
12 these different groups. For example, with Flash and FAD, they
13 have similar problems with communication. They both use Relay.
14 You know, and they hear an accent. They are not only hard of
15 hearing, but there is deaf people, as well. Accommodation
16 access to different places, interpreters, but many people who
17 are deaf don't sign and they don't need interpreters. Maybe
18 they need CART. So that was one similarity. And we put aside
19 our philosophies, and we are in search of a solution. I mean,
20 she does a really great job.

21 And you can see here there are many different states
22 and agencies that are focused on issues in regards to hearing
23 loss. There is no state program that is specific to meeting
24 the board's broadening and individual needs who are deaf and
25 hard-of-hearing and deafness and deaf/blind.

1 And we also have issues with the school system, you
2 know, who do we go to? Who? If we have an issue at the
3 hospital, who do we go to? Employment, there is different
4 needs, and one of the places that we can bring our problems to
5 and that was one of the things we were talking about.

6 Objectives. The agencies that oversee the services
7 that affect people with hearing loss in an area that have
8 services in health care and education, different opportunities
9 which is a definite way that we can improve different levels of
10 service that can be provided by the state agencies to people
11 with hearing loss. Services such as the Commission, the
12 hearing loss population that is here in this state. And our
13 goal is to make it more like a consumer driven that will help
14 resolve our different issues.

15 Now, this the core of the issue here. HB, the man
16 here, Gus Billirakis (phonetic), he, himself is
17 hard-of-hearing, and he also has some really good, some good
18 points on our issues. And the funny thing is when I went to
19 testify, some legislators had come out, out of the closet. My
20 aunt is deaf, my mother and father are deaf, and many of them
21 signed. I mean, why didn't they come out in the first place?
22 Were they scared, were they oppressed? I don't know what it is
23 with Florida here, but we really had good support. I mean,
24 every committee it went through, I mean, it passed without any
25 objection.

1 Next one. The House bill. Senator Fasano is a
2 really good person, and he is affiliated with his former deaf
3 service center. Very close, very understanding of the needs of
4 the deaf, and was trying to find solutions. And we appreciate
5 that person and also Senator Steven Wise (phonetic). He was
6 the former director of the Center for Independent Living years
7 ago, and has a strong compassion for those with disabilities.
8 Really these are powerful people and I'm pleased. All of these
9 bills went through all the committees without any objection.

10 This bill here was in appropriations and the reason
11 why we withdrew and moved it on the calendar, so we could push
12 the bill on the floor for the final vote. Unfortunately, both
13 houses had a budget issue with the governor and they ignored
14 everything else and they put everything aside. And this one is
15 really a wonderful bill, and we were that close to passing that
16 into law.

17 The governor promised to sign that bill, but somehow
18 the time ran out, and all of these bills were waiting and they
19 died together. And this is one of them. It was disappointing,
20 but the good thing is we set up a good relationship at the same
21 time educating the legislators, making them aware of our needs.
22 So that was a positive thing. And the political process we
23 have to accept as a fact of life.

24 I am curious as to what bill, but Beth is ahead of
25 the game here with all the bills here. That bill that we have

1 here, it died.

2 But the proviso, what that means is, it is under the
3 Department of Education, and we are going to do a study and
4 make sure that we find out how much it costs to start to
5 implement. You know, what is the real cost. And one of the
6 legislators came forward and said this is a really great bill,
7 and the first thing they asked is how much does it cost. And
8 we assumed -- assume this is something that you know became a
9 barrier, so that is one of the reasons why we changed it to a
10 council to do a study to find out the cost. You know, is there
11 really a need for seven regional centers? One, four, you know,
12 those numbers came into play. And Bush wants to know how much,
13 too. One million, five million, we can't assume. That's why
14 we need a study.

15 You saw the numbers of people with the population.
16 We can get that data through Cecil Bradley. He is the one that
17 gave me all of the data. Really, I want to thank him for that,
18 because the data I gave you is most recent. I think March.
19 Right, Cecil? Yes, it is for March. It is very important.
20 And you need numbers, statistics, you can get it. If you want
21 information about the subject, Mr. Wagner here is the chair of
22 the subject, and he has got all the information, and data, and
23 phone numbers, and everything, so you can contact him.

24 Any questions?

25 MS. SALAK: No questions? Yes.

1 MR. KOTTLER: Could I make a comment?

2 MS. SALAK: Sure.

3 MR. KOTTLER: Just for the record, I guess it was
4 about three years ago that we started this within the Deaf
5 Service Center Association. And truly, the one reason that
6 this has even got as far as it is is purely because of Chris
7 Wagner and everything he has done, because he has been our
8 representative for this whole thing. If it wasn't for him to
9 push this, we wouldn't have even gotten this far. So publicly
10 we would like to say thank you.

11 MS. SALAK: Thank you for that addition. Thank you.

12 MR. HARDY: All right. Thank you.

13 MS. SALAK: James, I believe you are left on the
14 agenda to cover your issues. Do you need a moment to get your
15 stuff up?

16 MR. FORSTALL: Give me just a minute.

17 MS. SALAK: Okay. If you will just relax a minute
18 while James gets his presentations up and going.

19 MR. FORSTALL: Thank you. I'm ready to begin. Good
20 afternoon, everyone. And, Beth, I want to thank you for
21 inviting me here today to give a presentation. When I received
22 the invitation from Beth, she wanted me to talk about two
23 separate issues. And one being the FTRI proposed budget for
24 fiscal year 2003 and 2004, and outreach. So what I have done
25 was take the liberty of combining both of those presentations

1 into one.

2 Based on the best information available to us, the
3 FTRI board of directors has approved a recommendation to
4 increase the surcharge level to 12 cents for the new fiscal
5 year. We estimate that a surcharge level at this level will
6 enable FTRI to maintain its current level of services for the
7 next year. This approach will also allow FTRI to sustain a
8 surplus of approximately one month of expenditures of \$1.2
9 million as authorized by the Public Service Commission.

10 The budget as approved by the board projects total
11 revenues to be \$15,498,864, and total expenses to be
12 \$15,000,402 -- I'm sorry, \$402,815. As of March 24th, FTRI has
13 over 260,543 individuals in the client database. It is evident
14 that FTRI and its regional partners are reaching out to meet
15 the telecommunications access needs of residents who are deaf,
16 hard of hearing, deaf/blind, or speech-impaired. Outreach
17 continues to play a major role in FTRI's mission as we look
18 forward to another successful year of creating awareness and
19 telephone independence for the 1.6 million potential clients in
20 Florida.

21 Operating revenue. Surcharge revenue for fiscal year
22 2003 and 2004 are based on a one-half percent growth factor in
23 the total number of access lines reported and estimated in
24 fiscal year 2002 and 2003. The rate of growth for the past
25 several years has been averaging about 3 to 4 percent. In

1 2001/2002 fiscal year a dramatic drop in access line growth
2 occurred probably due to the 9/11 tragedy, the recession, and
3 the general overbuilding of the telecommunications industry.
4 No substantial recovery from these levels has occurred.
5 Therefore, a growth rate of only one-half percentage is
6 projected over the next year. We are projecting the interest
7 from that to be \$11,714.

8 This is how we determined what our operating revenue
9 will be. We took a total of 130,363,218 access lines,
10 multiplied it by 12, the new surcharge level, less one percent,
11 which is the administrative cost for the telephone companies
12 collecting the surcharge, that leaves us with a net operating
13 revenue of 15 million, plus the 11 million (sic) interest we
14 are projecting for the total operating revenues of \$15,498,864.

15 Category one. Now, the FTRI budget is split up into
16 five categories. We have the revenue category, and then we
17 have five separate categories. And category one is the Relay
18 Service. The budget for Relay is based on projections
19 submitted by the Relay provider. The contracted rate currently
20 is 73 cents per billable minute. Using the data submitted by
21 the Relay provider, it is estimated that a 2.03 percent
22 decrease is expected over last year's estimated year-end total
23 of 11,202,000 -- I'm sorry, 202,533 billable minutes. So the
24 total for category one is \$8,011,548.

25 The exact cause of the projected call volume decrease

1 cannot be pinpointed. It can be speculated that the
2 introduction of Internet Relay and Video Relay contributes to
3 this decrease as well as Florida experiencing a plateau where
4 call volumes stopped growing and remain flat for a period of
5 time before any new pattern changes occur. And this
6 information was provided to me by Sprint.

7 Category Two comprises of equipment and repairs.
8 During fiscal year 2002/2003, it is estimated that FTRI will
9 have distributed over 60,146 pieces of equipment. Of that
10 total, 43,348 are the BCPH (phonetic), and 11,592 are the ARA,
11 which are the ringers. It is projected that fiscal year
12 2003/2004, the number of new equipment distributed will be over
13 64,000. The total budget for Category Two is \$3,920,871.

14 During the last fiscal year, FTRI conducted an
15 equipment bid process which resulted in a cost savings of
16 approximately \$333,966 per contract year. Provided the same
17 projected number of equipment is distributed each year and FTRI
18 desired to exercise its contract options with the vendors, an
19 approximate cost savings totaling over \$1 million could be
20 realized.

21 Category three, equipment distribution and training.
22 During fiscal year 2002 and 2003 it is estimated that FTRI will
23 have served approximately 25,686 new clients and an additional
24 27,981 people will have received some type of maintenance
25 service. In addition, FTRI added two new regional distribution

1 sites, Crystal River and Port St. Lucie. We are also
2 anticipating expanding to add two new sites during the next
3 fiscal year, and we are anticipating those two sites to be
4 located in Panama City and in Jacksonville.

5 FTRI currently has 16 contracted RDCs that provide
6 services in over 35 different locations throughout the state.
7 The Category Three budget is projected at \$1.3 million.

8 Category Four, outreach. FTRI is proposing an
9 outreach budget of \$892,900 for fiscal year 2003/2004. The
10 FTRI portion of the outreach budget amounts to \$636,900, where
11 the Relay portion is 256,000. And I will talk more in-depth
12 about the outreach budget as I do the second part of the
13 presentation.

14 Category Five brings us to the last category, which
15 is the general and administrative expenses. And that is
16 projected to be approximately 7.7 percent of the overall
17 expenses. And during the next fiscal year FTRI is proposing to
18 add one new outreach specialist, and the total budget amount
19 for Category Five is \$1,186,997.

20 Outreach. Does anybody have any questions on the
21 proposed budget so far?

22 MS. SALAK: I just wanted to add that if you wanted
23 to see a more detailed breakout of some of these figures, we
24 would have it attached to our recommendation that we have filed
25 already. But if there is some issue that comes up today that

1 we need to address in the recommendation, we can either
2 hopefully not defer it because we have to get the surcharge
3 changed in time for July 1, you know, but we can perhaps amend
4 if we need to, if some glaring error that we made comes up.
5 Are there any -- based on the details, are there any questions?

6 MR. FORSTALL: Moving on to outreach?

7 MS. SALAK: Sure.

8 MR. FORSTALL: Let me give you a little bit of
9 background. What we have done during the past fiscal year and
10 we are planning to do in the next fiscal year just so that you
11 can you understand and see how much of the work we put into
12 this and what we are planning to do. From June 1st, 2002 to
13 March 31st, 2003, FTRI staff has conducted 22 conferences,
14 exhibits and presentations. And this is just the internal
15 staff we have on board right now with us. And all of these
16 presentations are taken throughout the state.

17 Now, the number of outreach activities that was
18 conducted by the RDC and TA who we have a contract with number
19 210. Again, this just brings -- it goes back from June to
20 March. In addition, we have designed and printed new Florida
21 Relay brochures. We designed a tabletop display for Florida
22 Relay. We mailed FTRI newsletter, Florida Link, to 197,000
23 people. This mailout took place in May 2002. And on the table
24 is the latest edition of the newsletter which should be mailed
25 out this month to the clients throughout the State of Florida.

1 The outreach focus group meetings with the RDCs and
2 the TAs to develop a new outreach method, that was something
3 that Mr. Fisher has spoken on earlier that we had worked
4 together with the RDCs to develop a new method, and we all
5 agreed that the method that is currently in place is working
6 well. It is an improvement to the old method. We also revised
7 the FTRI website.

8 Also, we purchased media time statewide for both
9 Florida Relay and the Florida FTRI PSAs. We translated five
10 PSAs into Spanish, translated the equipment distribution
11 program video into Spanish, we translated brochures into
12 Spanish, we hired a new outreach specialist, and we also
13 conducted the FTRI training conference.

14 In addition, as part of the campaign, we had
15 contracted with a company to do a survey that would at least
16 let us know how successful our campaign is and what kind of
17 changes that may be required. This survey has reported the
18 increase or decrease over the initial survey that was done two
19 years ago. The survey's methodology -- this survey was
20 conducted April 14th and 15th. Professional telemarketers
21 conducted the interviews. The survey was balanced to all known
22 demographics and pertinent criteria. This survey had a 95
23 percent confidence level and a margin of error of plus or minus
24 4.4 percent.

25 The survey sample was drawn at random from residents

1 within all of Florida except Palm Beach, Broward, and
2 Miami-Dade counties. All demographics are within the
3 guidelines of the latest census. Random sampling surveys
4 should be interpreted providing an estimate of the likely
5 result had all members of the population of interest been
6 interviewed. And the reason we did not survey Palm Beach,
7 Broward, and Miami-Dade Counties is because we have not done
8 the extensive outreach that we have been doing all throughout
9 the state.

10 In the general comments, it is very important to note
11 that while in some cases the overall numbers may not have
12 changed drastically, there have been some incredible and
13 remarkable changes among the subgroups. These changes are
14 beyond being noted as statistically significant. They are
15 increases that are not often seen in public awareness
16 campaigns. Past experience has proven that to affect the
17 perception and recognition of a product, or service, or person
18 in Florida, clients need to be prepared to spend \$1 million per
19 point change. This number has been proven in many political
20 campaigns as well as commercial marketing projects. As such,
21 the double-digital increases of positive statements and
22 rejection of negative statements as evident in some of these
23 numbers would indicate an extremely successful campaign.

24 These are just some of the results. The Florida
25 Relay Service is the one area in which the most significant and

1 revealing movement has occurred, a 12 percent increase in
2 awareness over the initial survey. This translates into an
3 incredible awareness of Florida Relay.

4 There has been a remarkable 10 percent increase in
5 the overall number of people who have heard of 711. More
6 incredible is the 31 percent increase of those over 55 who have
7 heard of 711. Both the panhandle and Tampa Bay areas have
8 experienced a remarkable increase of 12 percent in the number
9 of people who have heard of 711.

10 Awareness in the North Florida, Tampa Bay, Orlando,
11 and Daytona Beach areas have shown remarkable increases.
12 Recognition of the Florida Telecommunications Relay
13 Incorporated or FTRI program has increased by 5 percent in the
14 panhandle area. Recognition of the FTRI EDP also shows
15 significant gains of 4 percent overall. In the initial survey
16 females were more aware of programs and equipment than males.
17 Males have now shown a marked increase in awareness of the
18 program. As in the initial survey, television and direct mail
19 remain the two best avenues in which to pursue any educational
20 awareness program.

21 The business partnership program. As of March 2003,
22 the BPP promotion, we have been reaching out to areas. Now,
23 the way we handle this is, when we focus on a particular area,
24 for example, in Pensacola, we will buy media time in the area
25 for approximately two weeks, and we will air the PSA for one

1 week prior to going into the area and working the area with our
2 staff and with the local RDC. And that will give us the
3 exposure so that when we do have preset appointments and when
4 we go meet with the local businesses in the area, they will
5 have some recognition of the FTRI and Relay programs. And
6 since March of 2003 -- now, this program started in June 2002,
7 so since then we have signed up over 1,138 businesses, which
8 covers over 108 cities.

9 Now, to find out which city and which businesses that
10 we have recruited as business partners, you can go to the FTRI
11 website and click on outreach, and then click on business
12 partner, and you will be able -- you should be able to click on
13 any particular city, and then it will bring up all the
14 businesses in that area that we have recruited as a partner.
15 And what that does is allow the consumer to see in their area
16 who the Florida Relay friendly partners are. And we provide a
17 link to their business and we also provide e-mail address, or
18 e-mailing link.

19 We have also signed up AmSouth, all 164 branches
20 located throughout the whole state. We have also recruited
21 Publix, and we have been able to get all 625 stores to be
22 partners. And possibly 199,422 employees have been exposed to
23 the program. Now, we know this because when a business signs
24 up to become a partner, they have to fill out a recruitment
25 card. And we do ask that they put down the number of employees

1 they have that work for them.

2 In addition, we have done an independent followup of
3 the BPP program, either by telephone call or the evaluation
4 form that is included in the kit... And these are just some of
5 the questions that we have asked and the responses. How useful
6 is the training kit you received from FTRI? Seventy-five
7 percent of the response found the kit very useful. Twenty
8 percent responses found the kit useful and five percent found
9 the kit not useful.

10 Is the amount of training material you have received
11 sufficient? Ninety-four percent found the amount of material
12 about right, three percent found the amount of material too
13 much, while three percent found the amount of material too
14 little. Do you feel the training materials has made you or
15 your employees more aware of communication barriers that are
16 faced by those who are deaf, hard-of-hearing, and deaf/blind?
17 Ninety-eight percent, yes; two percent said no.

18 After receiving this training kit, do you and your
19 employees understand how to receive a call through the Florida
20 Relay? Ninety-five percent said yes, four percent said with a
21 reminder, and one percent said no comment was given. Do you
22 and your employees know how to place a call through the Florida
23 Relay? Eighty-nine percent said yes, four percent said yes
24 with a reminder, three percent said no, and four no comment.

25 Now, taking into consideration the folks who have

1 responded with a reminder, inside our manual we do provide that
2 information available for them. We have designed the worksheet
3 so that the different companies can cut out a card to serve as
4 a reminder. So we have already provided that information to
5 them.

6 A random sample of remarks noted, every third comment
7 was selected. A very worthwhile program. We will put
8 information about the Relay in our newsletter. We made
9 practice calls to make sure we understood how it worked. It
10 did a wonderful job. I have encouraged others to ask for the
11 training kit. The training was unnecessary. I would like to
12 see if this training kit could be offered to all of our
13 offices. We would like to have some regular contact with FTRI,
14 maybe by e-mail or on how the BPP is going. Glad to be listed
15 on the website.

16 The proposed budget for fiscal year 2003/2004, the
17 FTRI and the major projects for the FTRI portion of the budget
18 is the RDC/TA liaison which was made available through the new
19 contract revision through an RFP process, a media purchase and
20 a new PSA that we will develop and some other will be
21 translation into Spanish of some of the material. Some of the
22 major projects for the Florida Relay is the media purchase, BPP
23 follow-up program, speech-to-speech and Spanish.

24 Our goal for 2003/2004 will continue with the
25 implementation of the Florida Relay Business Partner Program.

1 It is an excellent product with good success, and we want to
2 continue to recruit more businesses. Additionally, the FTRI
3 outreach team will concentrate on establishing long-term mutual
4 relationships with statewide organizations, associations,
5 businesses, corporations, government agencies, et cetera, that
6 will enable FTRI to reach people efficiently. This will be
7 done with FTRI staff making face-to-face appointments. This
8 partnership can be maintained by creating a network of
9 information dissemination via a database to be developed and
10 used in conjunction with the FTRI website.

11 In addition, we would like to hire more outreach
12 specialists to work specifically with targeted populations.
13 Our goal for 2003/2004 would be to hire someone to work
14 specifically with the deaf population, and in the future add an
15 individual that would focus or concentrate solely on the
16 hard-of-hearing population, and another person to concentrate
17 on the speech-impaired population.

18 Does anyone have any questions?

19 MS. JONES: I don't have a question. I have a
20 comment. I haven't seen the commercial that had my picture in
21 it. But you wouldn't believe the number of people who have
22 said to me -- and these are people who don't know I do this
23 kind of work -- who have said to me about seeing me in that
24 commercial.

25 MS. SALAK: That's great. Chris.

1 MR. WAGNER: I would also like to comment on the fact
2 that we have noticed increases in responses from the
3 commercials itself. People come in the office and they said I
4 see you on TV, and we heard about you and saw it on TV. And
5 the public service announcements, they are really a positive
6 impact on the community. So I think that is really positive.
7 It's working.

8 MS. SALAK: Some good news, yea.

9 MR. FORSTALL: Thank you. It is true. More and more
10 people are finding out or hearing about the Relay Service and
11 the equipment distribution program. And one of the things that
12 we want to do, FTRI, that we have planned for the summer is to
13 bring -- invite all the consumer groups that work specifically
14 with deaf and hard-of-hearing together in one location to
15 provide them an overview of what we have done and where we are
16 going as far as outreach, so we can get their input, as well.

17 Sometimes we get information or e-mail from people
18 that may say that we are not -- what is it that we are doing.
19 And I feel like this may be an opportunity to get them involved
20 and become a part of the program by having them hear
21 information from us and what we are doing.

22 MS. SALAK: And, James, I understand you have had an
23 award given to you. Would you like to tell us about the TAFI
24 award?

25 MR. FORSTALL: Yes. FTRI won the TLLY award.

1 MS. SALAK: TLLY.

2 MR. FORSTALL: TLLY award.

3 MS. SALAK: TLLY.

4 MR. FORSTALL: T-L-L-Y.. And what that award -- it
5 recognized FTRI for one of our PSAs that we have developed for
6 the equipment program. It was a national award that we
7 submitted an application along with a video on the work that we
8 have done, and we have been recognized, and so we are very
9 proud of that.

10 MS. SALAK: As you should be. We are going to take a
11 break right now to give the court reporter and the interpreters
12 a break. We will come back in about 15 minutes. And you might
13 want to look at the detail on the budget and other information
14 on the outreach. And if you have any additional questions, we
15 will ask them then, or you can ask James then. And then we are
16 just going to make sure that we have covered everything we need
17 to cover, listen to input from you to see what other issues you
18 have.

19 I know, Shirley, we haven't gone through your whole
20 e-mail that you had sent to us. We will finish that up and see
21 if there is anything else you want to cover on that e-mail and
22 then we will talk about where we are going to meet next time
23 and those kind of details. And so I will see you in 15
24 minutes.

25 (Recess.)

1 MS. SALAK: All right. We are in the last stretch
2 here. Did anyone have any more questions for James on the
3 budget or the outreach? I will give you a little time to look
4 at the detail. Again, the budget will be on the agenda next
5 Tuesday, which is the 20th? 20th, thank you. The 20th. We
6 have recommended approval of the budget. We also have a
7 recommendation for our new members. It will be on that day for
8 the recommended approval of those three members.

9 And there may be a substitution. I know there was a
10 discussion between Mr. McDonald about Mr. Kemble about Mr.
11 McDonald taking the position instead of Mr. Kemble. So that
12 may happen, but we would have to get a recommendation, a letter
13 from them stating that beforehand. So I don't know if that
14 will happen. But it is my understanding that Mr. McDonald will
15 be filling in for Mr. Kemble the majority of the time, if not
16 always. Mr. McDonald had to leave today due to a conflict.
17 But that is my understanding of what is going to happen. So
18 Tuesday that will happen, and it should be the first thing on
19 agenda. We haven't gotten any questions on it from the
20 Commissioners, but we will find out then how they feel about
21 the budget.

22 So, Shirley, I wanted to go through your e-mail to
23 see if you had any items on here that we haven't covered yet.
24 I know we discussed briefly poor spelling of the operators, and
25 that will be part of the quality of service testing we will be

1 looking at. And the accent, we discussed that at length. And,
2 again, I will be consulting with our attorney to find out
3 exactly what kind of authority and whether or not -- how much
4 testing we can do. I know we can do quality of service
5 testing. We have been doing that. It's just if we are going
6 to -- how many other things we can do. I need to publicize and
7 educate business owners. I'm just reading off the e-mail.
8 Business owners and educate them about the benefits of the
9 business partner program.

10 Shirley, you heard James' presentation. It appears
11 that there is over 1,000 users right now, so that might be good
12 information to pass on. I don't know whose suggestion that
13 was.

14 Number four, I think, is addressed by the protocol.
15 We have committed to talk to Ken about that tomorrow. Number
16 five, the suggestion is that the operator types the dialogue of
17 what the operator says to the person they are calling and that
18 the operator should type that. So is that a -- I just wanted
19 some input on how everybody feels about that one.

20 Chris.

21 MR. WAGNER: I think that it should be very direct
22 that the hard-of-hearing person -- okay. I will start again.
23 Let me say this, that I believe that what she meant by that in
24 number five is that when we make the phone call to a hearing
25 person, we want to be sure how the operator introduces

1 themselves and their explanation of the Relay Service. And I
2 am waiting, and waiting, and they are explaining, and then
3 later we find out that it was different than what we thought
4 was being explained.

5 MS. SALAK: Uh-huh. So what you are asking for --

6 MR. WAGNER: That's what I am assuming was meant by
7 this.

8 MS. SALAK: And I believe that is the way I interpret
9 that, also. So what is being suggested is as the operator
10 speaks to the person on the other end, that they type it which
11 doesn't seem to be -- I mean, is there any reason why that
12 should be a big deal to do that?

13 MR. ANDERSON: It is almost related, if I may.

14 MS. SALAK: Certainly.

15 MR. ANDERSON: I think this is a good time for me to
16 say something about Relay Services, because I use the telephone
17 for the hard-of-hearing. I'm not a great Braille reader. I
18 often make phone calls to deaf friends who are in-state and
19 out-of-state, and my greatest concern is that some operators
20 have -- their pronunciation, the way they speak on the phone is
21 not really clear often. I could imagine many hard-of-hearing
22 people in the State of Florida like myself, especially senior
23 citizens who are losing hearing and will deny that they are
24 losing hearing, and I'm sure when they try to understand on the
25 phone some of these operators are not very clear, and sometimes

1 they wait a full minute reading what a deaf person might be
2 typing, maybe a good sizeable paragraph, then he starts to
3 speak to me. And that deaf person that is typing doesn't know
4 that I am way behind. And it is sometimes very hard for me to
5 try to remember everything that is being said by the operator.

6 And then when I ask the deaf person or
7 hard-of-hearing person, I think I follow what you are saying.
8 I will be happy to give an example. One state, I'm not going
9 to name the Relay provider, but I will say that in that one
10 particular state the operator was great. I mean, I have had
11 several phone calls and they were able to keep up with my
12 speaking through the phone, typing all the messages, and also
13 was able to voice back to me with inflection, not a monotone
14 speaking, but really if that deaf person is angry, that
15 operator will tell me by inflection.

16 So I think the most -- in that area, I think FTRI or
17 someone needs to establish a training program to train
18 operators how to be able to show the person's feelings. Many
19 times I don't know if my deaf/blind friend or my deaf friend is
20 angry, or happy, or what.

21 MS. SALAK: Mr. Anderson, I know you didn't want to
22 share the state and the provider, but would you, please.

23 MR. ANDERSON: AT&T. Sprint is doing better
24 (inaudible) and the state was Kansas. And most of the states
25 are very good. I'm not being critical of Florida, because

1 Florida has a very, very high turnover of operators. I would
2 have to admit that that is not (inaudible) job. And many
3 people, I could get an easier job for 7 or \$11 an hour than
4 trying to speak and type messages between a deaf or a
5 hard-of-hearing person with a hearing person.

6 I will be very honest about it that it is grossly
7 underpaid. This is a very, very tough job. My wife had a very
8 important case that she needed to discuss in Texas with a
9 judge, and fortunately, we had a very good CA, communications
10 assistant. But if she happened to have a bad one, she will
11 hang up and try again.

12 So one of two things, either -- I don't know, I have
13 been out of this for so long, but the important thing is we
14 really need to strengthen the communications assistant training
15 program. We need to pay them more money. If we can't pay more
16 money, give them at least fringe benefits. I think this is
17 where Florida is missing it, because I can compare Florida with
18 other states, other states pay more money. But at the same
19 time, we also have a variety of foreign speakers. Spanish we
20 have -- so this is another problem area. But then again, I
21 think that FTRI deserves more money to work with AT&T and
22 Sprint to really provide the best training possible and a
23 better way of screening applicants.

24 MS. SALAK: Thank you, Mr. Anderson. All right.
25 Well, I will address that with Sprint when I call them tomorrow

1 to see if we can have the operator type what they are saying.
2 I can guess the answer, but I will broach it with them.

3 There is the issue about Miami on number six. You
4 mentioned the threat of hurricanes. The complaint mentions the
5 threat of hurricanes. It would seem that that would be pretty
6 much anywhere in Florida. I mean --

7 MS. JONES: I think that what -- I don't know who
8 wrote this, I mean, but I think that there was -- that they are
9 fearful that things might happen there as they happened in the
10 terrible hurricane that we had in Miami.

11 MS. SALAK: Hurricane Andrew? That horrible one a
12 few years ago? Yeah.

13 MS. JONES: The operators were criticized. And here
14 again, you know, I don't know whether it was legitimate, and
15 you can't expect people to show up for work in a hurricane, you
16 know, but I have to relay the --

17 MS. SALAK: No, I appreciate that. But my
18 understanding is that if we have something like that happen,
19 then our traffic is exported to some of their other call
20 centers. So even if Miami shuts down totally, you should be
21 seeing our calls picked up by another state. So --

22 MR. HARDY: I remember when we had Hurricane Floyd
23 FAD filed a complaint with the FCC. I think you got a copy of
24 that, Beth. We had a lot of people who called and they were
25 closed, but they did not route the calls. Do you remember that

1 in that particular hurricane? So we filed with the FCC and
2 they made a new law now. That was two years ago.

3 And the ruling was made that you must route right
4 away or leave a message on the answering machine that will say,
5 please hold, we are transferring your call to the nearest call
6 center, and tell them where. But there was nothing at that
7 time. We kept waiting and waiting and waiting. I thought
8 something was wrong with my line, so I would try again to make
9 the call. I asked my neighbor to pick up the phone, and, yes,
10 the call went through, but there was a voice message on the
11 end. But the TTY operator would not answer. It was only a
12 hearing person. It was a very confusing time. Do you remember
13 that?

14 MS. SALAK: Uh-huh. Number seven, it is just an
15 overall discontent with Sprint. Is that what I'm getting, and
16 is that universal or is that -- it is universal? Or is
17 there --

18 MR. HARDY: I don't understand number seven.

19 MS. SALAK: I was just wondering if a lot of people
20 feel that Sprint is just an inferior Relay provider, or if they
21 think that there are universal problems that are inherent to
22 Relay that we just need to take care of. I mean, I don't know
23 if they think Sprint is particularly bad, or if they think this
24 is the same with all carriers, that is my question. Because I
25 understand that MCI had its own issues when they were the

1 provider before, and so I was just wondering if there are some
2 universal problems out there, you know, or are there
3 Florida-specific problems.

4 MR. HARDY: I would like to add one thing. I know
5 that some people have mentioned that they don't get Relay calls
6 from Florida, they call other states to make Relay calls. They
7 don't use the 711 number, they use a full 1-800 number.
8 Because if they use the 711, it will go to the Florida Relay.
9 So some people call like what Harry was just describing,
10 exactly what happened in D.C. I planned to call AT&T. Well,
11 we could have a consumer's choice at that point.

12 But personally, I never make a business call using
13 FRS. A business call I am speaking of now. Never. I use a
14 fax or e-mail. Because I have had a problem with
15 misunderstandings before because I didn't understand the
16 message, and there was a big problem. So never again.

17 MR. ANDERSON: May I comment on that?

18 MS. SALAK: Please do.

19 MR. ANDERSON: I didn't call Kansas. I told my
20 friend in Kansas you (inaudible) call me. I refused to use the
21 Florida Relay Service. I couldn't remember if it was MCI or
22 Sprint, but the point was that both of us began to realize that
23 there was some misunderstanding between us and we had a
24 communication breakdown. Then one time she called me through
25 AT&T, she had a communication assistant, CA, and we spent three

1 hours with the same CA person. And when they switched off, we
2 didn't even know.

3 One thing I didn't like was when I am in the middle
4 of a very important discussion, I'm talking about here in
5 Florida, then the person would -- the CA person would suddenly
6 interrupt (inaudible). The new CA had no idea what was going
7 on. He walked in right in the middle of a very important
8 discussion. So that person was trying -- I could hear that
9 person stop and reading, hold on just one minute, let me catch
10 up and all of that. So that was another area of the problem.
11 I can't speak for other deaf, or deaf/blind people, or other
12 deaf people, I can only speak for myself.

13 MS. SALAK: Thank you. So is that a common problem,
14 about CAs changing in the middle of your conversation? Yes,
15 I'm seeing.

16 MR. HARDY: Yes. All the time. All the time.

17 MS. SALAK: Okay. I see number eight as a compliment
18 for FTRI. James, do you have a copy?

19 MR. FORSTALL: Yes, I do.

20 MS. SALAK: More kudos for James today. And the same
21 with nine, they say you are doing a good job again.

22 MR. ANDERSON: It's interesting. (Inaudible.)

23 MS. SALAK: I'm sorry.

24 MR. ANDERSON: I have to hear what the topic is.

25 MS. SALAK: Okay. Well, I can -- number nine says

1 that they think FTRI is doing a good job educating the business
2 community. And it says the Civic Group Certoma (phonetic) was
3 impressed and motivated by a presentation. I don't think it is
4 unreasonable to expect us to try to find prospective business
5 partners. It is good community relations. And that is
6 somewhat what number eight said, also.

7 MR. HARDY: I would like to add something on number
8 nine. I am on the board for the Alachua County government.
9 They praise FTRI's Business Partnership Program. They gave us
10 all of these and we handed them out. They really were teaching
11 and training their staff and really very complimentary. I want
12 to compliment James on that. Really. It impacted our
13 government.

14 MS. SALAK: Excellent. James, it's your day. Number
15 ten, if business personnel are still waiting for Relay callers,
16 that is par for the course, but all is not lost. The business
17 people are now trained, and as word gets around, I believe
18 Relay callers will take the initiative and make calls with
19 confidence. And I am assuming, again, this is because of
20 James' outreach. The question is did James write all of these?

21 And then number eleven. An outreach representative
22 made an excellent presentation at the retirement community
23 where I live. He demonstrated equipment available, residents
24 filled out applications and picked up their equipment at the
25 FTRI office. I think we should make a point of showing our

1 Relay equipment at every opportunity.

2 MS. JONES: I wrote that one.

3 MS. SALAK: You wrote that one. That must be
4 Jonathan. Was that Jonathan that made that presentation?

5 MR. FORSTALL: Jonathan, right.

6 MS. SALAK: Yes, his new outreach specialist that
7 came to work with FTRI. He seems to be busy and traveling
8 around quite a bit. He seems to be making a difference and
9 that is great.

10 MR. ANDERSON: May I say something?

11 MS. SALAK: Yes.

12 MR. ANDERSON: I have to really -- I want to tell
13 everybody here that we are very, very proud of Florida. I have
14 lived here 31 years, and I have seen it grow. And I was one of
15 the first that helped get, you know, the TTY Relay services in
16 Florida many years ago. And James said, "How come you are so
17 quiet?" I said, "I have been out of touch all of these years,
18 James." But what I want to share with you, James is a very
19 marvelous young man. I don't know if he is young, I can't see
20 him, but --

21 MR. FORSTALL: Yes, of course, I am young.

22 (Laughter.)

23 MR. ANDERSON: I wanted to share with the
24 Commissioners here and everyone here that James and I are
25 serving on a task force helping the State of Washington. I

1 need to name this woman. Her name is Carlene -- James, help me
2 with that.

3 MS. SALAK: Rosmarion (phonetic).

4 MR. ANDERSON: Rosmarion. She has been working --
5 Seattle, Washington has the largest population of deaf/blind
6 consumers anywhere in the United States. And for years
7 deaf/blind people have been crying for Braille TTY equipment.
8 And there is one company that makes it. I will speak for
9 deaf/blind people that this equipment that is being produced is
10 not worth this money. James is aware of it, and if any -- if
11 that company wants to complain to the Commissioner, I will
12 vouch that it is not good TTY equipment. The Braille TTY, it
13 does not hold up. It breaks down all the time. And James has
14 every right (inaudible) because if that company ever contacts
15 the Florida Commissioners, please check with James first.

16 It's called TeleBraille (phonetic) task force, the
17 American Association of Deaf/Blind, James is on the team
18 representing FTRI in Florida, and there are other people, the
19 Helen Keller National Center in New York. We have a very
20 brilliant deaf/blind man who is very skilled in TeleBraille,
21 and he has been working with that company trying to help them
22 understand that the TeleBraille that they are providing is
23 inadequate, it is not good equipment. But the future change,
24 he has his own ideas. But back to Seattle, Rosmarion has
25 worked with the task force, and now she is in the process of

1 looking for companies who make TeleBraille. This is an
2 up-to-date high-tech equipment that the deaf/blind want.

3 And I can't say anymore than that because she has to
4 commit to, quote, for lack of a better word, secrecy. It is
5 now in a standstill with her department because they have to
6 write the technical language. Several companies in high-tech
7 are very interested in producing this equipment and we are
8 hoping that this will come soon.

9 James, I will be happy to keep in touch with Carlene,
10 and see if and when. I would like each state, including FTRI,
11 to really support Carlene in that project. It is a very
12 important project, as I said. Thank you.

13 MS. SALAK: Thank you for telling us about that
14 project. I appreciate that. Okay. Is there anything that we
15 haven't covered today that we need to cover? Any other issues
16 that you want to bring up? Yes.

17 SPEAKER: I want to ask a question. I have heard the
18 problems that people are having with the Relay operators, and I
19 am wondering if when you call the Florida Relay can you say, I
20 would like a male number or whatever, or female number CA, the
21 number that they are asking for, maybe you could have on this
22 little sheet this customer database profile, maybe have a place
23 down here where I can say I would like to use this operator,
24 this operator, or this operator, and maybe have a place for a
25 couple of choices.

1 MS. SALAK: When I talk to Sprint tomorrow, I will
2 certainly raise that and see if we can arrange that or not.

3 MR. HARDY: That is a good idea.

4 MS. SALAK: Yes, it is. I think there are probably
5 issues associated with it, but I think it is certainly
6 something that we can explore. So anything else that someone
7 would like to raise? You know, if you haven't done it already,
8 you know that Susan is the woman to get with if you want to be
9 reimbursed. And, again, if you could make sure that we have
10 the right address and the right e-mail address. James, yes.

11 MR. FORSTALL: If you don't mind, I have one more
12 thing to add --

13 MS. SALAK: Sure.

14 MR. FORSTALL: -- about the customer database
15 profile. I just remembered that in June the FAD conference is
16 coming up, and FTRI is scheduled to do a workshop on how to
17 fill out the profile. And I'm wondering if we can get Sprint
18 to commit to a deadline in completing the profile so we would
19 have time to prepare and make the presentations.

20 MS. SALAK: When is your workshop, what day?

21 MR. FORSTALL: June.

22 MR. WAGNER: June 12th through the 14th.

23 MR. FORSTALL: We would probably need at least a week
24 or two to prepare for it.

25 MS. SALAK: A week or two. I'm guessing that part of

1 the issue, and I don't know for a fact, is that they feel that
2 every time they make a change they have to do it nationally.
3 And I'm guessing that is part of the issue, but we will find
4 out tomorrow.

5 We need to discuss topics for the next meeting.
6 Obviously, we will be discussing the Miami center again, and we
7 will be discussing not being able to understand their English,
8 and we will be discussing typing and correct typing.

9 Yes, Chris.

10 MR. WAGNER: Is it possible to have a PRC
11 representative come?

12 MS. SALAK: I can sure ask.

13 MR. WAGNER: I'm sure that we can talk with them and
14 see whether it is possible. Maybe we can ask the PRC
15 representative to come and answer some questions specific to
16 their staff. Not the staff that is gone, but the staff that is
17 there. I wonder if we could ask a representative to come to
18 the next meeting?

19 MS. SALAK: I can do that. I can ask. I will ask
20 Sprint to arrange it and see what they can arrange. I know
21 that it is a large enough contract with PRC, I would think they
22 would want to accommodate it. But we will find out. And what
23 other topics do you believe we need to address again? We will,
24 of course, be discussing the profile form, but I'm thinking
25 that something needs to happen before June or that won't be

1 very useful. Anything else? And as you know, anytime you have
2 a topic that you want added, be sure to e-mail Susan. We try
3 to keep the website updated on topics that have been suggested,
4 and Susan is wonderful at doing that.

5 We need to talk about where we are going to meet. We
6 met in Tampa this last fall, and we were going to try to at
7 least do that once a year. We haven't gotten our budget yet.
8 And, you know, with the usual caveats about we will have to
9 wait and see our budget and all of that, but you had suggested
10 certain places before that you wanted to meet. St. Augustine,
11 Jacksonville, Daytona Beach, West Palm, Miami. Are there any
12 preferences right now where we might try for first?

13 MR. HARDY: We had an e-mail one time from West Palm
14 Beach, and they asked you to consider their area. Do you
15 remember that?

16 MS. SALAK: Yes. And that's why they are on the
17 list, yes. And these are all areas that have been suggested,
18 but we do need to try to focus it a little more right now and
19 see where the advisory committee thinks that it would be the
20 wisest to go next. And, of course, if you have any other
21 suggestions. We did Tampa, so -- of course, we are always
22 looking for free facilities, I have to admit. But if we can't
23 find free facilities, we will pay. So any suggestions on where
24 we should go next? And Orlando, of course, is always a
25 possibility, too.

1 MR. KOTTLER: Well, considering my car is at the West
2 Palm Beach airport, I would go for West Palm right now.

3 MS. SALAK: Well, that would be two of you, I think,
4 that would want West Palm. Considering my folks live in Boca
5 Raton, that's not a bad idea to me, either. West Palm.

6 MR. WAGNER: And also West Palm Beach has the largest
7 deaf and hard-of-hearing population.

8 MS. SALAK: Well, that would make sense, then.

9 MR. WAGNER: We need to consider that. And we could
10 publicize in the area, and I bet a lot of people would come to
11 the meeting.

12 MS. SALAK: Right. I will tell you that personally I
13 was disappointed in the number of people that showed up in
14 Tampa. I was hoping for a larger crowd. And it could be our
15 fault. Any suggestions on what else we need to do to get the
16 word out? It was -- yes, Chris.

17 MR. WAGNER: I think that what we need to do is
18 publicize more earlier rather than closer to the time. Not
19 last minute. I feel that the number was good for last minute,
20 but we do need to publicize ahead of time. And also we can get
21 the word out and get the word around, and a lot of people will
22 know. And maybe we could work on -- around that weekend, have
23 like an FAD board meeting around that particular weekend, like
24 on a Friday. Maybe on a Friday and that would work well
25 because more people would come rather than on a Monday. That's

1 a good idea.

2 MR. HARDY: You would have the whole weekend with
3 your family, think about it.

4 MS. SALAK: Wait, that could discourage me. No, just
5 kidding. You threw me off there. Are there already scheduled
6 meetings for FAD? I mean, are they at certain --

7 MR. WAGNER: Not yet, but I am willing to work in
8 conjunction.

9 MS. SALAK: Okay.

10 MR. WAGNER: So we could go ahead and set up the
11 meeting date today, and then we could start working on getting
12 a place and finding one that was available.

13 Yes, James.

14 MR. FORSTALL: If you have it in the West Palm Beach
15 area, it is highly likely that you will get the PRC people to
16 come. It is very close.

17 MS. SALAK: That's a good idea. That's true. Good
18 point. Very good point. Very good point. Okay. So does
19 anybody happen to know of a place there, a large place?
20 Anybody familiar with West Palm?

21 MR. HARDY: I think they have one place, like the
22 Holiday Inn is very famous for gatherings. But how many
23 people -- let me ask Chris. In the Tampa meeting, how many
24 people do you think showed up, about 40?

25 MR. WAGNER: Chris said about 40.

1 MR. HARDY: I suspect over 100 would show up. I
2 think if we publicize now we would get more than that. What
3 about city hall? What about a room there?

4 MR. KOTTLER: You mean City Place is what it is. We
5 could talk to Joan Gindelzberger (phonetic), who runs the deaf
6 service center in West Palm, I'm sure she would know where to
7 help us.

8 MS. SALAK: Okay. We would like someplace where
9 everybody is comfortable in going, and that there is facilities
10 that there -- you know, if there is a place where everybody is
11 used to congregating, that would be great. I'm just not
12 familiar enough with West Palm. Susan, you had something?

13 MS. HOWARD: We have to make sure that we have a
14 place where we have access to equipment such as we have here so
15 that we can record and do the realtime and stuff like that.

16 MS. SALAK: We have some people that know some spots
17 here because we have Commission hearings around the state. And
18 so we will check with them, too, so we can figure out a spot.
19 Can we concentrate on a date that might be good? This is May.
20 June, July, August, you know. So last year --

21 MR. HARDY: I think the best time would either be the
22 second week of -- or after because a lot of people -- you know,
23 like the snowbirds, they come into Florida about the second
24 week of September. So that is when -- you need to do it before
25 then. Not before. Not before then because of the holiday and

1 vacation and that type of thing. From my experience, four
2 years I have been president of FAD, and I have noticed that
3 before the second week of September people are gone different
4 places. And then after the second week of September, it is
5 more like downtime, people stay home.

6 MS. SALAK: Okay. So I'm looking at the Commission
7 calendar, which is what I have to abide by, and I'm seeing that
8 if we did it October 13th -- I'm only looking at Mondays, also.
9 October 13th, would that work?

10 MR. HARDY: On that Monday? Does it have to be on
11 Monday?

12 MS. SALAK: I was trying to do it so that if FAD was
13 on Friday -- oh, you want us on --

14 MR. HARDY: Friday would be better.

15 MR. KOTTLER: The 13th is Columbus Day, so some
16 people have that off. I don't.

17 MS. SALAK: Okay. Let's try Friday then. I think
18 October 3rd right now is clear, and October 24th, a Friday. Or
19 September 26th.

20 MR. WAGNER: I'm just concerned about -- there is a
21 lot of deaf issues related to the -- happening at the same
22 time, like the Florida Registry of Interpreters for the Deaf.
23 You will never find an interpreter that weekend because that is
24 their convention.

25 MS. SALAK: Okay.

1 MR. WAGNER: So we don't want to conflict with that.
2 So we need to -- they tend to have their conventions in
3 October, so we need to be careful. Maybe before then, like in
4 September. What about that?

5 MS. SALAK: Can you do September -- how about
6 September 26th? That's a holiday?

7 MR. KOTTLER: Rosh Hashanah.

8 MS. SALAK: Oh, thank you. What about September
9 12th? We were looking for two weeks past, you know, two weeks
10 into September, and that would be at the far end of it.

11 MR. WAGNER: That's fine.

12 MS. SALAK: I think we have the 19th free. How would
13 that be?

14 MR. WAGNER: That's good.

15 MR. KOTTLER: Either/or is fine, the 12th or the
16 19th.

17 MS. SALAK: Okay. Our calendar is showing up clear
18 on the 19th. So we will try the 19th, okay? And we will start
19 looking for space. If you could let us know within the next
20 two weeks if you have a space that you can find. I mean, this
21 will all be predicated on us being able to find the right spot.

22 INTERPRETER: Who are you talking to?

23 MS. SALAK: I'm talking generically. I mean, if
24 there is a -- unless someone wants to be the point person.
25 Rick, you're from there, maybe you could --

1 MR. KOTTLER: Yes, I will talk to Joan and see what
2 we can find from our end.

3 MS. SALAK: Right. And if you could let us know
4 maybe within two weeks, and we will be looking on this end
5 within two weeks, and then if we can go ahead and get it set up
6 that would be great. And, of course, we are going into special
7 budget time, so I'm not sure about our budget yet. But if all
8 is maintained then we should be able to accomplish this. It
9 should work. But we will be finding out about that, too,
10 before too long. All right.

11 Is there anything else we need to accomplish? If
12 not, then thank you all for coming. It was a pleasure to see
13 you. And we have enjoyed having the new members here today,
14 and the new almost members here today. Thanks.

15 (The meeting concluded at 3:50 p.m.)
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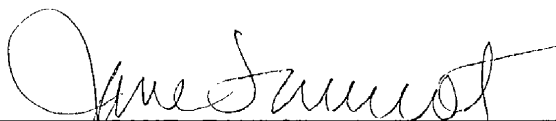
COUNTY OF LEON)

I, JANE FAUROT, RPR, Chief, Office of Hearing Reporter Services, FPSC Division of Commission Clerk and Administrative Services, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 2nd day of June, 2003.



JANE FAUROT, RPR
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