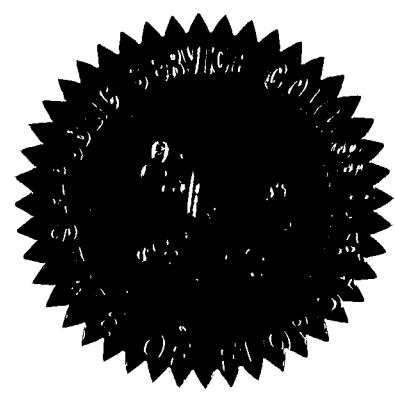


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 040763-TP

In the Matter of

REQUEST FOR SUBMISSION OF PROPOSALS
FOR RELAY SERVICE, BEGINNING IN JUNE
2005, FOR THE HEARING AND SPEECH
IMPAIRED, AND OTHER IMPLEMENTATION
MATTERS IN COMPLIANCE WITH THE
FLORIDA TELECOMMUNICATIONS ACCESS
SYSTEM ACT OF 1991.



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PROCEEDINGS: ADVISORY COMMITTEE MEETING
DATE: Thursday, April 17, 2008
TIME: Commenced at 1:00 p.m.
 Concluded at 2:57 p.m.
PLACE: Betty Easley Conference Center
 Room 148
 4075 Esplanade Way
 Tallahassee, Florida
REPORTED BY: LINDA BOLES, RPR, CRR
 Official Commission Reporter
 (850) 413-6734

DOCUMENT NUMBER-DATE
03524 MAY-18
FLORIDA PUBLIC SERVICE COMMISSION
FPSC-COMMISSION CLERK

1 PARTICIPATING:

2 DEMETRIA G. CLARK, representing Verizon Florida, LLC.

3 KIM SCHUR, representing Deaf Service Center

4 Association Inc. of Florida and League for the Hard of

5 Hearing-Florida.

6 MARY K. MOORE, representing Florida Association of

7 the Deaf, Inc.

8 JAMES FORSTALL, representing Florida

9 Telecommunications Relay, Inc.

10 TOM D'ANGELO, representing Sprint Relay.

11 LEE ENG TAN, ESQUIRE, RICK MOSES and BOB CASEY,

12 representing the Florida Public Service Commission Staff.

13

14

15 ALSO PARTICIPATING:

16 NANCY OSBORN, Interpreter

17 KAT McDONALD, Interpreter

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P R O C E E D I N G S

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MR. MOSES: Okay. We'll go ahead and get started.

Welcome, everybody, to the TASA meeting for the spring training camp. We'll have another one in October.

My name is Rick Moses and I'll be chairing the meeting today. And to my left is Bob Casey, who's in the technical division with me as well and works on RFPs and everything associated with the Relay. To my right is Lee Eng Tan, who is the attorney that is working on Relay, and at this time she'll read the notice.

MS. TAN: Pursuant to notice issued March 28th, 2008, this time and place has been set for a committee meeting in Docket Number 040763-TP. The purpose of this committee meeting is to discuss current and relevant issues related to Relay such as CapTel, service quality and other TRS updates.

MR. MOSES: And we have a new committee member this morning, Ms. Kim Schur. Welcome. We're glad you're with us.

And with that, if you'll -- well, I just introduced you so you don't have to introduce yourself. Mary, if you'd introduce yourself so the rest of them will get to know you.

MS. MOORE: Hi. My name is Mary Moore. I'm with Florida Association of the Deaf.

MR. D'ANGELO: Hi. My name is Tom D'Angelo and I'm with Sprint Relay.

MR. CASEY: Use the microphone.

1 MR. MOSES: Is it on?

2 MS. OSBORN: I don't know. Testing one, two.

3 MR. D'ANGELO: Hi. My name is Tom D'Angelo and I'm
4 with Sprint Relay.

5 MR. FORSTALL: Good afternoon, everyone. I'm James
6 Forstall, the Director of Florida Telecommunications Relay,
7 Incorporated.

8 MS. CLARK: I'm Demetria Clark with Verizon
9 representing the IXCs.

10 MR. MOSES: Okay. Thank you. And with that, I'm
11 going to turn it, with that, I'm going to turn it over to Bob
12 Casey, who is going to go over any FCC updates that's been
13 happening and also anything that's happened here at the PSC.

14 MR. CASEY: Good afternoon. What I want to do is
15 just quickly go over the orders that have been issued since our
16 last TASA meeting back in October. I'm including any orders
17 related to video service or IP Relay. Even though we don't
18 have jurisdiction over that right now, we may end up paying for
19 it down the road, so we keep a close watch on it.

20 The FCC issued an order on October 9th which waived
21 the requirement for VoIP providers to transmit 711 calls to an
22 appropriate Relay center, and they also waived the requirement
23 for a VoIP provider to transfer 711 calls, emergency calls to
24 the appropriate PSAP, which is the Public Safety Answering
25 Point. Correct?

1 MR. MOSES: Yes.

2 MR. CASEY: Okay. I have to check with Rick. He's
3 the engineer. He keeps me straight.

4 On November 19th they issued another order
5 establishing the interstate rates for TRS for
6 telecommunications Relay. As you can see, it's \$1.52 a minute
7 for traditional Relay, \$2.72 a minute for interstate speech to
8 speech, \$1.62 or actually \$1.63, if you round it off, for
9 interstate Captioned Telephone Service, or interstate and
10 intrastate Internet Protocol Captioned Telephone Service.
11 Right now they're covering the intrastate cost of this.

12 They're also covering the interstate and intrastate
13 costs of IP Relay at this time, which is \$1.29 a minute. And
14 that we're going to talk about down the road, the State is
15 assuming those costs.

16 Now VRS, they've changed the reimbursement on that
17 and they have three different levels now. The first level, for
18 the first 50,000 minutes it's \$6.77 a minute; for 50,000
19 minutes to 500,000 minutes it's \$6.50 a minute; and over
20 500,000 minutes, it's \$6.30 a minute. Very expensive.

21 Now the order also clarified the FCC's position
22 regarding providers of TRS lobbying or using the TRS for any
23 other purpose which would influence a customer's choice of
24 Relay provider. In other words, no sales calls.

25 On December 7th they issued a public notice seeking

1 comments on Hawk Relay's petition concerning the provision of
2 Deaf-Blind Relay Services. The petition requests clarification
3 that the Deaf-Blind Relay Service is a TRS service and they can
4 be reimbursed through the Interstate TRS Fund.

5 Now for those of you who are not familiar with it,
6 their proposal would use an interpreter called a Communications
7 Facilitator who would sit with a deaf-blind person at his
8 place, his house, and they would actually make the telephone
9 calls on their behalf and interpret the conversation. Now in
10 the alternate the deaf-blind consumer could travel to a
11 regional deaf-blind center to place a call through the
12 Communications Facilitator.

13 Now these next two slides are ones that I had from
14 the October TASA meeting. I just put them in there in case
15 somebody would like more information on Hawk Relay and this
16 petition they have. It describes it a little more, and it's in
17 the handouts. I also included an actual website where you can
18 go get the whole petition for Hawk Relay, if you're interested.

19 On December 26th, they issued another order waiving
20 TRS mandatory minimum standards for VRS and IP Relay until
21 January 1st of 2009. They did require these -- they did
22 require these standards to be in place January 1st of 2008, but
23 they know that the carriers, the providers were not ready to do
24 this, so they put it off for another year. And as you can see,
25 it's because the voice leg of the VCO call could not be

1 supported on the Internet at this time.

2 On January 8th they issued another order which
3 granted Snap Telecommunications' and Verizon's request for a
4 temporary waiver for a speed dialing requirement for VRS, and
5 their explanation was that Snap and Verizon just needed
6 additional time to implement the VRS speed dialing feature.

7 On January 10th they issued another public notice
8 seeking comment on state Relay program recertification
9 applications, which include Florida, and this is for a period
10 of five years. Comments were due February 11th and reply
11 comments were due February 26th. And I just checked the
12 website yesterday, the FCC website, and we received no
13 comments. Nobody commented on our petition.

14 On February 4th the FCC issued another public notice
15 for Hawk Relay's request for clarification that Internet
16 Protocol Speech to Speech Service is a form of TRS eligible for
17 reimbursement from the Interstate Fund. And in addition, the
18 FCC seeks comment on the jurisdictional separation of costs
19 between interstate and intrastate. We can see this coming down
20 the road. It's an Internet product, but eventually they're
21 going to separate the costs and make states pay for the
22 intrastate part of it. Comments on this public notice are due
23 May 7th and reply comments May 22nd.

24 On February 6th they issued another public notice
25 because they had to increase the size of the fund, the

1 Interstate TRS Fund because of the VRS minutes. They had to
2 increase it by \$83 million because of all the VRS minutes being
3 used.

4 February 7th they issued an order granting a stay for
5 that requirement prohibiting lobbying or any other purpose
6 including attempts to affect or influence a customer's use of
7 Relay service; in other words, sales calls, lobbying. They had
8 some complaints that there are legitimate reasons for the TRS
9 providers to contact these people, including emergency or
10 consumer protection-related purposes. So they decided to stay
11 the order for 90 days while they look at it.

12 Okay. Another order or public notice actually was
13 issued on February 28th, and it clarifies that to receive
14 reimbursement from the Interstate TRS Fund, Internet Protocol
15 Captioned Telephone Service providers must either seek
16 certification from the Commission, that's the FCC, become part
17 of a certified state program, or subcontract with any entity
18 that is part of a certified state program. In other words, in
19 Florida that would be Sprint Relay.

20 They also clarified that an Internet Protocol
21 Captioned Telephone Service provider seeking compensation must
22 notify the TRS Fund administrator 30 days prior to the date
23 they submit minutes for payment. They're trying to keep a
24 close watch on this.

25 On March 19th they released an order regarding the

1 handling of VRS, IP Relay and IP Captioned Telephone Service
2 emergency call handling. In the order they require that the
3 providers accept emergency calls and deliver them to the
4 appropriate Public Safety Answering Point or PSAP as we call
5 them. And the effective date on this will be 30 days after
6 publication in the Federal Register, but as of today it hasn't
7 appeared yet in the register.

8 They also on -- also on February -- I'm sorry. Also
9 on March 19th they issued another public notice -- this is
10 really boring, isn't it? (Laughter.) They issued another
11 public notice seeking to refresh the record on the feasibility
12 of establishing a global, uniform ten-digit telephone numbering
13 system for Video Relay Service. Now the FCC is committed to
14 completing a final order on this ten-digit numbering plan for
15 VRS by the second quarter of this year and require it to be
16 implemented by December 31st, 2008.

17 What does this tell us? This gives us some kind of
18 advance notice that they may be, that the costs for intrastate
19 IP TRS may be coming to the states. The whole reason that the
20 Interstate Fund has been paying for it is because they could
21 not determine the calling point and the answering point. If
22 they go ahead with this ten-digit VRS system, they will have a
23 system in place where they can track the caller and where the
24 call is going. So we can anticipate those costs coming to the
25 states.

1 On April 4th, the FCC granted VoIP providers an
2 extension of time until March 31st, 2009, to route 711 dialed
3 calls to the appropriate Relay center. And also to -- they
4 also granted an extension of time for their obligation to
5 transfer the 711 emergency calls.

6 Okay. They issued a news release on April 4th
7 announcing that they're going to hold a workshop on the
8 ten-digit numbering system for VRS and IP Relay. The workshop
9 is going to take place on April 29th at 9:30, and it can be
10 watched over the Internet and I've put in the site there. If
11 you're interested, you can watch it over the Internet.

12 As far as PSC updates, staff is preparing a
13 recommendation which we will be filing on April 24th for
14 Commissioners' consideration at the May 6th, 2008, agenda, and
15 this will be addressing the FTRI budget which James is going to
16 talk about in a few minutes.

17 The PSC is also anticipating a letter from Sprint
18 Relay by June 1st of this year to indicate its desire to or not
19 to extend the Florida Relay contract another year for the
20 2009/2010 option year.

21 As I said before, we're keeping a close watch on the
22 VRS and IP Relay costs for all the states, especially Florida.
23 The FCC still maintains that it's going to shift the costs to
24 the states for VRS and IP Relay. And now that Internet
25 Protocol Captioned Telephone Service is coming on the scene,

1 they're going to do that, too, shift the cost of intrastate
2 costs to us.

3 And there are still many questions that need to be
4 answered. When will it happen? Well, with the ten-digit VRS
5 numbering order being finalized in the second quarter and the
6 FCC requiring implementation by December 31st, it might be
7 coming pretty soon. Now everybody believes that the FCC is
8 going to give the states a notice on this. As far as how long,
9 we don't know. They may give us a six-month notice, a year or
10 two years, but we can't determine that at this time.

11 There's also a problem because by law we only have
12 one provider of Relay Service in Florida. If there are a dozen
13 VRS providers, that poses a big problem. How would the bidding
14 process be handled? Would it push us over the 25-cent
15 mandatory surcharge for Relay that we have in the State of
16 Florida? Are we going to have to supply equipment for these
17 new technologies for VRS, IP Relay, IP Captioned Telephone
18 Service? Now I estimated the impact for just VRS and IP Relay
19 for Florida, and it's over \$2 million a month or \$24 million a
20 year additional.

21 I did a few graphs here just to show you the trend
22 for the different minutes. This first one shows the regular
23 TRS minutes. And as normal, it's going down because of the new
24 technologies. You can see it going down. CapTel minutes are
25 steadily climbing. We've also been keeping track of IP Relay

1 minutes and VRS minutes for Florida.

2 On the NECA website, National Exchange Carrier
3 Association, I believe, right, they have a listing of all the
4 minutes for the different states, and I try and keep track of
5 that simply so we know what kind of costs we're going to have
6 to absorb when it does come to us. IP Relay, it's been pretty
7 steady. VRS is just climbing and climbing.

8 I made one graph here showing a comparison of all the
9 TRS minutes. That's VRS minutes, IP Relay minutes, CapTel and
10 regular TRS minutes. As you can see, they're all kind of
11 coming to a point, coming together there at the end.

12 This is a graph I got from the NECA website. I
13 thought it was pretty interesting because it's almost the same
14 as ours. As you can see, VRS is going up, continues to go up.
15 IP Relay is kind of leveling off. Regular TRS minutes are
16 going down. So the same thing that is happening in Florida is
17 happening nationally.

18 And with that, I'm going to turn it over to Sprint.
19 And it'll just take a couple of minutes. We've got to hook up
20 his laptop.

21 Does anybody have, does anybody have any questions
22 while I'm doing this?

23 Yes. Go ahead, Mary.

24 MS. MOORE: I have a few questions but not with
25 regards to this. I want to add my thoughts to this thing. I

1 don't know if this is the right time to do it.

2 MR. CASEY: Was it about the orders or anything that
3 I've just talked about?

4 MS. MOORE: Okay. Let me read that. I'm sorry.

5 MR. CASEY: If they're just general questions, we're
6 going to have a session at the end where you can ask any
7 questions.

8 MS. MOORE: Okay.

9 MR. CASEY: It's your choice. It's up to you.

10 MS. MOORE: I'll let them finish and we'll do it
11 then.

12 MR. CASEY: Okay. That's fine.

13 (Pause.)

14 MR. D'ANGELO: Great. Hello, everyone. It's good
15 afternoon, I guess I should say. My name is Tom D'Angelo, and
16 I have a few things here I wanted to talk with you about Sprint
17 and Sprint Relay. You know, it's my last time to stand here
18 before you, and it's been a wonderful experience to work with
19 you the last three years. And I've enjoyed working here,
20 meeting each of you and seeing how this goes along.

21 Several things here I want to talk with you about,
22 the different services. First of all here, Bob shared a little
23 bit about this. The volume of calls, you know, you can see how
24 it's gone up and down, TRS communication services. Over the
25 last year you can see how it's kind of leveled off. And the

1 month of January it's grown and then it's kind of gone down a
2 little bit, 160,000. And comparing last year to this year,
3 it's not quite finished yet, of course. We still have more of
4 the year to go, but you can see that there's been a good number
5 over the last year and comparing those two years, 176,000. I
6 know just since February you can see here how many thousand
7 there is. Several more calls.

8 And this is about CapTel. This sign here is CapTel.
9 That's how you show it. I wanted to show you. See, here's the
10 sign, CapTel. That's the sign for CapTel. Yeah. Because it
11 was captioning and the phone call at the same time. CapTel.
12 Yeah. Do you use that, James? Yeah.

13 You can see how this has really grown a lot. There's
14 a lot of customers that are using CapTel now compared to last
15 year and this year. And last year there was about, on average
16 about, about 70,000, and it's increased now a few thousand
17 more, about 4,000 or so, 78,000. And I think it'll continue as
18 we go along. Yeah. Do I need to sign slower for you?

19 (Laughter.)

20 This is related to quality here. You can see that
21 it's, the quality has been pretty good. It dipped a little bit
22 and now it's back up, we think, about, about 97 percent now,
23 but it varies.

24 I wanted to let you know about public -- about
25 CapTel's advertisements. It's really important to get the

1 information out to different communities.

2 (Interpreter pause.)

3 MS. OSBORN: I'm sorry. Oh, I'm sorry. The
4 different cities. Yes.

5 (Interpreter pause.)

6 MR. FORSTALL: 612 spots.

7 MR. D'ANGELO: 552 customers that had requests for
8 information through the PSAs. So we feel like that's a real
9 success.

10 We have some commercials about what's going, what
11 we're going to do in the future. Here's a bit of a video
12 explaining that.

13 (Playing video.)

14 I'm sorry. I guess the sound wasn't working, but my
15 laptop is deaf like me. (Laughter.) Would you like for me to
16 do it again with the sound?

17 Okay. Next I want to talk about services that are
18 spreading out through -- and it's similar to the service with
19 CapTel but it's Internet, Internet based. It could be a laptop
20 PC or a Mac, and they worked in conjunction together, oh, to
21 download those services. And I can demonstrate to you how that
22 works here. I think it's easier for the interpreter if she can
23 see this, too.

24 On March 5th this was implemented. It's really only
25 been online for about a month. So the State of Florida right

1 now is the only one. So people are using that service. Really
2 no special equipment is needed. You don't have to have a
3 computer or a laptop, you know. You can use your phone or a
4 dial-up phone.

5 It's user friendly. They can make the fonts
6 different sizes, different colors, you know, change the
7 different background, various things. And it's so nice because
8 they can print and they can save it. People like to be able to
9 save their conversations. And they can have a contact list.
10 It's ready, it's right there, they don't have to memorize it.
11 If they travel, it's right there and they can use it, you know.
12 They can pop it up and then their list is right there. They
13 don't have to memorize it. They can use it anywhere. And this
14 is kind of what the page looks like.

15 You have to register, of course, to set up for the
16 service. But it's a plan sort of like 911 of, you know, you
17 have to connect to it first and then, and then you set up your
18 profile and then it travels with you wherever you go. It's not
19 limited to just home use. And once you register, you get an
20 e-mail for your verification, one user per person to prevent,
21 to prevent fraud. So there is a password attached to it as
22 well. Once registration is done, then you're ready to go.

23 MR. FORSTALL: Can you explain again, can you explain
24 again, you're saying only one person can register for each --
25 explain that a little bit more.

1 MR. D'ANGELO: Sure. One person can register per
2 e-mail. Like if you have four e-mails, you can register each
3 of those.

4 MR. FORSTALL: Okay. Okay. That doesn't mean where
5 it comes from. It's by e-mail only. Okay.

6 MR. D'ANGELO: Yes. For example, a customer who
7 wants to separate his work from his home, you can register your
8 home and focus on that, your friends and your family, and then
9 you register at work for your business name. You know, then
10 you can keep them separate. Uh-huh.

11 Okay. The next one. How do you do the e-mail
12 process? Well, here you have a phone number like a cell phone,
13 you know. You dial that and it sends it. And then the call
14 comes back and then you call to whoever you want to and that's
15 the process. Sort of like e-mail; it's online.

16 The next one. You call there first and you get
17 connected, and then they tell, you tell what number you want to
18 call. And if they're talking, then it's captioned. It's right
19 there. It's the same as, the same system in process as the
20 CapTel. Everything is the same after that, the same process,
21 and you see it on the screen. Okay?

22 You can get a call, too, from the CapTel through
23 calling through this number. And then they give you your
24 personal number to that and that calls you and that's how you
25 get the connection on the Web and the captioning. When a

1 hearing person calls you, give them the instructions and that
2 number, and if they have questions about calling CapTel, they
3 can. Does anybody have a question?

4 Okay. Next one. On the Internet a thing will pop up
5 and ask if you're ready to accept a call. If you don't want to
6 get the call, then it will register on your computer. That
7 person will register and then connect with you later. The
8 computer will find out where you are and then make the
9 connection. If a person is not on your screen, that person
10 won't be able to receive the call.

11 Really this is the point right here. People that
12 have low vision, you know, and it's hard to read the
13 captioning, you can make the font larger. People who have
14 cable, people who are sitting at their computer every day for
15 business who e-mail a lot, it's perfect for them, and people
16 who are comfortable with their computers. And senior citizens
17 as well, they're not comfortable with computers, you know,
18 CapTel is great. It's nice to give individual choices. And
19 this will work on a Mac. And anywhere -- you can travel and
20 you can call internationally. It doesn't matter. And the
21 cost -- but there is a cost for the phone, of course, and for
22 the number of minutes that you use. It depends on, you know,
23 if you have a phone at home, that's, there won't be any cost.
24 But if you have a digital cell phone, then it will cost -- you
25 will use up your minutes. At a hotel, too, of course, there is

1 a charge there. It doesn't have Caller ID, but we're working
2 on that. Right now all the area code that will pop up on it is
3 608, but eventually we will have Caller ID. Okay. Next.

4 MR. FORSTALL: Tom, I have a question. I have a
5 question for you. I know right now the FCC is responsible for
6 paying for all the CapTel minutes through the Internet. When
7 the 10-digit number comes up, that means it's going to stop,
8 will be passed on to the state. How will you be able to
9 identify -- will there be a problem with local and long
10 distance calling? Do you know about that?

11 MR. D'ANGELO: It depends on what percentage the FCC
12 is planning to do with the ten-digit number.

13 MR. FORSTALL: Like Bob mentioned?

14 MR. D'ANGELO: Like Bob was saying, yes. They're
15 working on one, yes. Yeah. They're working on it and it's in
16 process. And then it'll depend on what happens here in this
17 state, you know, when it's set up in registration. And I'm not
18 really sure what percentage, but, but eventually they will,
19 yes.

20 Customer service support, and if there's a problem
21 with the Internet, et cetera. Okay?

22 (Interpreter pause.)

23 Sprint is working to dedicate --

24 (Inaudible. Not on microphone.)

25 MR. MOSES: Mary, Mary, we need to get your

1 microphone on for the real-time reporter, please. The
2 interpreter --

3 MR. D'ANGELO: That will be the focus on the table
4 for right now.

5 MR. MOSES: Tom, wait a minute. Tom. Tom, time out.

6 MS. MOORE: Would you like me to help with this?

7 MR. MOSES: Yes, I would, but you need to turn your
8 microphone on. Can the interpreter please tell her, because
9 she's not -- okay. If you can just turn the microphone on.
10 That's all. Okay. Okay. Thank you.

11 MS. MOORE: Okay. It's on there now. Do you hear me
12 fine?

13 I'll help you. Okay.

14 MR. D'ANGELO: I want to focus on promoting with,
15 with Sprint WebCapTel, make sure they know how to use it. We
16 will try to work with FTRI. If the customer prefers CapTel,
17 we'll refer them. If they want more information on WebCapTel,
18 which -- okay. Any questions on that?

19 MR. FORSTALL: Will the six to eight outreach
20 specialists be contracts similar to the other ones today or are
21 they going to be full-time Sprint employees?

22 MR. D'ANGELO: Thank you for clarifying that.

23 Under the contract there's not full-time employees.
24 They'll be working directly to me. I'm looking for, I'm
25 looking for major cities like Miami, Fort Lauderdale, Orlando,

1 Tampa, Jacksonville where they can promote and spread out for
2 the community.

3 MS. SCHUR: I notice with your PS -- I notice with
4 the PSAs it kind of stopped at West Palm Beach. I didn't see
5 any PSAs for South Florida, Fort Lauderdale, Broward and Dade
6 County. Was there a reason, or are you going to be doing that
7 in the future?

8 MR. D'ANGELO: Yes. The budget, you know, we have
9 limited budget. Miami, their commercials are very expensive in
10 Miami. Look where the high number of customers that use CapTel
11 based on FTRI's record, where they got the equipment, that's
12 where they're supposed to -- all the area.

13 The next step, South Florida is the next step. Does
14 that answer your question?

15 MS. SCHUR: Not really. Will you be doing PSAs in
16 South Florida? You don't know?

17 MR. D'ANGELO: Outreach is done May 30th here. I'm
18 passing it on to FTRI now with the -- FTRI can pursue. I don't
19 know. Something that James and I have to sit down and discuss.

20 James, do you have anything to add? Are you thinking
21 about it?

22 MS. SCHUR: I think we're talking about, we're
23 talking about this, WebCapTel, we're talking about the Sprint
24 system, not necessarily the CapTel system, the CapTels that
25 FTRI provides. Those we do have -- there are PSAs and there

1 are information that comes out of the RDCs. But this is a more
2 elaborate PSA, and I'm just wondering why South Florida's been
3 ignored. So that may be something to think about.

4 MR. D'ANGELO: That's the wrong word, neglect. No.
5 I think, I think we did hit some stations --

6 MS. MOORE: Chapter 12 -- oh, 12. I'm sorry. Say
7 that again.

8 MR. D'ANGELO: 612 spots, we're looking at whether
9 South Florida can share that information with you. Our
10 commercial focused on CapTel, not WebCapTel. They're separate.
11 WebCapTel just started in March right after the PSA was sent
12 out. Maybe that is something we can look at. For right now my
13 focus is to hire six to eight outreach specialists in Florida.
14 Okay.

15 MS. MOORE: I'm telling him to slow down.

16 (Laughter.)

17 Say again.

18 MR. D'ANGELO: Oh, I want to touch base on another
19 product, VRS for PCs. Just like what Bob mentioned, the growth
20 in VRS, Video Relay Service, because of convenience, they can
21 call anywhere you want, laptop computers, you can go to your
22 friend's house or you can travel and you make calls. It's
23 really nice and convenient how it works. I'll show you.

24 You can be able to resize your video screen, you can
25 type the text, make it -- if the picture is not clear, you can

1 type in the text. You can send the text information across it.
2 I will show you how it looks in a moment.

3 Next. We have instructions how to use this back
4 there on the table about it's a simple procedure how to use the
5 VRS. You just sign up and register and just the same with
6 WebCapTel, you can just sign up and log in and go from there.

7 Back up. I will hold the demo. Move on with next.

8 Sprint offers pagers. We have different kinds of
9 pagers. In Florida there's a high demand for wireless devices.
10 We've done a lot of phones in Florida; more than any other
11 state. I think it's because many senior citizens want to be
12 accessible where they can go in a hurricane and so forth. We
13 just added a new device called BlackBerry Curve. We got a lot
14 of people signed up for that because it has video, has video
15 capability that you can see on the wireless, and the deaf
16 community, hard of hearing community want that. I offer
17 \$29.99 per month for data plan only, no voice. If you want
18 voice, we will charge you 20 cents per minute. We also offer
19 corporate liable accounts for organizations; deaf clubs,
20 schools can buy as a package. A lot of corporation business
21 buy those through us in Florida.

22 MR. FORSTALL: I have a question. Tom, you said
23 there's a high demand in Florida for the senior citizens. Do
24 you mean that those are deaf, hard of hearing, or can you give
25 me numbers, how high the number is for hard of hearing people?

1 MR. D'ANGELO: Okay. I don't have a breakdown, but
2 the deaf and the hard of hearing -- the order, a lot of orders
3 come from Florida. We suggest that maybe half because of
4 budget, bad credit, that show demand is there. That's why to
5 bring in to you -- I know you're working, working on talking
6 about maybe doing wireless. Maybe those types may benefit from
7 the equipment distribution program. Does that answer your
8 question?

9 MR. FORSTALL: How many of the people that you're
10 saying on the high demand are hard of hearing? I'm curious how
11 many of the hard of hearing people are, are ordering the
12 wireless phones is my question.

13 MR. D'ANGELO: How -- in the community what if you're
14 online. They type it in. I have no idea that person is hard
15 of hearing or deaf. We don't ask that question. But I bumped
16 into several people who are hard of hearing, want to have a
17 voice plan, and that's something we're working on right now to
18 offer especially with WebCapTel, so.

19 MR. FORSTALL: The reason I ask is because a lot of
20 the hard of hearing people are using the BlackBerry for texting
21 or they want the voice plan also. Okay.

22 MR. D'ANGELO: I'm going to show you the
23 Sprint VRS --

24 MS. MOORE: Going to show them what?

25 MR. D'ANGELO: Okay. Sprint VRS, the Video Relay

1 Service, how it works.

2 (VRS demonstration.)

3 Okay. This is what it looks like. Have you seen
4 this before? Yeah? Okay. I want you to be familiar what we
5 have. This is our stock view. This is what we see. This is
6 where they interpret it on the big screen, where the size,
7 where you can change the size, the resolution of the screen.
8 That, that little white space here, that's where you can type
9 your text. Sometimes -- and if they can't see it, blurry, they
10 can type in -- sometimes they want to put the phone number and
11 things like that to make, the operator can call. That's the
12 VRS call. They click on that. If you want to call your
13 friends, your family, your home, they can call through video to
14 video. And there's a phone book that, again, you can put all
15 your different numbers, phone numbers, doctors, pizza, where
16 you travel, you can click on that. There's a save -- you can
17 save, you can save the text conversation based on that, during
18 that session.

19 That's it right now. That's it.

20 MS. MOORE: That's fine. No problem.

21 MR. D'ANGELO: Thank you, Mary, for voicing.

22 MS. MOORE: No problem.

23 MR. D'ANGELO: Any questions?

24 MR. MOSES: Thank you very much, Mary.

25 The other interpreter has shown up also to assist us.

1 MS. MOORE: Okay. That's fine.

2 MR. MOSES: And if she can come forward, that would
3 be very helpful.

4 MR. CASEY: I had a question. Okay.

5 MR. MOSES: You'll need the microphone.

6 MR. D'ANGELO: Bob, you're on.

7 MR. MOSES: Wait a minute. You'll need the
8 microphone. There you go. Thank you.

9 MR. D'ANGELO: Okay. Bob, you're on.

10 MR. CASEY: Okay. I had a question regarding the
11 WebCapTel. Are the CapTel centers in Wisconsin going to be
12 handling WebCapTel or are the Sprint Relay centers going to be
13 doing it?

14 MR. D'ANGELO: Okay. Like I was saying, everything
15 is the same. The webcam will have the same when it comes from
16 the center, and they have a contract with us for services. Our
17 services use a center. It's always going to be the same center
18 for both the webcam and for the Sprint phone. It's just part
19 of the process. It's all the same. Does that answer your
20 question, Bob?

21 MR. CASEY: So you're going to use the centers in
22 Wisconsin?

23 MR. D'ANGELO: Yes.

24 MR. CASEY: Okay. Thank you.

25 MR. D'ANGELO: We don't have any more centers yet.

1 MR. FORSTALL: That was my next question. Do you
2 remember in the past they would talk about expanding the
3 center, adding, adding more call centers? Well, is that still
4 in the plan?

5 MR. D'ANGELO: Yes. We're still in that planning
6 stage right now. We hope to add some more with CapTel. That's
7 our goal right now. And then eventually we'll establish
8 different centers. We're trying to get up to that. In the
9 future we should have some.

10 Bob?

11 MR. CASEY: Has the backup center in Madison, is it
12 up and running?

13 MR. D'ANGELO: Yes, it is. It's running smoothly
14 right now with 200. Everything's the same.

15 MS. McDONALD: What about the backup center,
16 Mr. Forstall is saying.

17 MR. D'ANGELO: Okay. Something else?

18 I just wanted to clarify something with regards to
19 the backup center. It's in Milwaukee. It's the same as with
20 the emergency numbers.

21 Okay. More questions?

22 MR. CASEY: No. That -- so the main one is in
23 Madison, Wisconsin. The backup center is in Milwaukee.
24 They're both up and running 100 percent.

25 MR. D'ANGELO: Right. That is correct. Everything

1 is the same.

2 MR. CASEY: Thank you. Thank you.

3 MR. D'ANGELO: Yes, you over there.

4 MR. MOSES: Kim?

5 MS. SCHUR: Actually this is in response to James
6 about who's using it, hard of hearing or deaf on the IP, this
7 Relay kind of service. You were asking if it was hard of
8 hearing or deaf. Just an observation of what's in our center,
9 it is mostly younger -- if they're going to do it, they're
10 going to be younger, possibly hard of hearing because they're
11 using text messaging. So they'll use the voice also.

12 The older seniors are really not savvy enough to deal
13 with the text, the computer. Very few of my elderly clients
14 are actually even on the Internet. So, you know, that's,
15 that's, that's how I see it as far as hard of hearing versus
16 deaf. The young kids coming up, you know, that's all they use
17 is VRS and, you know, they're very, very savvy. But the
18 older -- maybe the new baby boomers will be more savvy because
19 they use it more and their technology is greater.

20 MR. D'ANGELO: Right. Right.

21 MR. MOSES: James, go ahead.

22 MR. FORSTALL: Yeah. And the reason I'm asking is
23 because if, if -- the State of Florida would like to move
24 towards wireless and I'm always in the back of my mind
25 wondering how the hard of hearing population will be able to

1 benefit from that, because we know that the deaf community will
2 welcome the wireless devices into the program. But I'm kind of
3 interested in learning how will the hard of hearing benefit
4 from it?

5 MS. SCHUR: There's a, there's a phone now called the
6 Jitterbug. Have you seen that? That's a very, very simple
7 wireless, large numbers. I think they have a dedicated Relay
8 operator that will help you even make the calls if you don't
9 know which buttons to push. So maybe that's the way the
10 thinking should go for the population, the senior population
11 that we serve.

12 MR. D'ANGELO: To answer your question, I would like
13 to add something about CapTel and the benefits of the hard of
14 hearing program using the phone calls. It helps as well.

15 And also to answer your question, Kim, about senior
16 citizens. We'll have a workshop that will train them how to
17 text and how to receive text and to send text and also how to
18 use it and the benefits that they will be able to have for
19 that, to use Sprint options for Relay calls and text messaging,
20 things of that nature. It's a very popular program to see the
21 different popular uses of that.

22 Okay? Anything else? Okay.

23 MR. MOSES: Thank you, Tom.

24 MR. D'ANGELO: Well, thank you, everyone, for being
25 flexible with the technical.

1 MR. MOSES: You did good, Tom. Thank you.

2 With that, let's take about a ten-minute break. And
3 I've got one housekeeping matter to remind you of. The lady
4 that's coming in the back door here is named Karen Peacock, and
5 she is bringing the TASA members the forms you need to fill out
6 for your expenses that you've incurred for traveling here. And
7 if you would send them back to her attention, I think the
8 address and everything should be there. Okay. And with that,
9 let's take about a ten-minute break to give the interpreters
10 and everybody else a rest here for a minute. We'll come back
11 at 2:10.

12 (Recess taken.)

13 Next up is going to be James Forstall. He'll be
14 giving us a briefing on the proposed budget for this next
15 fiscal year. With that, James. Thank you.

16 MR. FORSTALL: Thank you, Rick. Good afternoon,
17 everyone.

18 My presentation for the proposed fiscal year 2008 and
19 2009 has been presented to the Public Service Commission staff
20 and I believe will be on the agenda of the May 6th meeting to
21 be approved by the full Commission. At this point the whole
22 budget is being proposed and it has not been approved.

23 Based on the best information available to us, the
24 FTRI Board of Directors has approved a recommendation to
25 maintain the current surcharge level of 11 cents for the next

1 fiscal year. We estimate that the surcharge level of 11 cents
2 will produce a shortfall in meeting FTRI's operating expense,
3 and we have not proposed to revise the current surcharge
4 because we believe there to be sufficient funds in the surplus
5 account to offset the difference.

6 Excuse me. The budget as approved by the board
7 projects total revenue to be \$12,227,668, with the total
8 expenses to be \$12,793,540. The difference of \$565,872 will be
9 transferred from the surplus account.

10 The surplus account. During fiscal year 2006 and
11 2007, the Florida Public Service Commission recommended a
12 surcharge level of 15 cents in order to build a surplus in the
13 TRS Fund in preparation for the FCC mandate for state TRS
14 programs to assume the costs of both VRS and IP. The estimated
15 additional cost burden to Florida for VRS at the time of my
16 presentation when I put it together will be between \$18 and
17 \$20 million annually, with the IP Relay and IP CapTel driving
18 that estimate higher. FTRI estimates to have over
19 \$17.5 million in the surplus account by the end of June 2008.

20 The proposed budget for fiscal year 2008 and 2009, as
21 of March 2008 FTRI has over 395,000 individuals in the client
22 database. It is evident that the FTRI and its contracted
23 regional distribution centers are reaching out to meet the
24 telecommunications access needs of residents who are deaf, hard
25 of hearing, deaf-blind or speech disabled. Outreach continues

1 to be a large part of our efforts, and we are planning to
2 increase these activities in order to continue to reach out to
3 the estimated 3 million potential clients in Florida by
4 creating awareness and telephone independence.

5 Our goals and objectives for next year. FTRI is
6 planning to open additional, additional RDCs throughout the
7 state with the goal of serving more people. We're also
8 expanding our outreach efforts to include more broadcast
9 television advertising as well as print media with local
10 newspapers.

11 Additionally, we've been approached by a state
12 organization that has expressed an interest to work closely
13 with FTRI and the RDCs. We're planning to capitalize on this
14 opportunity and already have some meetings planned. The RDCs
15 will play a major role in this opportunity. And the name of
16 the organization is the Florida Society of Hearing Healthcare
17 Professionals, formerly the Hearing Aid Society, Florida
18 Hearing Aid Society.

19 The operating revenue. Surcharge revenue for fiscal
20 year 2008 and 2009 are based on a 3.88 decrease in the number,
21 total number of access lines reported and estimated in fiscal
22 year 2007 and 2008. The interest income for the next fiscal
23 year is projected to be \$653,587.

24 Operating revenue. Of the total number of access
25 lines times 11 cents, which is the proposed surcharge level,

1 gives us the revenue less 1 percent, which is the
2 administrative cost for telephone companies, plus the interest
3 income equals the net total operating revenues. And as you can
4 see, less the FTRI proposed operating expenses we will have a
5 deficit of \$565.87 -- I'm sorry. \$872 -- let me repeat that.
6 \$565,872 will be transferred from the surplus account.

7 Category I, the Florida Relay. Fiscal year 2008 and
8 2009, budget for Relay is based on projections submitted by the
9 Relay provider with adjustments. The contracted rate is
10 \$.75 per billable minute for regular Traditional Relay Service
11 and \$1.37 per billable minute for CapTel. Using the data
12 submitted by the Relay provider it is estimated year-end total
13 of 6,175,256 billable minutes.

14 Category II, equipment and repairs. This category
15 consists of all equipment purchased as well as repairs. FTRI
16 is projecting the number of equipment to be distributed during
17 fiscal year 2008 and 2009 to be close to the estimated actual
18 of the current fiscal year, which is approximately 42,000 with
19 increases. The total proposed budget for Category II is
20 \$2,630,000 -- \$2,630,000 -- let me start over again --
21 \$2,630,306.

22 Category III, equipment distribution and training.
23 FTRI continues to contract with 19 RDCs that provide services
24 in different locations throughout the state. It is estimated
25 that the RDCs and FTRI will have provided over 39,000 services

1 to clients during the current fiscal year. The total fiscal
2 year 2008 and 2009 proposed budget for Category III is
3 \$1,289,299.

4 Here are the different locations of the regional
5 distribution centers that we have contracted with throughout
6 the state.

7 Category IV, outreach. FTRI is proposing an outreach
8 budget of \$956,542 for fiscal year 2008 and 2009. FTRI, as I
9 stated earlier, will be spending, is planning to spend more or
10 promote more on the TV, broadcast TV and with ad placement.

11 What happens is that you see a breakout of the two
12 different categories, FTRI and the Florida Relay. Whenever
13 FTRI makes, makes purchases of the media time, we combine the
14 two media, the two media dollar amounts so that we can afford a
15 more, better leverage when we buy more all at once. And when
16 we do that, we will provide the broadcast or cable companies
17 with all the PSA, both the equipment and the Relay so they mix
18 them up. But in order for us to get the most out of our
19 dollars, we do combine the dollars together.

20 And Category V is general and administrative, which
21 is the operating budget for the FTRI office in Tallahassee.
22 The total proposed budget for Category V is \$1,396,389, and
23 FTRI currently has 15 authorized positions.

24 And that concludes -- okay. Sure.

25 MS. MOORE: My question is you have 15 authorized

1 positions. Are they all filled now or is that including new
2 ones coming up?

3 MR. FORSTALL: These are current authorized
4 positions. We have three vacancies which we're advertising for
5 right now.

6 MS. MOORE: Okay. The reason why I asked that is
7 because you are thinking about opening more RDCs, so your
8 office is going to need more people to handle the growth.

9 MR. FORSTALL: You're correct. It's been our
10 experience in working with the regional distribution centers
11 and depending on the number of new clients, the volume of new
12 clients that we serve. Right now we're at a level where FTRI
13 can handle the flow. When we get to a certain level, which is
14 about 24,000 to 25,000 new clients a year, that's when we start
15 maxing out our potential or capability with 15 people. When we
16 start exceeding that, that's when we need to start considering
17 adding more staff.

18 MS. MOORE: Okay. Thank you.

19 MR. MOSES: Go ahead, Tom.

20 MR. D'ANGELO: I have a question. I just want to
21 make sure I understand you more clearly. For Category IV, for
22 the media and the PSAs, when they combine for advertisements
23 for FTRI and Florida Relay Service for the state, what are your
24 expectations for, like, something like Miami? Because it's
25 very expensive down there. Will you need good numbers for that

1 kind of advertisement or -- it's just food for thought, you
2 know, for planning. Like \$100,000, you know, just for six
3 weeks. So I was wondering how you plan to support that kind of
4 advertisement, you know, once a year.

5 MR. FORSTALL: It definitely will be a challenge.
6 And because this is going to be our first full year in
7 promoting heavily in broadcast as opposed to cable -- with
8 cable we're able to get a much better leverage for the dollar;
9 however, with broadcast I believe we'll be able to reach out to
10 more people. And what we plan to do and when we combine these
11 two media purchases in both FTRI and Florida Relay, we will be
12 approaching probably the statewide association that handles
13 broadcast and make sure we get the best deal we can, and we
14 will do it statewide. And it doesn't mean -- it all depends on
15 the buy -- according to what you're saying, Tom, is you
16 couldn't promote it in South Florida because of the cost, but
17 you're pretty much able to cover the rest of the state pretty
18 well.

19 And in addition to that, we're going to be doing
20 quite a bit of ad placement. And what I mean by ad placement
21 is advertising in the local newspaper. During the last, during
22 the last half of this fiscal year we have recognized or noted
23 that the RDCs had been participating and advertising locally in
24 their newspaper and were seeing good results out of that. And
25 our goal is to encourage that over the next year and hopefully

1 that they can do the promotion all year round instead of just
2 certain parts of, certain times of the year.

3 So our goal is to, is to, to promote both the Relay
4 and the FTRI equipment program as best we can on the media,
5 including television and newspaper.

6 MR. MOSES: Mary, go ahead.

7 MS. MOORE: James, the only PSA that I've seen so far
8 in the last, oh, four or five years, I only see it at maybe
9 11:00 or 12:00 midnight and that's not prime time. I'm sure
10 many of the people are already in bed, unlike me when I'm
11 always working. But that's one concern that I have. I know it
12 costs more, but I think you might want to consider maybe, like
13 he said, food for thought in your budget.

14 The other thing I wanted to say was the newspaper, I
15 think that's a good idea because right now they're really not
16 advertising. If they are advertised, it's hidden in the RDC,
17 but they don't explain that it's from FTRI. So I think you
18 need to show more what it is and maybe have more -- you might
19 even want to consider what they call it.

20 We have -- I live in Lakeland. We have what's called
21 Polk Voice. It's free, it's cheap, and it's handed out once a
22 week. That's something free. You can write your own article,
23 explain how it works. And anybody can put in -- that's
24 something you might want to consider and look and see what they
25 have, because that's free promotion for you.

1 MR. FORSTALL: Thank you. And I agree with you
2 100 percent. FTRI always jumps on that opportunity to take
3 advantage of free advertising.

4 But what we have done during this past fiscal year,
5 just to give you an idea, if you notice this picture right here
6 on the screen, that is, excuse me, that is the new theme that
7 we are implementing in all our promotions going forward.
8 Because we like to change them. We know after a while, excuse
9 me, some ads get stale and people have seen it over and over.
10 And we feel like introducing new graphics and pictures and new
11 things, you know, tends to draw people or get their attention.
12 And I have some fliers right here that I'll pass out. And we
13 have made those particular ads, we've even customized it to
14 individual RDCs with their own telephone number, their own
15 address. So if a local RDC wants to run an ad in the
16 newspaper, in their local newspaper, they can contact us and
17 request funding for that and we will provide it based on the ad
18 that we develop. So we're building consistency with the ad.

19 And we've done it in Tallahassee, and I'm hoping that
20 some of the Tallahassee people have seen it lately. And it
21 really, really has caught people's attention. And we've seen
22 an increase in the time that we've done it in Tallahassee, the
23 number of people walking into our office has more than doubled.
24 So we know it's working. And we want the RDCs to seek out
25 those opportunities and let us know and seize upon them so they

1 can go ahead and start marketing in their area.

2 MS. MOORE: I have one other question. I have all
3 these built up. The question I have is the big fat book you
4 gave us six months ago at the last meeting, the annual report
5 that you presented to FCC, believe it or not, but I did read
6 it. But I didn't read every page, but I went through the more
7 important parts. And because I'm new to this, this committee,
8 and I had a question about the, the excess, I guess it's called
9 the surplus. In the financial report, Appendix R, it said the
10 revenue less expenses is \$5.4 million. Is that money held for
11 this? What do they do with that money that's left? I was just
12 curious. Do they send it off or do you just keep it until the
13 time it's needed? How does that work?

14 MR. MOSES: Go ahead, James.

15 MR. FORSTALL: Okay. That's a good question, Mary.
16 FTRI, when we develop a budget, what we, what we do first off
17 is we determine what our operating expenses are. Then from
18 there we're determining what revenues are needed to meet those
19 expenses, and that helps us determine where we set the
20 surcharge level. However, if there is any surplus in the
21 account, it is, it is maintained in that account and helps us
22 to use it for next year's budget. Okay?

23 However, as we said earlier, that we build up, we
24 purposely build up a surplus. And probably that \$5.4 million
25 that you're talking about is part of that surplus that is going

1 to be \$17.5 million at the end of this year. And prior to
2 that, prior to having a surplus of \$17 million, because the FCC
3 is going to be mandating these new services, FTRI has always
4 operated on an as close to break-even basis as possible. We
5 are allowed to maintain a \$1.2 million reserve, which is an
6 equivalent of one month's expenditure. Just in case something
7 happens, we would have this surplus available.

8 And any time we have an unusual large surplus for
9 whatever reason, that surplus is considered and factored into
10 the next surcharge level, which allows us to either -- right
11 now at 11 cents, if we were to use the \$17 million, we can use,
12 we can really offer a lower surcharge level. Does that make
13 sense?

14 MS. MOORE: Yeah.

15 MR. MOSES: Mary, to add to that, too, the reason we
16 kept that surcharge at 15 cents prior to this last reduction,
17 and it was to purposely build up that surplus in case the FCC
18 does dump the intrastate portion of these new services on us.
19 Because as you may have heard Bob mention earlier, that we have
20 a statute that says we can only do 25 cents per access line,
21 and that's only wireline services. And wireline services are
22 going down considerably, and it doesn't apply to wireless or
23 any other service. To get a statutory change takes time, if
24 you can get it done at all, and we needed that much money just
25 in case the FCC gave us a short time frame in implementing

1 those services, that we'd be able to pay for it.

2 MS. MOORE: Okay. I have more questions but I don't
3 know if you want to --

4 MR. MOSES: Go right ahead.

5 MS. MOORE: Go ahead?

6 MR. MOSES: Go right ahead.

7 MS. MOORE: Okay. I used to work on a committee in
8 Nebraska, oh, about ten years ago similar to this.

9 MR. MOSES: Uh-huh.

10 MS. MOORE: And they, they charge to the businesses,
11 not to the home lines, but the business, the landline, it is
12 up -- not up to 25 but up to 100 lines. So that's something
13 you might want to consider to raise that number. Because
14 there's a lot of companies that make, make good money.

15 MR. MOSES: We would love to do that, but that's in
16 the statute as well. It would require a statute change.

17 MS. MOORE: I know. But if you're in the process of
18 making some changes because of this intrastate, this is a good
19 time to start looking at other things, not just focus on that
20 one piece. You need to look at the other things that have been
21 changed.

22 For instance, I'm looking at the very last page of
23 the, the Florida Statutes on telecommunications access systems,
24 and it talks about the 13 public safety and healthcare
25 providers required to purchase and operate TDDs (phonetic).

1 They're talking about sheriffs, police departments, things like
2 that. This is going to be moot down the road because not many
3 people are using TTYs anymore.

4 MR. MOSES: Right.

5 MS. MOORE: That needs to be changed because maybe
6 more training dollars needs to be spent on training these
7 people about the different types of access like video phone,
8 CapTel, so there will be a way of being more responsive.
9 Because even though they have a TTY, they're in the drawer. I
10 know this for a fact. I've seen this happen before, that
11 they're stuck in the drawer and they don't know how to use it.
12 I have a TTY at home. I don't even use it anymore. I use
13 CapTel and I also now use the Video Relay, which I love them
14 both, and I like the option of deciding which one I want to use
15 depending on who I'm talking to. Because like my mother, she
16 doesn't like CapTel. Yeah. She doesn't like CapTel very much
17 because there's a little bit of a delay, and she is very
18 impatient like me. And we use the Video Relay to talk to my
19 mother because it's more real-time, it's faster. I use the
20 CapTel and the new WebCapTel, which I love very much, because I
21 use it at work and I can do it right on my computer. Like
22 9:00 to 5:00 I'm doing that. I have a regular phone that they
23 call, there's a two-line, I like the two-line, which is much
24 faster, and it calls me.

25 I find that the WebCapTel is a little bit faster than

1 the CapTel phone. I don't know why, but for some reason it
2 seems to be faster. The only drawback about the CapTel is when
3 I give them my phone number, they have to dial that number.
4 It's not a direct line to my home when they call me. So when
5 you're introducing something to a new person, it gets a little
6 bit awkward. It takes away the easiness of talking to me on
7 the phone. When I directly call them they don't even notice
8 it's there. It's pretty fast. It all depends.

9 But I just want to say that this last section, it's
10 starting to go away. We're going to have to start thinking
11 different things, start thinking big in the future and prepare
12 for it.

13 And like wireless, this wireless thing is the next
14 thing I would like, if I had the money, but I don't have the
15 money to buy me the nice video phone. If I had that, that
16 would be great.

17 If I do travel, I'd like to start bringing my laptop
18 with me and then I can call WebCapTel and then use it. I use
19 that 20 cents on my data plan, but I use that 20 cents a
20 minute. But it's really good because I tell my mom I'm on my
21 way home or I'm stuck on the road here, I can't go. The
22 WebCapTel -- because it's wireless. So there's just so many
23 new technologies we need to be up and up on with it. Thank
24 you.

25 MR. MOSES: Thank you. And we have looked at all of

1 these different types of services that you're talking about in
2 case we are asked by the Legislature for a comment. If they
3 have anybody sponsoring a bill, we'd be prepared to jump in
4 there and offer some suggestions to them. But, again, like you
5 say, those are going to be the changes and the statutes are
6 going to have to be changed in order for us to provide them.

7 MS. MOORE: I'm just checking to see if I have any
8 more questions.

9 MR. MOSES: Take your time. We're way ahead of
10 schedule.

11 MS. MOORE: Oh yeah. I just -- not a question. I
12 want to share, I want to share this idea that I have, and
13 serving on the Association for the Deaf rep, I'm supposed to be
14 working for the people in Florida and I want to find a way to
15 outreach them and get their thoughts about FTRI, get their
16 thoughts about the Florida Relay. And it's really hard because
17 most people don't -- they can call PSC, but it's very awkward,
18 it's not very comfortable.

19 So I'm thinking about -- I have a meeting with the
20 Florida Association of the Deaf next week, we have our board
21 meeting. I'm going to bring up the fact that maybe I can do
22 what is called a Vlog, and I will be signing to the deaf people
23 here. And I'm going to talk to Kathy Borzell, she's not here
24 today, but she works for Self Help -- I forgot that new
25 organization -- HLA, Hearing Loss of America, and see if she

1 can maybe, we can work together to outreach to the people who
2 are hard of hearing and maybe find a way with Cheryl Rhodes,
3 who is the other member of this board, see if there is a way we
4 can outreach them that is accessible to them that they can
5 convey their thoughts. And that way we can bring it back to
6 you what we learn. And maybe some of those questions asked,
7 there might be complaints, are you happy about this or not?

8 Then the other thing is talking about the future. If
9 we have this offered to you, would you use it? Would you use
10 the wireless? Would you do different things? What would you
11 -- would you like to use this? Do you have any comments and
12 stuff? So that way you'll hear not just from a few of us here,
13 but you'll hear -- I just wanted to share that with you that
14 I'm planning to do that.

15 MR. MOSES: We would appreciate that very much
16 because that is the purpose of the TASA board is to inform us
17 of what's going on out there in the community because we're not
18 out there to listen to it. You all have your friends out there
19 and everybody that you're in contact with constantly. So that
20 would benefit us considerably knowing actually what the desires
21 are. And it would help us to work with the vendors to improve
22 the service as well.

23 Tom, did you have a question? Go ahead.

24 MR. D'ANGELO: Yes. First of all, you know, on
25 WebCapTel Live now --

1 MR. MOSES: Can you speak up a little bit, please?

2 Can you speak up?

3 MS. McDONALD: Yes.

4 MR. D'ANGELO: WebCapTel Live now, you know that it's
5 live now, don't you?

6 MR. FORSTALL: The question is are we on live webcast
7 right now?

8 MR. MOSES: No.

9 MR. D'ANGELO: Last time we had it live.

10 MR. FORSTALL: The last time we had the meeting it
11 was live?

12 MR. MOSES: Not to my knowledge. Was it, Bob?

13 MR. CASEY: No.

14 MS. MOORE: Yes, it was. We had a video.

15 MR. MOSES: We provided a video, which is something
16 that's done in-house, but it wasn't being broadcast over the
17 Internet or anything. It was just for archiving the meeting.

18 MR. D'ANGELO: Okay. Okay. Maybe that's
19 something -- with FAD, maybe that's something related to FAD
20 and their association on their website.

21 There's a lot of people out there that don't know.
22 They don't know about this meeting and they don't have access
23 to it.

24 MR. MOSES: Well, it's really not something -- I
25 mean, they can certainly review the minutes and everything of

1 that and the transcripts, if they want to, but it's not really
2 something that we're wanting 100 people to show up and
3 participate in. We're here to meet with just the board. So
4 it's not a town meeting, per se.

5 Yes, Mary.

6 MS. MOORE: Okay. You had a -- the last meeting we
7 had it was live because I saw it on the video on your website
8 that I was able to view all of us during that meeting. And it
9 was an audio transcript as well as a video transcript, and you
10 also have the paper transcript, and that's what he was
11 mentioning.

12 MR. MOSES: Right.

13 MS. MOORE: But this is a good idea that we can do
14 that.

15 Now when you say people can read the transcript, you
16 have to understand not a lot of deaf people can read. Most of
17 them are fourth, fifth grade level. So we have to find a way
18 to be accessible. And that's why I said the Vlog, what the
19 Vlog -- I'll be signing the questions, I'll be signing the
20 event that's going on. So it needs to be accessible to the
21 deaf. Because the deaf, when they read that transcript, I
22 mean, it goes right past them. They don't get it. So we need
23 to think of things. Only a few of us know about it. And a lot
24 of people say, "Who is PSC?" "Who is what?" So I thought this
25 is a way to get out there in the community and start talking

1 about it and maybe become more accessible.

2 I think that maybe we can take, maybe someone can
3 sign -- maybe you can hire an interpreter to sign the
4 transcript saying what happens in the meeting, maybe the
5 highlights of the meeting, and we can show it on the web site
6 to the deaf community or send a link to your page and say, hey,
7 this is signed to the people. That's just a thought.

8 MR. MOSES: Well, and that's a good thought. It's
9 just the problem is with the budget, hiring an interpreter to
10 do that transcript, and particularly since we've hired two
11 interpreters here today, it's getting pretty expensive to do
12 so. And, again, this is a meeting really between the board and
13 the Commission for advice as to what you think we need to do to
14 improve the service or any concerns you have. It's really not
15 for the public, even though it's a public document. I
16 understand your concerns, but --

17 MS. MOORE: I agree with you about the interpreter.
18 I spent the -- if you look at the ADA law, it's a requirement.
19 You just need to plan ahead in the budget and have a line item
20 for that alone.

21 And I didn't want to mention it, but they're not
22 great today, and they weren't the last time. And I'd really
23 like to see if we can find a better one. Or if it requires us
24 to pay more to get a better one, we have to, because I really
25 missed about half of what was in the meeting last month. I

1 tried to read as much as I could because I just couldn't
2 follow. And I had to read the transcript when I got home when
3 it came out, and I realized how much I missed because of not
4 having -- so that's something we want to think about. We can
5 discuss it more later. Okay. Thank you.

6 MR. MOSES: Okay. Okay. All right. Thank you.
7 Thank you.

8 Anyone got any topics you want to discuss? Is there
9 any -- yes.

10 MS. SCHUR: I just, I just wanted to ask one question
11 to James --

12 MR. MOSES: Sure.

13 MS. SCHUR: -- about the state agency that you might
14 be partnering with, that you had put in the state agency,
15 you're partnering, possible partnering.

16 MR. FORSTALL: Okay. It is called -- you want the
17 name of it? Is that what you want?

18 MS. SCHUR: Oh, that would be good. Yeah. You
19 didn't put it, so I didn't want to ask it. I was just
20 wondering how that's going to impact FTRI as you're a
21 non-for-profit and a state agency is different. How is that
22 going to impact you or the --

23 MR. FORSTALL: Okay. This state agency -- it's not
24 really a state agency per -- it's more of a state organization.
25 Let me put it that way. I may have misrepresented that.

1 MS. SCHUR: Okay. Okay.

2 MR. FORSTALL: It's a state organization. It's
3 called Florida Society of Hearing Healthcare Professionals. I
4 think they used to be known as the Florida Hearing Aid Society.
5 And they're a group, a body of hearing aid dispensers. Okay.

6 MS. SCHUR: Hearing aid dispensers. That's -- okay.

7 MR. FORSTALL: Okay. And they have approached us
8 because they are interested in working with us. They serve the
9 same clientele that we do. And what they would like to see
10 is -- this is what they're suggesting, and we haven't, excuse
11 me, we haven't worked out the details yet. They would love for
12 the local RDC to work directly with them. And you may be aware
13 of this, is some of them will not refer clients to some of the
14 RDCs because the RDCs, whatever that particular RDC has in
15 their area sells hearing aids as well. So there's a
16 competition, a little competition going on there. However --
17 I'm sorry. Did you say something?

18 MS. SCHUR: No. I'm going to comment after.

19 MR. FORSTALL: Okay. However, their approach was if,
20 if the RDCs could go to their office to serve the clients when
21 they're there, then they would be happy with doing that.

22 MS. SCHUR: Okay. Just to comment on that. Our --
23 we have a partnership with, you know, Hear X is a huge
24 dispenser of hearing aids and uses audiologists, not hearing
25 aid dealers. So we actually do that.

1 But you're right, there are some RDCs who do do
2 audiology, and the private profit community is afraid that
3 we're going, we're stealing their clients because we're giving
4 them the phones and therefore we're stealing them, which is
5 very unfortunate because they're not selling hearing aids to
6 every person they see and they're not telling them about the
7 phone either. So that's certainly very unfortunate.

8 But, again, you know, remember that a hearing aid
9 dealer is not the professional for testing hearing loss either.
10 So, you know, we have to kind of always stay at the most, at
11 the highest level of professionalism with that. But thank you
12 for giving me that, because that was --

13 MR. FORSTALL: And they're interested and always have
14 been, but there's always been that fine line. And so they've
15 taken a kind of hands-off approach until lately they realized
16 that we need to figure out a way to work together and that's
17 what we're doing. We're interested.

18 And there's a meeting -- their conference is coming
19 up in July and they have invited FTRI to go and do a
20 presentation to the dealers or the people that will be there.
21 And we hope to have some representatives from the RDCs to be
22 there to help all of us understand the procedures and the
23 proper way of doing things.

24 MS. SCHUR: I think it's very important. I don't
25 think it's the RDCs who have not been willing to work with

1 them. I think, again, it's become a contention of they're
2 afraid they're going to lose business. But I think any RDC,
3 when we come to do phones, we come to do phones. That's all
4 we're coming to do. So, you know, we look to you to represent
5 to us that it's going to be done in a professional manner. You
6 know, they're not -- we've seen things where they say come get
7 a free phone and then they sell them hearing aids. So you have
8 to be, you know, careful there. Their business is selling. So
9 we have to be careful that we're not confusing the two.

10 Whereas, when you have nonprofits, as RDCs our first concern is
11 the consumer getting all of the information they need whether
12 they use you or they use somebody else. So, you know, I would
13 be concerned that we keep it at that level, which is what we
14 want to keep it at.

15 MR. FORSTALL: And we recognize that. Because in the
16 past, I'm talking about years ago when FTRI first came about,
17 there were hearing aid dealers out there that were using the
18 FTRI program to promote as part of their promotion to get
19 clients to come to the agencies or their office so they can
20 sell hearing AIDS. And we have prohibited that. We don't, we
21 don't allow them to use our program for personal gain. And
22 so -- and they have, they've been pretty cooperative about
23 that. You're going to find one or two that may not be aware of
24 that procedure that we, after the fact we go in, we talk with
25 them and we resolve those issues. But I thought it interesting

1 that they approached us because they are -- I think they see
2 the benefit in it and they wanted to make sure they're doing
3 everything on that level that you had mentioned.

4 MS. SCHUR: The other question is -- I'm sorry. Just
5 one more.

6 Vocational rehabilitation, does FTRI meet with those,
7 that state organization? Because they are an entry level for
8 many hard of hearing and deaf clients newly identified to make
9 them aware of the phone program. We work very closely with our
10 vocational rehab agencies. If I see a client that comes in, my
11 first response is, "Do you have a phone?" You know, that's my
12 first.

13 But I'm thinking that really on your level that you
14 should be meeting in Tallahassee with the Department of
15 Education, and then possibly you can have the RDCs go into the
16 local vocational rehab centers to do in-services and make sure
17 they have applications and all the things. And we can even do
18 distributions there, you know. So, you know, that's something
19 to look into.

20 MR. FORSTALL: That's a good point. Because we do do
21 that. As a matter of fact, Cecil Bradley, he's on my Board of
22 Directors, so we work very closely. And we have met with his,
23 his, his supervisors to do a statewide blitz on the FTRI
24 program. We did this about two or three years ago. And it
25 would probably be good to redo it over and over again. We even

1 did the same thing with the Department of Motor Vehicles. We
2 approached them and they have agreed to put all our brochures
3 in their, in each of their offices, their branches throughout
4 the state. And they even take it one step further. When they
5 are able to identify that person with a hearing loss, they hand
6 them the brochure for us. So we get pretty good cooperation
7 from different state agencies.

8 MS. SCHUR: That -- am I on? That's really good.
9 The problem with vocational rehab is their counselors turn over
10 so much that you could do it every year and still miss a couple
11 of counselors, so.

12 MR. FORSTALL: I would agree with you there.

13 MS. SCHUR: Yeah.

14 MR. MOSES: Mary.

15 MS. MOORE: James, I have a question. When you
16 mentioned that you might do business with the Florida Hearing
17 Society, it's in the -- is there any provision that that is
18 supposed to go to a nonprofit organization or with not
19 businesses? I'm just wondering. I don't know. I'm trying to
20 read it and it's kind of vague.

21 MR. FORSTALL: Let me clarify the whole comment now
22 that you mentioned that, Mary. I think I know where you're
23 coming from, Kim. They in no way will be distributing
24 equipment, to clarify that.

25 We are -- they're, they're not interested in becoming

1 an RDC or distributor. What they are interested in is making
2 our services available in their office by use of an RDC in that
3 area. In other words, you have staff in your RDC that will go
4 to a particular hearing aid dealer, hearing aid dealer, and you
5 will all coordinate the time, the date, the services that will
6 be provided. We are in no -- and, Mary, you're correct. The,
7 the TASA law does say that FTRI will consider working or
8 contracting with nonprofit agencies. It's not a requirement.
9 It just says that we'll consider it. And that has, that has
10 been our approach all along.

11 But I guess I didn't clarify myself in the beginning
12 when I meant that they wanted to work with, work with us not as
13 an RDC, per se, but as that source or avenue for an RDC to go
14 in and work with them to provide the service because they came
15 right out and said they don't have the staff to do it and they
16 don't want to be held accountable for equipment, et cetera.
17 They just want to be able to make that service available to
18 their consumers via an RDC.

19 MS. MOORE: That's good. That's good to hear. I
20 mean, that's just another opportunity for outreach and that's
21 good to hear. Thank you.

22 MR. MOSES: Tom.

23 MR. D'ANGELO: I have a question for you, for James.

24 I've been thinking about this discussion and I was
25 wondering about the PSA announcement or advertisements with the

1 phone numbers with a direct link to the RDC. How is that done?

2 MR. FORSTALL: I'm glad you brought that up because
3 we did, we did budget in the new budget to develop new PSAs.
4 The ones we have are pretty dated and it's time to create some
5 new ones. And we will use the toll-free 800 number for
6 everyone to call the Tallahassee office. And when that
7 happens, we refer them right back to the local area. It's
8 going to be easier for us, it'll be less expensive for us to do
9 it that way as opposed to trying to customize it for each
10 particular city with a different phone number, et cetera. So
11 we have -- it will be an 800 number. And that will also allow
12 us to do a better job of tracking the calls that come in.

13 MR. D'ANGELO: Okay. I was just wondering because we
14 were getting something from the RDC as far as, you know,
15 crossing that line with customers every day. So I just wanted
16 to throw something out for thought and, you know, get some PR
17 advertisement and make it effective for your staff. And I want
18 it to be successful.

19 MR. FORSTALL: I agree. And to be honest with you,
20 any time we get a phone call from a client, regardless of where
21 they're located in the state, our first intention is to refer
22 them back to the local center. We always do that. We're not
23 equipped to handle the client that calls us from Fort
24 Lauderdale or Miami. Of course, we give them the choice, but
25 we emphasize the importance of going to the local center.

1 Because we want them to know that should anything happen to
2 their phone once they get it, they can get it, you know,
3 repaired, serviced, other services available, and they can get
4 them a whole lot quicker by going to the local RDC.

5 MR. D'ANGELO: I want to go back to one more thing in
6 the presentation for the PSA with the 502 calls. When you
7 refer, how many of them actually get the equipment? You know,
8 is it every once in a while or how successful is it that they
9 get the equipment and it's a direct link to that equipment so
10 then it's smooth?

11 MR. FORSTALL: I would agree. The less phone calls
12 someone has to make, the better. But no matter what we -- we
13 found out, Tom, just this week in looking at some of our data
14 that some calls that have come into our office is because they
15 saw our ad that I had mentioned earlier in the newspaper and
16 for some reason they called their local telephone company. It
17 says nothing in there about contacting their local phone
18 number, I mean, their local telephone company. It's our
19 800 number, it's bold. And we're thinking how in the world can
20 that have happened? Well, anyway, they end up calling the
21 telephone company, who refers them to someone else. So by the
22 time they end up getting to us they have already made two or
23 three phone calls. And I don't know how else to prevent that.
24 I think you're always going to have it. But we, we would
25 prefer one phone number would be best. That's our approach.

1 MR. D'ANGELO: Okay. Thank you.

2 MR. MOSES: Anyone else have anything else they want
3 to discuss?

4 If not, let me remind you again on your travel
5 vouchers, get those back to us so you can get your expenses
6 paid. And we are concluded. Thank you very much.

7 And, Mary, thank you very much for voicing today.
8 That was helpful.

9 (Proceeding concluded at 2:57 p.m.)

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1 STATE OF FLORIDA)
 :
2 COUNTY OF LEON) CERTIFICATE OF REPORTER

3

4 I, LINDA BOLES, RPR, CRR, Official Commission
Reporter, do hereby certify that the foregoing proceeding was
5 heard at the time and place herein stated.


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

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

12 DATED THIS 1st day of May, 2008.

13

14


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