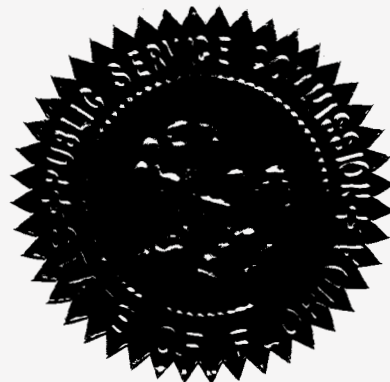


BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 040763-TP

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.



PROCEEDINGS:                   ADVISORY COMMITTEE MEETING

TAKEN AT THE  
INSTANCE OF:                   The Staff of the Florida  
Public Service Commission

DATE:                           Friday, November 19, 2010

PLACE:                         Betty Easley Conference Center  
Room 148  
4075 Esplanade Way  
Tallahassee, Florida

REPORTED BY:                   JANE FAUROT, RPR  
Official FPSC Reporter  
(850) 413-6732

DOCUMENT NUMBER DATE  
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FPSC-COMMISSION CLERK

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## P R O C E E D I N G S

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**MR. CASEY:** We can go ahead and get started. I believe that's everybody who's going to be attending. My name is Bob Casey. The first thing I'd like to do -- well, somebody else joined on the phone.

**THE INTERPRETER:** Hi, this is Jon's other interpreter, just getting ready to interpret.

Thank you.

**MR. CASEY:** Interpreting for Jon, right?

**THE INTERPRETER:** Correct.

**MR. CASEY:** Okay. Thank you.

My name is Bob Casey, and I'd like to welcome everybody here. The first thing I would like to do is have Ms. Miller read the legal notice.

**MS. MILLER:** Pursuant to notice issued this time, date, and place were set for the Telecommunications Access System Advisory Committee meeting in Docket Number 040763-TP.

**MR. CASEY:** Thank you.

I'd like to go over a couple of notes; some preliminary matters. TASA committee members Kim Schur and Jon Ziev will be participating by phone during today's meeting, and Cheryl Rhodes will be unable to participate today. Demetria Clark is on the road and may be listening in, we're not sure.

1           We do have a new committee member I'd like to  
2 advise everybody of. Mr. Chris Littlewood has been  
3 recommended by the Chair of the Florida Coordinating  
4 Council for the Deaf and Hard-of-Hearing. Chris wasn't  
5 able to make it today, but in his place we have Valerie  
6 Stafford-Mallis of the FCCDHH who will be filling in for  
7 him.

8           A transcript will be made of today's meeting.  
9 It will be provided to all the TASA committee members.  
10 Please make sure your microphone is on when speaking.  
11 The green light should be on.

12           Please state your name before speaking so we  
13 know who is making comments for the record.

14           For committee members who will be claiming  
15 travel costs, please make sure to fill out the travel  
16 reimbursement form, which I have placed on the counter  
17 over to my left.

18           Also, if you are participating by phone,  
19 please make sure you mute your phone so we won't hear  
20 static over it. I appreciate it.

21           As I said, Ms. Cindy Miller over here to my  
22 right is the new attorney for Relay. I shouldn't say  
23 new, because she spent many years on Relay back when it  
24 first started. So, welcome back. I should say welcome  
25 back to Relay. And, of course, on my left, Rick Moses,

1 who we couldn't do without, the technical person.

2           Okay. The first thing I'd like to do is  
3 quickly go over some FCC and PSC updates. As I'm going  
4 over the orders, this is just a quick reminder, this  
5 slide here. If the order begins with FCC, it means that  
6 the full FCC Commission has voted on it. If the order  
7 begins with DA, that means it's Designated Authority and  
8 the Bureau had the authority to put the order out, it  
9 wasn't on a vote by the full Commission.

10           The first order, since the last TASA meeting  
11 was released on May 27th, and it was about VRS, the FCC  
12 reiterated existing rules and adopted some others and  
13 sought comment on possible rule changes to detect and  
14 deter the misuse of VRS and billing of illegitimate  
15 minutes to the Interstate TRS fund.

16           As you may recall, at the last meeting, I went  
17 over some issues where some people were arrested,  
18 actually arrested for doing false VRS minutes, and the  
19 FCC is really on it right now to prevent the fraud,  
20 waste, and abuse.

21           This order also included a declaratory ruling,  
22 which the FCC reiterated that payments from the  
23 interstate TRS fund may be suspended to providers that  
24 do not submit to audits. The order section adopts an  
25 interim rule requiring senior executives of the VRS

1 firms to swear to the accuracy of information providers  
2 submit to receive compensation from the TRS fund. The  
3 notice of proposed rulemaking section seeks comments on  
4 ways to amend the rules to detect and prevent fraud and  
5 misuse in the provision of VRS.

6 The next order is FCC 10-115, which was  
7 released June 28th, and that is just the per minute  
8 compensation rates which the FCC adopted for the  
9 2010/2011 fund year. And this is for interstate  
10 minutes, not intrastate.

11 FCC 10-111, which was released June 28th, was  
12 another order on VRS, and it was announcing that the FCC  
13 is taking a fresh look at the VRS program because of the  
14 fraud, waste, and abuse. And as I mentioned, a number  
15 of individuals associated with VRS companies have been  
16 indicted for fraud and abuse of the system by generating  
17 extra revenue from calls that were not legitimate users  
18 of the fund. They would actually hire people to be in  
19 their call centers to call their friends and everything  
20 just to run up minutes.

21 In addition, recent data has shown that  
22 payments from the fund to VRS companies were on a higher  
23 scale than the FCC intended because they are based on  
24 cost estimates that turned out to be far higher than the  
25 VRS companies' actual costs. The FCC set out how VRS

1 companies will be compensated during the next year by  
2 setting interim levels for payments.

3 DA 1235 was released June 30th, and that just  
4 extended some waivers of some minimum mandatory  
5 standards for VRS and IP-Relay that were set to expire  
6 on July 1st. These are the same ones that have been  
7 extended year after year for the last five or six years,  
8 I believe.

9 Order DA 1445 released August 4th also granted  
10 a six-month extension of the waiver regarding treatment  
11 of toll-free numbers in the Internet-based TRS numbering  
12 directory in response to TDI coalition's request for a  
13 further extension. And what the waiver is for is to  
14 ensure that calls to users of VRS and IP-Relay continue  
15 to be routed without disruption while the FCC further  
16 considers issues regarding the use of toll-free numbers  
17 for iTRS services, Internet TRS services.

18 Order 10-161 released September 17th sought  
19 comments on steps the FCC should take to improve  
20 assignment of telephone numbers associated with VRS and  
21 IP-Relay. Specifically, the FCC sought comment on  
22 proposed rules designed to align access to local and  
23 toll-free numbers by Internet-based TRS users more  
24 closely with the way that hearing users obtain toll-free  
25 numbers.

1           Order FCC 10-1734 was a consent decree with  
2 Purple Communications that requires the company to pay  
3 approximately \$22 million to the TRS fund, that's the  
4 interstate TRS fund, of course, resolving investigations  
5 into whether Purple overbilled the TRS fund by  
6 artificially inflating TRS usage.

7           The issues under investigation included  
8 whether the company unlawfully offered financial  
9 incentives or rewards simply to inflate TRS usage and  
10 billables and double-recover for certain  
11 business-related calls. The \$22 million settlement  
12 resolves the FCC's investigation, establishes the terms  
13 of Purple's repayment of the TRS fund, and creates a  
14 compliance framework for Purple's continued provision of  
15 TRS.

16           The next thing is, of course, the 21st Century  
17 Communications and Video Accessibility Act of 2010.  
18 This was signed into law by President Obama on  
19 October 8th, and it requires telephones used with the  
20 Internet to be hearing aid compatible. A lot of good  
21 things came with this. One thing I did not mention is  
22 it's the first time that deaf and hard-of-hearing people  
23 were recognized in the definition of TRS, in the formal  
24 definition of TRS. They finally did that, and I applaud  
25 them for it.

1           The Act permits use of Relay Services to  
2           enable communication with anyone, not just between  
3           people with or without disabilities. For example, a TTY  
4           user can use Relay Services to call a person who  
5           communicates in American Sign Language using a  
6           videophone. The Act requires Internet-based voice  
7           communications service providers to contribute to the  
8           Interstate Relay Service Fund. It allocates -- this is  
9           an important one, it allocates up to \$10 million per  
10          year from the Interstate Relay Service Fund for  
11          equipment used by individuals who are deaf/blind.

12           Now they put out a public notice on this on  
13          November 3rd, and our Commission, I am drafting some  
14          comments to be submitted to the FCC at the present time.  
15          And, of course, once I draft the comments, it'll have to  
16          go before the Commission for approval, and then we'll  
17          file them with the FCC.

18           The Act also establishes an emergency access  
19          advisory committee to recommend -- and for the FCC to  
20          adopt rules to achieve reliable and interoperable  
21          communications with future Internet-enabled emergency  
22          call centers.

23           These next two slides are just for  
24          informational purposes. We have had a change at the FCC  
25          in Deputy Bureau Chief and the actual chief of the



1 Disability Rights Office. This was actually effective  
2 November 16th. You may recognize the name Greg Hlibok,  
3 I believe is his name, how you pronounce it. He was  
4 previously an attorney advisor in the Disability Rights  
5 Office. He received a BA in government from Gallaudet  
6 University and a JD from Hofstra University School of  
7 Law. And, of course, he is --

8 **MR. ZIEV:** This is Jon. Just for the record,  
9 it's Hlibok, it's a silent H. He's an old friend of  
10 mine.

11 **MR. CASEY:** Very good.

12 And this is Jon?

13 **MR. ZIEV:** Correct, Jon.

14 **MR. CASEY:** Thank you, Jon, it's good to know.

15 **MR. ZIEV:** He's a good friend of mine. He's a  
16 really good guy, a good egg. He will definitely make  
17 some fair decisions coming out of that office.

18 **MR. CASEY:** Very good. He is an active member  
19 of the National Association of the Deaf and Maryland  
20 Association of the Deaf, and he is the first chief of  
21 the Disability Rights Office who is deaf. So he is a  
22 great advocate.

23 Now, I was telling Ms. Miller just before the  
24 meeting, when he went to Gallaudet, he was the person  
25 behind the movement to get the first deaf president of

1 Gallaudet. There was a protest movement and he was the  
2 head of that. So he is a great advocate for the deaf  
3 and hard-of-hearing.

4 The second person I was going to talk about  
5 was Karen Peltz Strauss. She is the new Deputy Bureau  
6 Chief for Governmental Affairs. She has 25 years  
7 experience working on telecommunication access for  
8 people with disabilities. Co-founder of the Coalition  
9 of Organizations for Accessible Technology. Served as  
10 legal counsel for Gallaudet University's National Center  
11 for Law and Deafness and the National Association of the  
12 Deaf. Served as Deputy Bureau Chief of the former  
13 Consumer Information Bureau at the FCC. She initiated  
14 the FCC's Disability Rights Office and managed the  
15 Commission's Consumer and Disability Access Programs and  
16 Policies. She has a juris doctorate from the University  
17 of Pennsylvania Law School, and an LLM from Georgetown  
18 University Law Center.

19 And one of the greatest things she did, she is  
20 the author of a book; I'm holding up here. It's called  
21 *A New Civil Right: Telecommunications Equality for the*  
22 *Deaf and Hard of Hearing Americans.* It's a great book.  
23 If you have a chance to read it, I can definitely  
24 recommend it. But, again, she is a great advocate for  
25 the deaf and hard-of-hearing. I got to meet her

1 last-month at the NASRA Convention in North Carolina,  
2 and she is going 150 miles an hour as far as deaf and  
3 hard-of-hearing issues at the FCC, which is really  
4 great.

5 PSC updates. The PSC issued an order on May  
6 7th which approved FTRI's 2010/2011 budget. We were  
7 able to maintain the monthly surcharge of 11 cents  
8 effective July 1st. The budget is for operating revenue  
9 of \$9.8 million and budget expenses of \$13.1 million for  
10 fiscal year 2010/2011. Now, I'm an accountant, and I'm  
11 sure most of you can see, well, there is a shortfall  
12 there. We have a surplus in the fund which will cover  
13 that shortfall.

14 On June 15th, the Commission approved a  
15 contract option to extend Sprint Relay's contract for  
16 one year beginning June 1st, 2011. Rates for  
17 traditional TRS will be 89 cents per session minute, and  
18 the rate for CapTel captioning service will be \$1.54 per  
19 session minute for the 2011/2012 contract year.

20 The Commission also set the amount of the  
21 Sprint performance bond at \$4.5 million for the  
22 2011/2012 contract option year. And this is the last  
23 contract option year for the contract, so the Commission  
24 will be issuing a request for proposal for a new  
25 contract sometime after the first of the year.

1           On November 17th, staff filed a recommendation  
2 recommending that the Commission formally approve the  
3 appointment of Mr. Chris Littlewood to the TASA Advisory  
4 Committee, and Commissioners will consider the  
5 recommendation at the November 30th Agenda Conference.  
6 A copy of that recommendation is on the table off to my  
7 left, if you'd like to have a copy of that, and it  
8 includes Chris' resume, which is three pages long. He  
9 will be a tremendous asset to this committee.

10           A little update on the VRS and IP-Relay costs.  
11 The FCC, through its order, still maintains its intent  
12 to shift the intrastate costs of VRS and IP-Relay to the  
13 states. And there are still many questions that still  
14 need to be answered: When will it happen? What kind of  
15 notice will the states receive? Will there be one  
16 vendor for IP-Relay and VRS or multiple vendors. And,  
17 of course, by statute we can only have one provider of  
18 Relay Service in Florida. If multiple vendors are  
19 required, a legislative change may be necessary. And,  
20 of course, if multiple vendors are required, we have to  
21 figure out how would the bidding process be handled.

22           Would the addition of VRS and IP-Relay go over  
23 the surcharge cap of 25 cents? Right now the law says  
24 we can't go over 25 cents, so if we have to pay for  
25 those costs, a legislative change may be necessary.

1 They haven't said anything about equipment. What, if  
2 any, type of equipment would Florida's Relay program  
3 have to furnish for VRS or IP-Relay?

4 The estimated impact on Florida Relay for  
5 assuming intrastate costs of just VRS and IP-Relay is  
6 approximately 31 to \$34 million per year, and that's  
7 just minutes, no equipment.

8 **MR. ZIEV:** This is Jon Ziev. I'd like to make  
9 a comment on that.

10 **MR. CASEY:** Please go ahead, Jon.

11 **MR. ZIEV:** How do you get the calculation of  
12 that 31 to 34 million?

13 **MR. CASEY:** The National Exchange Carrier  
14 Association keeps track of the minutes for each state.  
15 And what I do is actually go in and pick up Florida's  
16 minutes and multiply it times the current rates.

17 **MR. ZIEV:** This is Jon Ziev again. Would it  
18 be possible for you to share that information with the  
19 Commission here?

20 **MR. CASEY:** With the Advisory Committee?

21 **MR. ZIEV:** Yes.

22 **MR. CASEY:** I'd be happy to. I could send a  
23 worksheet to you. I'll send it to the whole committee.

24 **MR. ZIEV:** Please do. Thank you.

25 **MR. CASEY:** Okay. As I mentioned, the FCC is

1 still considering handing over the intrastate costs of  
2 VRS and IP-Relay to the states. As far as I can  
3 determine from speaking with them, everything is still  
4 on the table for consideration.

5 However, something new did come up after  
6 talking with Ms. Strauss last month. She stated that  
7 the FCC may just require states to pay a portion of the  
8 VRS and IP-Relay costs, like what is done with  
9 interstate toll-free numbers where there's a 51  
10 percent/49 percent split federal-to-state costs. And  
11 that would be instead of turning the programs over fully  
12 to the states.

13 The next slide, I just showed these graphs to  
14 give you an idea of what's happening with regular TRS  
15 minutes and CapTel minutes of use. And as you can see,  
16 regular TRS minutes continue to go down. CapTel minutes  
17 of use have a slight decrease, too, and I attribute  
18 that, I believe, to the use of IP CapTel, which we don't  
19 pay for.

20 Okay. IP-Relay minutes --

21 **MR. ZIEV:** This is Jon Ziev. So that is good  
22 news, then, isn't it?

23 **MR. CASEY:** That is good news for the states,  
24 because we don't pick up that cost at the present time.

25 **MR. ZIEV:** And also I know that -- this is Jon

1 Ziev -- there is a new rule banning out of state, too,  
2 isn't that correct?

3 **MR. CASEY:** For CapTel, yes, sir. We went  
4 through that at the last meeting. We recommended to the  
5 Commission that no CapTel telephone which is taken out  
6 of state and used out of state, we recommended that the  
7 minutes not be paid for by Florida, and it was passed.

8 **MR. ZIEV:** Was that approved?

9 **MR. CASEY:** That was approved. We also  
10 mentioned in our recommendation that it was brought  
11 before the TASA Committee and unanimously approved by  
12 you, the Committee. And the Commission did approve it  
13 and that's what's in place right now. So we only pay  
14 for CapTel minutes when CapTel users are in the state of  
15 Florida.

16 **MR. ZIEV:** This is Jon Ziev. That is probably  
17 why we saw that decrease, then.

18 **MR. CASEY:** Yes, sir. I agree with you.

19 Okay. On IP-Relay minutes, you can see a slow  
20 decrease on that. The one thing that keeps going up, of  
21 course, is Video Relay Service. People are switching  
22 over to Video relay. And you can see a little leveling  
23 off, and I believe that was because the FCC and the  
24 Department of Justice going after companies for making  
25 fraudulent calls.

1           This last slide just shows a comparison of the  
2 TRS, IP minutes, VRS minutes, and captioned telephone  
3 minutes and the way it's going. This is from the NECA  
4 website. As you can see, the IP captioned telephone  
5 service continues to go up. That's the little blue line  
6 down at the bottom right-hand corner.

7           And if there's no questions, we can go on to  
8 FTRI, and Mr. Forstall will do his presentation. Any  
9 questions?

10           Okay. One thing I failed to do was take  
11 appearances. I better do it before my attorney gets on  
12 me. Could we go down the row here and please announce  
13 your name and who you're representing, starting with  
14 Kim.

15           **MS. SCHUR:** Yes. Kim Schur representing the  
16 Deaf Service Centers of North Florida.

17           **MR. CASEY:** Okay. That was Kim Schur on the  
18 telephone. And who else is on the phone, as long as we  
19 are on the phone?

20           **MR. SCHWARZ:** Hi. This is Louis Schwarz  
21 representing Ocala Deaf Agency.

22           **MR. CASEY:** Thank you, Louis. And who else?  
23 We have a third person, too.

24           **MR. ZIEV:** Hi. This is Jon Ziev, and I'm  
25 representing FAD, Florida Association for the Deaf.



1           **MR. CASEY:** Thank you very much. Now let's  
2 take appearances of the persons here and present.

3           Starting with Ken.

4           **MR. GOULSTON:** Hello. Good afternoon. This  
5 is Ken Goulston. I'm representing Sprint.

6           **MR. CASEY:** Thank you.

7           **MR. FORSTALL:** Good afternoon. My name is  
8 James Forstall, and I'm representing FTRI, Florida  
9 Telecommunications Relay, Incorporated.

10          **MR. CASEY:** Thank you.

11          **MS. STAFFORD-MALLIS:** Good afternoon. This is  
12 Valerie Stafford-Mallis representing Florida  
13 Coordinating Counsel for the Deaf and Hard of Hearing in  
14 the absence of Chris Littlewood.

15          **MR. CASEY:** Thank you very much, Valerie.

16          **MS. SIRIANNI:** Maryrose Sirianni representing  
17 AT&T.

18          **MR. CASEY:** Thank you very much.

19                 We'll take a quick five-minute break. We are  
20 going to have to switch computers over to FTRI. We'll  
21 be right back with you.

22                 (Recess taken.)

23          **MR. CASEY:** Okay. We can go back on the  
24 record. There is one thing before James starts. I do  
25 have copies of Section 427, Florida Statutes, over on

1 the counter to my left. The reason I put them over  
2 there, a question came up regarding Section 427 of the  
3 Florida Statutes, because of the wording "hearing  
4 impaired" in the statute. And what this copy of this  
5 427 does is show you some recommendations to change the  
6 language from hearing impaired to deaf and  
7 hard-of-hearing. And this was completed by the Florida  
8 Association for the Deaf. And, Chris -- I can't  
9 remember his last name.

10 **MR. FORSTALL:** Wagner.

11 **MR. CASEY:** Chris Wagner is the one who did it  
12 back when he was President of the Florida Association  
13 for the Deaf, and he recommended these changes. And it  
14 kind of fell through because he left and went with the  
15 National Association for the Deaf. So it's kind of  
16 still sitting out there, if somebody would like to  
17 pursue that with the Florida Association for the Deaf.  
18 You are more than welcome to. But his recommendations  
19 are on this form over here on the counter on the left.

20 I saw Chris last month, too, and he said he  
21 would be back in Florida when his term is up with the  
22 National Association for the Deaf, and he would like to  
23 participate in the state program.

24 **MR. ZIEV:** This is Jon. I have a question.  
25 So the form is for exactly what, now?

1           **MR. CASEY:** Okay. What it is, it's a copy of  
2 Section 427 of the Florida Statutes, and the copy shows  
3 recommendations made by Chris Wagner, who was the  
4 President of the Florida Association for the Deaf a few  
5 years ago. He made some recommendations, but it never  
6 went anywhere. The ball was kind of dropped because he  
7 got his appointment to the National Association for the  
8 Deaf. So if anyone would like to pursue this with the  
9 Florida Association for the Deaf and continue this, they  
10 are more than welcome to.

11           **MR. ZIEV:** This is Jon. I would like a copy  
12 of that. If you can send that to me, I'll take care of  
13 it. That's fine. I can forward it to our president,  
14 and I'm sure he'll push it through.

15           **MR. CASEY:** That would be great, Jon. I  
16 appreciate that.

17           Okay. And with that, we can ask Mr. Forstall  
18 to start his presentation.

19           **MR. FORSTALL:** Thank you, Bob.

20           Good afternoon, again, everyone. It's my  
21 pleasure to be here to present the report information,  
22 Annual Report on FTRI at the end of fiscal year,  
23 June 30th, 2010.

24           Excuse me, hold on one second.

25           Okay. The first slide is client services.

1 The total number of equipment distribution program  
2 services provided by FTRI for fiscal year 2009 and 2010  
3 was 41,188 services. The average number of EDP services  
4 provided on a monthly basis was 3,432. Of the total  
5 services, 44.2 percent were new, with the rest being  
6 exchanges, modified, follow-up, and returns.

7 New client eligibility. FTRI served 18,185  
8 new clients during the reporting period. Clients  
9 certified as eligible for the FTRI program are  
10 classified into four different groups, with deaf,  
11 hard-of-hearing, speech-impaired, and dual sensory  
12 impaired. As you can see, the majority of the clients  
13 served were hard-of-hearing, making up 17,923.

14 New client certification. These are  
15 certifiers that are approved by the TASA Chapter 427,  
16 with the authorization to certify applications  
17 submitted. And the majority of the applications were  
18 certified by the Deaf Service Center Director, with the  
19 next being audiologists, followed by hearing aid  
20 specialists.

21 The different age groups. As you can see in  
22 the breakdown, the majority of the individuals served  
23 were in the 80 to 89 percent bracket for age range, with  
24 over 70 percent of all recipients served were 70 years  
25 or older. We had 89 individuals between the ages of

1 100 and 109. I verified that twice to make sure; it is  
2 true.

3 **MR. ZIEV:** Really? That many? This is Jon.  
4 Are there really that many over 100?

5 **MR. FORSTALL:** Over 100, yes; that's correct.

6 **MR. CASEY:** This is Bob Casey. I'd like to be  
7 one of those.

8 **MR. FORSTALL:** The new client county of  
9 residence. These are the counties that have the  
10 majority of people served by the FTRI program during the  
11 last fiscal year. Broward County, which consists of the  
12 Fort Lauderdale area, has the highest with 2,212. And  
13 we have two distribution centers in Broward County. We  
14 also have two distribution centers located in Dade  
15 County and Volusia County. These are just some of them.  
16 These are not all.

17 We do provide services in all 67 counties;  
18 however, we do not have an RDC, a Regional Distribution  
19 Center located in each service. But the RDCs are able  
20 to cross county lines to serve in different counties.

21 The number of equipment, both new and  
22 refurbished equipment distributed last year totaled  
23 38,680 units.

24 **MR. SCHWARZ:** This is Louis here. Sorry to  
25 interrupt. I remember in previous meetings we had asked

1 for the history information and new client age group.  
2 I'm curious, what was the years before? Because I  
3 see -- is there any pattern? There are numbers here,  
4 and I like that, but I want to have something to compare  
5 it to.

6 **MR. FORSTALL:** Okay. Yes, Louis, I did  
7 provide some comparison numbers in my last slide, but it  
8 does not break it down by age. It's just a total of new  
9 clients served. However, just to answer your question,  
10 the number, the age bracket is pretty much consistent.  
11 It has been that way for the last few years, with the  
12 majority of people being in the 70 and older age  
13 bracket. The majority are hard-of-hearing and -- I  
14 mean, I'll be happy to provide that information. I can  
15 provide age brackets over the last few years, but I can  
16 tell you it's going to be pretty much stable.

17 Would you be interested in that?

18 **MR. SCHWARZ:** Yes. Thank you, James.

19 Louis here. Thank you. I would appreciate  
20 seeing some numbers to compare it to and look at those.  
21 Yes, thank you.

22 **MR. FORSTALL:** Okay. What I can do is go back  
23 three or four years and show you the difference.

24 **MR. SCHWARZ:** Sounds good. Thank you.

25 **MR. FORSTALL:** Okay. Back to the equipment

1 slide. Does anybody have any questions?

2 The highest number or the highest percentage  
3 of equipment that was distributed are amplified phones  
4 for persons with hearing loss, hard-of-hearing.

5 Some of the other services that were provided  
6 during fiscal year 2009 and '10. We processed over  
7 20,000 customer service calls. We mailed 1,515  
8 applications to individuals requesting them. This is in  
9 addition to a person going to a Regional Distribution  
10 Center and completing an application. This only  
11 includes people who have called our office requesting  
12 them.

13 We also distributed or provided applications  
14 to hearing aid specialists and audiologists to put in  
15 their office. All certifiers have them in their office.  
16 All they have to do is call us and we will send them the  
17 application. We also processed over 140,000 pieces of  
18 equipment, I mean forms related to the equipment  
19 distribution program.

20 Forty-four new businesses have partnered or  
21 signed up to become business partners with FTRI, and  
22 this is part of the business partnership program that  
23 FTRI developed years ago to educate businesses not to  
24 hang up on Relay calls.

25 Although we did move the information to the

1 website, these businesses went to our website and  
2 registered to become partners. We no longer have a hard  
3 copy to mail out to them. They can download all that  
4 information through the website.

5 We conducted over 1,472 distributions  
6 off-site. In working with the Regional Distribution  
7 Centers, they go off-site, they set up locations outside  
8 of their office to go where the people may eventually  
9 meet. For instance, some may go to a library, some may  
10 go to a senior community center, and the RDCs will  
11 arrange for those distributions off-site and promote or  
12 advertise the distribution for those dates. They do put  
13 it on the FTRI calendar which is posted on the FTRI  
14 website for everyone to see. Last year over 1,472  
15 distributions off-site were done.

16 Other important facts. We continue extensive  
17 education, training, and support for the Regional  
18 Distribution Centers. We continue to place a high  
19 priority on protecting the integrity of the client  
20 information by making security enhancements to the  
21 system. We operated within budget requirements, and we  
22 received high marks from external auditors for financial  
23 records and internal controls.

24 **MS. SCHUR:** Kim here. James?

25 **MR. FORSTALL:** Go ahead.



1           **MS. SCHUR:** I just wanted to say, looking at  
2 that, processing 20,000 calls in your office, I think  
3 everybody should understand that the RDCs are probably  
4 processing about that same amount of quantity from the  
5 people that they are distributing the phones to. So  
6 there is a lot of hard work that goes into getting all  
7 of these phones out to the people properly.

8           **MR. FORSTALL:** You are correct, Kim. Thank  
9 you for clarifying that.

10           Quality assurance. FTRI maintains a quality  
11 assurance system to monitor the services, training, and  
12 equipment provided by contracted agencies.

13           Questionnaires are sent to random selected clients  
14 served by the RDCs or any FTRI office. We also do  
15 quality assurance calls to some clients. Of the cards  
16 that were mailed out, 34 percent of the clients served  
17 were mailed a quality assurance survey. That added up  
18 to approximately 11,294 questionnaires.

19           We received 2,708 back for a 24 percent return  
20 rate. Of those, 96 percent responses were positive  
21 stating that they were happy with the services and the  
22 quality of the services and training provided. All  
23 negative responses that were received were directed,  
24 forwarded to the appropriate RDC for follow-up to  
25 contact the client to make sure they, you know, the

1 quality of service could be provided or offer any  
2 additional services or assistance.

3 **MR. ZIEV:** This is Jon speaking. I have to  
4 say kudos to you. Very good. And, also, what kind of  
5 negative responses did you get? You said you got a  
6 couple and you forwarded them, but what were they? Any  
7 examples?

8 **MR. FORSTALL:** Some may be that they didn't  
9 get the full training they requested, or they may not  
10 have been able to demonstrate all the different  
11 equipment available. And that's when the centers would  
12 contact them to make sure, to see if they did need  
13 additional training or if they choose to want to try  
14 another piece of equipment. Okay?

15 **MR. ZIEV:** Thank you. Thanks for the  
16 clarification.

17 **MR. FORSTALL:** Okay, great.

18 Throughout the past year, the FTRI outreach  
19 efforts have pretty much stabilized throughout the  
20 state. The Regional Distribution Centers continue to  
21 provide outreach services to their respective  
22 communities to disseminate information about the FTRI  
23 program and the Florida Relay Service. Below are just  
24 some of the activities that were conducted.

25 Over 1,190 outreach activities were conducted

1 throughout the state. The FTRI does contract with the  
2 regional distribution to do outreach, as well. And the  
3 way that is handled is the RDCs will apply for funding  
4 for a specific activity. And once it has been approved,  
5 they will go out and do the activity.

6 We also publish and mailed 13,854 new location  
7 postcards to the RDCs located in Jensen Beach and the  
8 Crystal River areas. And the feedback we did get from  
9 the centers are that people, even though they already  
10 have equipment and they are being notified about the  
11 relocation, it reminds them that we are still here. In  
12 some cases they may call the centers to get an exchange  
13 for broken equipment. So it does serve as an outreach  
14 to remind the individuals that we are still here and  
15 there to serve them.

16 We administered a statewide print media  
17 campaign last year using a new ad covering most media  
18 markets. We developed and launched an RDC-specific  
19 website landing pages, and we developed a web banner ad  
20 for RDC partners to upload on their websites.

21 The next slide shows a sample copy of the  
22 postcards that were mailed to active clients living in  
23 those areas. And we have been doing this for the last  
24 few years as RDCs do move and relocate, and so we wanted  
25 to make sure that the FTRI clients are aware that the

1 center has relocated, and we will provide them with a  
2 new address and, if any, new phone numbers. Once,  
3 again, it does serve as a remainder that we are here to  
4 serve them.

5 Okay. We also continued to air the PSAs last  
6 year throughout the major media markets throughout the  
7 state, both equipment and Relay, and they were open  
8 captioned in both English and Spanish.

9 These are examples of the newspaper ads that  
10 we started using last year. Toward I would say about  
11 April through June, we started using this particular ad,  
12 and the response has been tremendous. And so we are  
13 planning to continue using this ad throughout the state  
14 through this current fiscal year. And it has just been  
15 phenomenal. So we are pleased to see this ad, and we  
16 are running them through all the newspapers throughout  
17 the major media markets.

18 **MR. ZIEV:** This is Jon Ziev. I have a  
19 question for you. Those PSAs being advertised, I  
20 noticed it's overnight, it's during the late hours. It  
21 is never during the daytime. Is there something we can  
22 do about that?

23 **MR. FORSTALL:** The PSAs that were aired last  
24 year were on broadcast television, and the way that was  
25 negotiated was they were going to get the best return on

1 the investment. And most of the time it was shown  
2 during prime time, which is in the evening news, and  
3 sometimes during the popular shows or programs that our  
4 target population was viewing.

5 This was based on a PR firm investigation and  
6 research on which markets and times were the best. And  
7 they did this in the beginning of the year, so they had  
8 mapped out the whole calendar year with the schedule  
9 ahead of time. However, this year --

10 **MR. ZIEV:** I must watch the news late at  
11 night, because I only saw it at one o'clock or two  
12 o'clock in the morning. Why I was up, I don't know,  
13 but --

14 **MR. FORSTALL:** Okay. Sometimes it could be  
15 that what they are doing is a fill-in. Sometimes if  
16 they have empty spots, they will take our PSAs and fill  
17 the empty spots, and we do get that a lot.

18 **MR. ZIEV:** That makes sense.

19 This is Jon. That makes sense. Thank you for  
20 that clarification.

21 **MR. FORSTALL:** Okay. The next slide is the  
22 FTRI web banners. We decided to go ahead and create  
23 these banners so that when we have businesses that we  
24 contact or organizations that want to work or partner  
25 with FTRI, we wanted to have these web banners readily

1 available so if they were interested in putting our  
2 banner on their website, they can go to our website and  
3 just upload it. It is already designed to work with  
4 whichever site they want. And this has really been a  
5 big help because there are several businesses out there  
6 that will put the FTRI banner on their website at no  
7 cost to FTRI.

8           So we are looking to expand on this program  
9 during the next fiscal year to try to get more of our  
10 partners to put the banner. And we think it's working.  
11 We like the way it looks. We also have it with the  
12 white background, and we'll be able to track it to help  
13 determine if it is successful or not.

14           And this is the picture of the website landing  
15 page. We develop one for each RDC, and we are able to  
16 customize it however we want. If the center is going to  
17 do a special distribution or a project, we are able to  
18 customize the landing page so when people do click on a  
19 particular link they were able to get all the  
20 information about the FTRI program on the one page. And  
21 we will also have on this page the list of calendar  
22 events that that particular RDC has available. So we  
23 are excited about this because this is another tool that  
24 we are hoping to get more and more out there.

25           In our particular newspaper ads, we will put

1 the individual link website address for the RDC. So if  
2 they want to click on it or link to it, then it will  
3 take them directly to that particular RDC's landing  
4 page, which gives them more information about the RDC,  
5 the location, and it also has a map. Also, this  
6 particular picture on the slide does not show it, but  
7 you are able to click on a map and it will show you the  
8 location of the center through the Google map. So we  
9 just keep adding and changing and updating it to stay in  
10 tune with the social media network that's coming about.

11           Once again, this is a calendar -- I'm sorry, a  
12 map of all the distribution centers that we have located  
13 throughout the state. Even though RDC Number 26 is the  
14 last number we used, we only have 23 centers. Anytime a  
15 center that has been working with FTRI, and they are  
16 assigned a number, even though they might not be around  
17 anymore, we do not reuse that number because we want to  
18 make sure all the data associated with that RDC remains  
19 with that RDC.

20           So over the course of the years, we have had  
21 three centers that have actually -- no, three, that have  
22 opened and closed. That would be Number 1, 6, and 11  
23 which you will not see on the list. So we like to keep  
24 those numbers. We will not use them again to make sure  
25 we archive that data. So as of today, we have 23 active

1 Regional Distribution Centers throughout the state.

2 And here is the chart that I was talking about  
3 a little earlier that shows the number of new clients  
4 that were served over the last few years, 2007, '08,  
5 '09, and '10. We did see an increase in the past fiscal  
6 year. However, this fiscal year, this first quarter,  
7 the first quarter of this fiscal year we are seeing a  
8 tremendous increase in new clients, and we are  
9 contributing that to both the RDCs getting out in the  
10 field doing distribution -- I'm sorry, dual events,  
11 which that would be doing outreach presentations and  
12 serving clients at the same time while they are there,  
13 and the newspaper ad. The newspaper ad is really  
14 drawing a lot of people to the program and we are happy  
15 about that.

16 The first quarter for 2010, we served 6,225  
17 new clients, which is a 19.3 percent increase over the  
18 previous quarter ended June 2010, and a 50 percent  
19 increase over the same quarter the previous year, 2009.  
20 So if the trend continues, we are looking at reaching  
21 approximately between 24 and 25,000 new clients for this  
22 year.

23 FTRI continues to maintain its status as an  
24 administrative center concentrating on oversight of the  
25 regional distribution contractors and equipment vendors.



1 The FTRI administrative office directly serves  
2 approximately 20 percent of Florida residents, and these  
3 include people who may not live near or in an area where  
4 a regional distribution center is located. Since the  
5 beginning of the program in 1986, over 430,000 residents  
6 have been provided with equipment and support services.

7 I will be happy to answer any questions.

8 **MR. CASEY:** Any questions for Mr. Forstall or  
9 FTRI?

10 **MR. ZIEV:** This is Jon Ziev. Yes, I do have a  
11 question, looking at my notes here.

12 **MR. CASEY:** Okay. Go ahead.

13 **MR. ZIEV:** You're saying since its inception  
14 in 1986. Do those statistics also include the FCHI  
15 numbers?

16 **MR. FORSTALL:** Yes. I think what you are  
17 referring to is the Florida Council for the Hearing  
18 Impaired back in 1986. Yes, that number is included in  
19 here.

20 **MR. ZIEV:** This is Jon. I just wanted to make  
21 sure, because I know you guys -- FTRI started after  
22 that, so I wanted to make sure those numbers were  
23 included. Thank you for that.

24 **MR. FORSTALL:** Okay.

25 **MR. CASEY:** Any other questions? Okay.

1 Hearing none, we are going to take about a ten-minute  
2 break while we switch computers again, and we'll start  
3 with the Sprint presentation when we come back. So  
4 let's come back at 2:35. Thank you.

5 (Recess.)

6 **MR. CASEY:** Okay. I'd like to welcome  
7 everybody back. We can go ahead and get started with  
8 the next presentation. I would like to make one  
9 reminder for people participating on the telephone, if  
10 you would state your name before you make any comments  
11 or questions. We want to make sure we have your name in  
12 the record for the court reporters. Thank you.

13 And with that, I'll turn it over to Mr. Ken  
14 Goulston, who is the wireless manager for Sprint Relay,  
15 and he is going to be doing the Sprint presentation.

16 Ken.

17 **MR. GOULSTON:** I think we're ready now.  
18 Hello. Good afternoon, everyone. It's a pleasure to be  
19 here. It's good for me to get out of my hometown of  
20 Naples to be here up north where it's much cooler than  
21 it is in balmy Naples. Anyway, I wanted to say hello to  
22 everyone from Dottie, who was not able to make it today.  
23 So Dottie says hello to everyone here.

24 I now have the screen up with our agenda. We  
25 have the breakdown of the TRS statistics with the CapTel

1 statistics, TRS Relay results, performance of outreach.  
2 I will also talk about the STARS conference, and then we  
3 will end up with 4G and some of the wireless technology  
4 that's coming on the horizon.

5 So, next slide, please. This will be a  
6 summary from July through October. You can see the  
7 graph. You can see the monthly flow, and we are  
8 averaging around 280, 270,000 per month.

9 Next slide. You can see the results, the  
10 .51 percent decrease in TRS minutes. Really, with the  
11 steady decline we were experiencing previously, it has  
12 stabled out quite a bit, so it's in good shape now.

13 Next slide. You see the 30 percent for TTY,  
14 that would be older. And there is a newer type of TTY,  
15 and the total there would be 50 percent for TTY. And  
16 then you see the rest is all voice calls, and then  
17 70 percent voice carry-over. So that is a breakdown of  
18 the four groups you see here.

19 **MR. ZIEV:** This is Jon Ziev. What does CT  
20 stand for, or TC, I believe?

21 **MR. GOULSTON:** Could we go back to the slide  
22 that he is talking about? Just go back one slide. It's  
23 Turbo Code. That is a type of TTY that is actually  
24 quicker.

25 Does that answer your question, Jon?

1                   **MR. ZIEV:** This is Jon Ziev. Yes, thank you,  
2 Ken.

3                   **MR. GOULSTON:** Okay. This shows a decrease.  
4 And the 1.93 percent decrease in the TRS call volume.  
5 Again, this has stabled out.

6                   Next slide. Now I'll talk about the CapTel  
7 session minutes from July through October. We have  
8 started to notice some stabilization here, as well,  
9 perhaps with the snow birds leaving to go back north in  
10 the summer. We might see an increase again once it's  
11 colder. So we think that's the reason for this slide.

12                   If you want to go on. Go ahead. A question?

13                   **MS. STAFFORD-MALLIS:** This is Valerie  
14 Stafford-Mallis with just a comment. A lot of us out in  
15 the community that have tried to use the CapTel phones  
16 have found the old style of CapTel phones to be  
17 difficult to read on. So a lot of us would prefer the  
18 1800 CapTel phone with the larger screen and the fact  
19 that it tilts and makes it easier to read. I think that  
20 may be a factor in the decline.

21                   **MR. GOULSTON:** Thank you for that comment.

22                   My next slide will show some of the  
23 decrease -- yes, if you can take a look at that -- the  
24 decrease, the 12 percent decrease, and some of that with  
25 the states being responsible to pay for minutes.

1           Also last spring the Commission decided to  
2 stop the roaming. So if someone goes out of state, that  
3 will actually impact two things, roaming and then the  
4 800i. There is a bit of a drop here on this slide with  
5 the 800i. It could be that the Internet is better  
6 equipment and might have better readability.

7           Go on to the next slide.

8           **MR. CASEY:** I have one question, Ken.

9           This is just for intrastate CapTel. This  
10 isn't the i800 minutes, correct, the call volume?

11          **MR. GOULSTON:** Correct.

12          **MR. CASEY:** Thank you.

13          **MR. GOULSTON:** Okay. As I mentioned, this  
14 shows a 12 percent decrease. Again, that's human  
15 behavior impacted, so --

16          Okay. This next slide, we're going to be  
17 talking about some of the TRS Relay results. Take a  
18 look. Typing speed. You can see number of calls, the  
19 150 calls.

20          **MR. ZIEV:** This is Jon Ziev. Do you really  
21 think that it is human behavior or it is just the  
22 roaming, I mean, the fact that you cut the roaming? I  
23 mean, for the snow birds, when they're gone, that's just  
24 something that going to affect them.

25          **MR. GOULSTON:** Well, it is difficult to

1 measure if the impact is really from roaming or if it is  
2 the 800i. I mean, people -- the 800i might be starting  
3 to go, and that is affecting all states, not just  
4 Florida.

5 **MR. ZIEV:** Is there any way to research that  
6 by any chance? This is Jon Ziev.

7 **MR. GOULSTON:** I can suggest that to my team  
8 and see if we can follow up on that, yes.

9 **MR. ZIEV:** This is Jon Ziev. I would be  
10 curious to find out. Yes, definitely, if you can do  
11 that.

12 **MR. GOULSTON:** Sure.

13 Okay. Now, looking at this slide with the  
14 typing results, it looks as though we are doing well,  
15 and it also shows a variety of different things.  
16 99 percent compliance with 60 plus.

17 Next slide. This is more of a statistical  
18 breakdown, the number of calls, the 116 calls, and the  
19 accuracy. So the accuracy is pretty good, so it shows  
20 the breakdown here. In the lower part of the screen,  
21 you can see the average verbatim accuracy.

22 Next slide. This is a month-by-month  
23 breakdown. And, again, it's well over 90 percent, over  
24 99 percent, so it's in good shape.

25 Next slide. Talking about outreach performed,

1 the CapTel outreach and also other outreach.

2 The next few slides will show a few places  
3 that we have been, a few activities that we have  
4 attended around the state. This was one at a senior  
5 EXPO. There was a booth where we distributed various  
6 types of equipment. This was a picture of the booth.

7 **MR. SCHWARZ:** Hi, Louis here. I have two  
8 questions really quick. With the TRS results, how are  
9 you measuring the accuracy in that? Is there a second  
10 person monitoring? I mean, how is that being analyzed?

11 Also, if you go back to CapTel --

12 **MR. GOULSTON:** Okay.

13 **MR. SCHWARZ:** -- how accurate is the  
14 captioning from the agents, is that being measured, the  
15 accuracy being measured there, too?

16 **MR. GOULSTON:** I really don't have information  
17 about the measurements on the accuracy of CapTel. This  
18 is the TRS, TTY typing only. So they are typing -- they  
19 are looking at the quality of the typing, not the verbal  
20 measurement. That would be done separately.

21 Our contract is the compliance, month-to-month  
22 performance of typing quality compared to verbal. So as  
23 far as when the operator --

24 **MR. SCHWARZ:** Right. But my question is --  
25 I'm sorry, my question is how is that being measured?

1           **MR. GOULSTON:** Again, I'm not exactly sure  
2 myself. I am involved in wireless, so I will need to  
3 follow up on that question. I can refer that to Missy.  
4 And I don't know, perhaps maybe someone up here can  
5 answer.

6           **MR. MOSES:** This is Rick Moses with the  
7 Commission staff. I can help you with that. Sprint  
8 takes 150 calls and they actually do a monitor on it and  
9 compare it for quality. And also my staff does 300  
10 calls each month for the typing speed and quality, as  
11 well. And also we do, I think it is 50 or 60 calls on  
12 CapTel, and on there we also check for accuracy. And  
13 how we do that is my staff actually makes both ends of  
14 the calls and we have scripts that we use so we know  
15 exactly what words are used. So that is how we are  
16 measuring that. Does that answer your question?

17           **MR. SCHWARZ:** Yes. So that's really time  
18 consuming then, huh?

19           **MR. MOSES:** I didn't hear you, I'm sorry.

20           **MR. SCHWARZ:** That is very time consuming?

21           **MR. MOSES:** I would say the test calls, as far  
22 as my staff is concerned, we spend about a week out of  
23 the month doing those calls. And on Sprint's end, I'm  
24 not sure how much time they spend on it, but I know they  
25 are doing about 150 calls, if I'm not mistaken.



1           And I think they have subcontracted with a  
2 company call Paisley that does those calls for them, and  
3 they submit reports on that.

4           **MR. SCHWARZ:** Okay. My second question  
5 here -- Louis here again. When CapTel, or, I'm sorry,  
6 about CapTel, do you guys analyze the accuracy in the  
7 testing, or how do you guys do that?

8           **MR. MOSES:** Are you asking the question of  
9 Sprint?

10          **MR. SCHWARZ:** Well, no, to CapTel.

11          **MR. MOSES:** Ken, did you want to address that,  
12 or do you want me to?

13          **MR. GOULSTON:** I can try to answer. We have  
14 internal quality controls, so we do monitor -- and we  
15 take it very seriously. We go week to week. We monitor  
16 CapTel for accuracy, for recognition, all of those  
17 things. We do have an internal program for that.

18          **MR. SCHWARZ:** For Captel? Louis here. This  
19 is for CapTel?

20          **MR. GOULSTON:** Yes, correct.

21          **MR. SCHWARZ:** Captioning? Okay.

22          **MR. CASEY:** Okay. I believe Valerie had a  
23 question.

24          **MS. STAFFORD-MALLIS:** Yes. This is Valerie  
25 Stafford-Mallis. I use CapTel a lot, and I get the fact

1 that the person doing the typing may be typing very  
2 accurately what the person doing the voicing is telling  
3 them, but I noticed a tremendous disconnect between what  
4 the caller that I'm speaking with is saying and then  
5 what comes up on the screen. And I think that may be a  
6 function of regional accents or foreign accents, but the  
7 accuracy of what I see on my screen when I use CapTel  
8 certainly does not match the accuracy numbers that I'm  
9 seeing in this PowerPoint presentation.

10 **MR. MOSES:** Valerie, this is Rick again. Let  
11 me explain how CapTel works and it might explain some of  
12 the inaccuracies that you are experiencing. There is no  
13 typing done with CapTel. What happens is when someone  
14 is talking to the CapTel operator, they are only hearing  
15 one-half of the conversation. They are hearing that  
16 side. They actually re-voice what they are hearing into  
17 a computer that is trained for their particular voice.  
18 A lot of times, if it does a word look-up, it will grab  
19 the wrong word. We test that. We do see inaccuracies.  
20 But the technology is just not there yet, and it's about  
21 the best they can do with the technology they have been  
22 using. We have been working with them for years now  
23 trying to get it better. And it is improving, but it's  
24 not there.

25 **MR. SCHWARZ:** Louis here. Yes, that is

1 exactly what I was trying to say. I noticed not so much  
2 in the typing, but I am talking about the captioning.  
3 The voiceware software, or the voice recognition  
4 software, I know it's not 100 percent, but I wanted to  
5 know how far have we gotten so far?

6 **MR. CASEY:** Are you asking about the results?

7 **MR. SCHWARZ:** Yes. Has it improved since it  
8 has been, you know, since we fixed the software for the  
9 voice generation captioning?

10 **MR. MOSES:** It has improved greatly. They are  
11 still making changes to it all the time trying to  
12 improve it.

13 **MR. SCHWARZ:** Those are the results I want to  
14 see.

15 **MR. MOSES:** I can send you every report we  
16 have done for every month.

17 **MR. CASEY:** Mr. Moses' staff does a monthly  
18 report to us of the CapTel calls, how many passed and  
19 how many failed, how many almost passed. It is very  
20 elaborate, but it is a great report, and we could  
21 forward that on to the committee.

22 **MR. SCHWARZ:** Great. Thank you.

23 Louis here. Thank you. Okay.

24 **MR. CASEY:** Valerie, did that answer all of  
25 your questions?

1                   **MS. STAFFORD-MALLIS:** Yes. Thank you. This  
2 is Valerie.

3                   **MR. CASEY:** Okay. Thank you. I will turn it  
4 back over to you, Ken.

5                   **MR. GOULSTON:** Okay. And thank you, Rick and  
6 Bob. Thanks to both of you.

7                   Okay. My slide now is talking about the  
8 CapTel outreach, a few events that we attended promoting  
9 various services including CapTel 800i. We talked about  
10 800i. We talked about the WebCapTel, speech-to-speech.  
11 It's an educational program.

12                   So, next slide, please. We do have other  
13 services. The wireless, that's been coming up more  
14 often with the new generation of people who are curious  
15 to get services that are wireless. So there's education  
16 involved in that, instruction.

17                   We are also developing outreach programs, and  
18 we do have a website that is dedicated, and there is a  
19 calendar of events and so forth that people can check  
20 out workshops and different events.

21                   Next slide. This shows the outreach calendar  
22 with the variety of different information that is  
23 available. It's modified weekly with new ideas, new  
24 interests, new workshops that come up. This just  
25 started about two months ago.

1           The STARS conference is one where we invite  
2 the operators to come in, they get together, they review  
3 annual ideas and programs that have come up. So -- it  
4 was hosted in Kansas. We celebrated our 20th  
5 anniversary from our inception. So it's hard to believe  
6 that 20 years has gone by already. We also toured and  
7 visited various call centers and met various people, the  
8 assistants and the technicians and so forth, everyone  
9 that was there. We were also able to show 4G and how  
10 fast that is.

11           **MR. ZIEV:** This is Jon Ziev. Could we back up  
12 to the outreach?

13           **MR. GOULSTON:** Sure.

14           **MR. ZIEV:** Do you aggressively push the  
15 Florida CapTel or the Internet-based one?

16           **MR. GOULSTON:** I would say Internet. That  
17 includes wireless, the 800i, wireless, really just about  
18 anything.

19           **MR. ZIEV:** This is Jon Ziev. If I remember  
20 correctly, Florida doesn't get paid for that. The  
21 Florida Relay doesn't get paid, so then why would we  
22 want to push that and not the one that Florida Relay  
23 covers?

24           **MR. GOULSTON:** Right. The state of Florida,  
25 that is really -- we are really -- it's basically

1 informational. So we do work closely with 711 and with  
2 CapTel and a variety of other options. I mean, people  
3 do have choices. So it's just provided as a choice.

4 **MR. ZIEV:** This is Jon Ziev. I understand  
5 that, but do you bill Florida Relay, then, for the  
6 Internet-based service, the outreach part? Let me just  
7 make sure I clarify that.

8 **MR. CASEY:** This is Bob Casey. No, we do not  
9 get billed for anything that has to do with  
10 Internet-based TRS, whether it be outreach or actual  
11 minutes. And that's by state statute. By state statute  
12 we don't handle Internet at the present time.

13 **MR. ZIEV:** This is Jon Ziev. Thank you, Bob,  
14 for that clarification.

15 **MR. GOULSTON:** Okay. Great.

16 Let's go on. There we go. During the  
17 conference we announced some new technology on the  
18 horizon, which is speech-to-speech, the dedicated  
19 website. We have also added a separate page for  
20 speech-to-speech, and we set up a speech-to-speech  
21 e-mail. So it's more caller friendly, and an easier  
22 procedure for people. We also do -- have made some  
23 adjustments to our customer database profile to improve  
24 the information that's there, make it more customer  
25 friendly. So those are the three major products we

1 announced during the STARS conference: The  
2 speech-to-speech, the e-mail call set-up, and then the  
3 database changes.

4 As far as 4G, we showed what is coming out new  
5 in the state of Florida. Four cities that were recently  
6 announced, Daytona Beach, Jacksonville, Orlando, and  
7 Tampa. Next month, December 1st, we will be adding  
8 Miami, which will also be 4G. Very exciting for people  
9 to receive this type of service because 4G is quite a  
10 bit faster. And we will be expanding to more cities  
11 and -- more cities throughout Florida.

12 Next slide. These are two very hot items.  
13 People have been starving for better mobile devices.  
14 They want mobile VRS. They want it right in their phone  
15 instead of having to drive home, sit down, make their  
16 telephone call through videophone or whatever type of  
17 service they might have. They want to be able to have  
18 it completely portable. Was there a question?

19 **MR. ZIEV:** This is Jon Ziev. I wanted to make  
20 a comment. Yeah. I have the Epic for the very reason  
21 you are talking about, portability.

22 This is Jon Ziev continuing, also. I tested  
23 the different VRSs, a variety of them on the Epic. And  
24 it is pretty cool. They all work.

25 **MR. GOULSTON:** Thank you, Jon.

1           Yes, we have new applications coming out very  
2 soon, and we know there is going to be more competition.  
3 And people are going to be -- there's going to be free  
4 marketing, not only of VRS, but really about a month ago  
5 there was also a CapTel wireless, so that's a pretty  
6 cool application, too, and that's coming out very soon.  
7 That will be available in a phone. So there is more of  
8 a shift to the mobility. And, really, I think that's  
9 our future right there.

10           So these are what we have available for the 4G  
11 support. It is ten times faster than 3G. Video quality  
12 is much more clear. It's a good enhancement. Let's go  
13 to the next slide.

14           Thank you. Thank you, everyone, for your  
15 time. Are there any questions?

16           **MR. CASEY:** Okay. It appears there are no  
17 questions. We can go on --

18           Oh, I'm sorry, Valerie does have a question.

19           **MS. STAFFORD-MALLIS:** I'm sorry. This is  
20 Valerie. I have just one question about Tampa. Will  
21 that Tampa 4G service be extending down into the South  
22 Tampa Bay, Sarasota, and Manatee Counties, or just  
23 Hillsborough?

24           **MR. GOULSTON:** It will be starting, of course,  
25 with the center of Tampa, but originally we --



1 eventually we will be expanding throughout. So every  
2 week there will be changes. The map will continue to  
3 grow.

4 **MS. STAFFORD-MALLIS:** Thank you. This is  
5 Valerie. We have 110,000 folks with hearing loss in  
6 Sarasota and Manatee Counties. We want to play, too.

7 **MR. GOULSTON:** I hear you. Thank you.

8 **MR. CASEY:** James has a question.

9 **MR. FORSTALL:** This is James. Yes. Going  
10 back to the speech-to-speech project that was announced  
11 in June, this is the first I'm hearing about that. And  
12 I would, you know, really welcome the opportunity to get  
13 more information about the program that you have going,  
14 because this is something that FTRI has always been  
15 challenged with reaching out to the speech-to-speech  
16 population. And we would love to work with you to find  
17 out, you know, how you intend to reach out to the  
18 population so we can work together on that. Thank you.

19 **MR. GOULSTON:** That's a wonderful idea.

20 **MR. ZIEV:** This is Jon Ziev.

21 **MR. CASEY:** Go ahead.

22 **MR. ZIEV:** This is to Valerie. Valerie, I  
23 have a tip for you, for you to play. From what my  
24 research has done, AT&T 3G is equal to Sprint's 4G.

25 **MR. GOULSTON:** This is Ken. I think there is

1 also LTE, what we call WIMAX. So it's actually a  
2 different type of Internet and different terminology.  
3 So it's a different measurement. That is our first  
4 rollout of 4G, and it's going to be continuing to roll  
5 out for the next year or even two years. So I'm sure  
6 the company will be able to make it -- I mean companies  
7 will be able to make the equivalent of it, that's for  
8 sure.

9 **MS. STAFFORD-MALLIS:** This is Valerie. Thank  
10 you very much.

11 **MR. CASEY:** Any more questions?

12 **MR. SCHWARZ:** Hi, this is Louis here. I do  
13 know that 4G is not related to our committee. However,  
14 I'm still curious, what will be the future trend? Will  
15 the TTY be used less and CapTel used more, or maybe on a  
16 wireless device will that reduce and increase more of  
17 4G? And how does that affect the future of our  
18 committee?

19 **MR. GOULSTON:** Well, would you like me to  
20 answer, Ken speaking, or Bob or Rick?

21 Okay. I'll try. Well, one example, new  
22 construction. If you put a landline in for a phone, the  
23 phone itself is probably going to be 4G. There will be  
24 hot spots that we will be able to connect to a laptop,  
25 to a television, to a gaming device, MP3, whatever,

1 throughout the entire house. There will be a  
2 cost-savings option. There will be, you know, separate  
3 payments for -- it could be cable, it could be high  
4 speed Internet, telephone lines, all of that will be  
5 sort of one-stop shop.

6 And I see people with 4G phones, who, you  
7 know, it's pretty cool. You drive to their house, the  
8 thing itself you can just punch it into your phone and  
9 it opens your garage door for you. It's amazing.

10 You go to the bank, or you go to the store, it  
11 has got a bar code right in there. You use that bar  
12 code, you scan it, and it gets billed to the bank. Or  
13 if you want to buy an airplane ticket, same idea. It's  
14 really going to be amazing, some of the changes we are  
15 going to see. Probably 75,000 free apps available, and  
16 I see people making that shift to more of a wireless  
17 society.

18 I think a long time ago we had, you know, the  
19 TTYs, but times have changed even in this 20 years and  
20 the impact of this committee, yeah, I mean, maybe you  
21 ought to think about the impact of wireless behavior and  
22 all of that and options for support. And who knows,  
23 maybe the equipment that could be provided would be  
24 wireless.

25 **MR. ZIEV:** This is Jon Ziev. From what I

1 understand, I know currently myself, personally, I  
2 support the wireless technology, because it makes us  
3 truly mobile free. We're able to go wherever we want.  
4 But at the same time, there's another effect. It has an  
5 impact on the future of FTRI, also the Relay Services.

6 Because how will we -- I mean, the minutes are  
7 going to decrease. Obviously the TRS minutes are going  
8 to decrease. It's going to have a huge impact on that.  
9 What we are seeing, we have noted that it's stabling,  
10 but it is going to decrease more with the increase of  
11 this technology. How can we as the deaf community, what  
12 can we do to make sure that deaf people still have --  
13 not deaf people, let's say the lower income population  
14 of the deaf community, how can we find it affordable for  
15 them to stay with us?

16 I know the FTRI is going to try to help make  
17 the cost affordable, but that's something we also need  
18 to kind of keep an eye on as this technology improves.  
19 Like you stated, there's phones that can do this and  
20 that, but we also have a low-income population that  
21 needs the assistance still.

22 **MR. CASEY:** If you are speaking of handsets,  
23 at the present time we have no authority to do that.  
24 And FTRI cannot provide wireless devices at this time or  
25 Internet TRS devices. However, that can change --

1           **MR. ZIEV:** This is Jon. You're right, but  
2 what can we do to make that change in the future?

3           **MR. CASEY:** That would take a legislative  
4 change. We can only do what the Legislature allows us  
5 to do.

6           Valerie, you had a question?

7           **MS. STAFFORD-MALLIS:** Yes. This is Valerie.  
8 Does that mean it would take a legislative act for the  
9 Telecommunications Relay Service to be able to provide  
10 the 800i CapTel?

11           **MR. CASEY:** I believe so. I better defer to  
12 my attorney to make sure.

13           **MS. MILLER:** We're looking at the statutes  
14 here, and basically a telecommunications device for the  
15 deaf is defined in the statutes. And it says a  
16 mechanism which is connected to a standard telephone  
17 line operated by means of a keyboard and used to  
18 transmit or receive signals through telephone lines.  
19 Also -- and that's in Section 427.703(14).

20           And also when they talk about  
21 telecommunications company that is defined in Subsection  
22 13, they specifically say that it does not include an  
23 entity which provides a telecommunications facility  
24 exclusively to a certificated telecom company or a  
25 specialized mobile radio service operator and so forth.

1 A cellular radio telecom carrier and so forth.

2 So just kind of looking generally at the  
3 statutes, just on the spot here, it doesn't look like we  
4 have that kind of authority.

5 **MR. CASEY:** Every year I create a Relay  
6 report. This year's Annual Relay Report will be posted  
7 on our website rather than given to the Legislature.  
8 And that was a law changed last year; instead of giving  
9 it to them, just post it on our website.

10 And in the Annual Relay Report we go over what  
11 we can cover at the present time and what we don't  
12 cover. We let them know that the surcharge is only on  
13 landline access lines, and the surcharge may be rising  
14 because of landline access lines are getting smaller.  
15 So eventually something would have to be done that would  
16 probably take a legislative change.

17 **MS. STAFFORD-MALLIS:** This is Valerie. Thank  
18 you.

19 **MR. SCHWARZ:** This is Louis speaking.

20 Bob, a question for you. Remember we e-mailed  
21 back and forth in regards to free wireless cell phones  
22 for low income individuals, or, I'm sorry, like  
23 Lifelinks?

24 **MR. CASEY:** Right.

25 **MR. SCHWARZ:** That is not under that

1 legislation because it is only for a landline. So now  
2 my concern is that the Lifelinks receives some kind of  
3 federal or state funding for hearing individuals. Now,  
4 you're saying that -- so that can be modified, or  
5 something about \$13.50 that are switched over to this  
6 charge of text messages.

7 **MR. CASEY:** Right. If you remember the  
8 e-mails, Lifeline is presently being used or is allowed  
9 to be used on wireless phones. We have a number of  
10 wireless companies in Florida that provide Lifeline  
11 service, and I mentioned to you one that does allow  
12 texting on their phone.

13 **MR. SCHWARZ:** No, I don't remember. There's  
14 one that covers text messaging?

15 **MR. CASEY:** Yes, there is. Safelink Wireless  
16 provides 250 minutes a month, I believe. And you can  
17 text using those minutes. I believe it is a third of a  
18 minute per text, something like that.

19 **MR. SCHWARZ:** I'm sorry. Can you say that  
20 again?

21 **MR. CASEY:** Safelink Wireless has an offer for  
22 Lifeline customers. They provide 250 free minutes per  
23 month, and with those minutes you can use texting. They  
24 charge I believe it's one-third of a minute per text  
25 that's sent or received.

1                   **MR. SCHWARZ:** Okay. Now, so the text  
2 messages, how many characters is one text message? I'm  
3 sorry, again, this is Louis.

4                   **MR. CASEY:** I believe it's the whole message,  
5 once the whole message is sent. I don't believe they  
6 count characters. You would have to check with --

7                   **MR. SCHWARZ:** Because now, on a cellular  
8 phone, a text message is 160 characters. That's one  
9 text message. So would that follow the same guidelines?

10                   **MR. CASEY:** You would have to check with  
11 Safelink Wireless. We don't control their plans, what  
12 they offer. We have very limited regulation over  
13 wireless. We do regulate Lifeline in the state of  
14 Florida. So if a company is an eligible  
15 telecommunications carrier, they do give a 13.50  
16 discount on their plans, but we do not control what they  
17 include in their plans.

18                   **MR. SCHWARZ:** Okay. So you are saying -- this  
19 is Louis again. So the PSC does -- who controls it, if  
20 the PSC doesn't?

21                   **MR. CASEY:** Who controls the wireless? That  
22 would be the FCC. Now, we administer the Lifeline  
23 program in the state of Florida.

24                   **MR. SCHWARZ:** Okay, then.

25                   **MR. CASEY:** Okay. We can move on to the last



1 part of the program. As I mentioned -- oh, I'm sorry,  
2 James has a question.

3 **MR. FORSTALL:** This is James with FTRI. I  
4 just wanted to comment on what Jon and Louis were  
5 talking about.

6 FTRI, at this point the majority of the people  
7 that we serve are hard-of-hearing. And the number of  
8 deaf people that we serve continues to dwindle because  
9 we are limited by the type of equipment that we are able  
10 to distribute. If you look at the law under -- let's  
11 see, and correct me if I'm wrong, under 427.702(3)(g)  
12 where it says that the Telecommunications Access System  
13 uses the state-of-the-art technology for specialized  
14 communication. I wonder if that is intended to, for the  
15 equipment being, you know, improved and included that  
16 keeps up with the latest technology, which would include  
17 the wireless and the videophones and stuff like that. I  
18 know we've been down this road.

19 **MR. MOSES:** Nice try. (Laughter.)

20 **MR. CASEY:** There is another part of the  
21 statutes that says basically the PSC, hands-off  
22 Internet.

23 Okay. If there are no more questions, let's  
24 go ahead and move on to the last part of the program.  
25 As I mentioned earlier --

1           **MR. ZIEV:** This is Jon Ziev.

2           **MR. CASEY:** Okay. Jon, go ahead.

3           **MR. ZIEV:** Wireless isn't Internet, though,  
4 right?

5           **MR. CASEY:** Right. Wireless is not Internet,  
6 but we also don't have regulation over wireless  
7 telephones. We have very limited jurisdiction when it  
8 comes to Lifeline service, but we do not control their  
9 packages, or rates, or quality of service.

10           **MR. ZIEV:** This is Jon. Understood. So that  
11 explains the numbers for the deaf going down, you know,  
12 because we have pagers, we have wireless pagers. And  
13 the TTY, you know, I don't even -- looking around my  
14 office, I don't even know where my TTY is. So it's more  
15 for a hard-of-hearing service than it is for deaf, and  
16 that's why the numbers are dwindling.

17           In other words, in some way it is some sort of  
18 discrimination to the deaf community. Just putting it  
19 out there.

20           **MR. CASEY:** This has been discussed for a  
21 number of years. Again, it would be up to the  
22 Legislature to define what the PSC can and can't do.

23           Okay. As I mentioned earlier, we are -- we  
24 just -- not we, the Commission approved the last option  
25 year for the Sprint Relay contract. We will be issuing

1 a request for proposal after the first of the year. We  
2 will also be sending out a legal notice before the end  
3 of the year in the Florida Administrative Weekly seeking  
4 companies that would be interested in bidding on a  
5 contract. When that FAW notice does go out, I will  
6 e-mail it to everyone, including all the companies  
7 listed on the FCC website as providers of TRS.

8 And also we are seeking input from the  
9 Advisory Committee on any changes they would suggest to  
10 our RFP. And I sent the RFP to everyone on the  
11 committee a few weeks ago to look over, and we're open  
12 to any suggestions.

13 And I'll open up the floor. Does anybody have  
14 any suggestions or possible changes that they would like  
15 to see?

16 **MR. ZIEV:** This is Jon Ziev. I'd like to  
17 refer to (inaudible) legislation.

18 **MR. CASEY:** I'm sorry. Could you repeat that?

19 **MR. ZIEV:** Well, I guess -- yes, it always  
20 gets referred to legislation, so I guess my thing is  
21 just send it, you know, send the wireless, IP-Relay, all  
22 of that Internet that we've been talking about  
23 accessibility for deaf people, let's get something that  
24 is really for functional equivalency. Let's just put it  
25 all in one package.

1           The current system right now is that the  
2 person has to go home and use their system there. And  
3 we need to make sure that we can -- you know, if we're  
4 talking about TTY, the wireless, the thing we were  
5 talking about, this is what we need to send for  
6 legislation. So let's make a package and send it to  
7 legislation that there should be some functional  
8 equivalency. That's what we should be packaging.

9           **MR. MOSES:** Jon, this is Rick.

10           Let me see if I can help clarify what we are  
11 doing here. We are given the task by the Legislature to  
12 implement a program under Chapter 427, and the RFP that  
13 we are about to discuss does that under that. And it  
14 also requires us to be compliant with the FCC  
15 requirements for TRS. And what you're talking about is  
16 making a change to the entire system, which is going to  
17 require legislative action, which we don't do.

18           **MR. ZIEV:** Well, what I'm talking about is  
19 TRS. Part of it should have a wireless accessibility in  
20 there. That is what I wanted to see in there. So I  
21 guess that's what I'm looking to -- like, textability,  
22 that was my suggestion, that we should have maybe  
23 textability in there.

24           **MR. MOSES:** We don't have the ability -- let  
25 me stop you a minute. We don't have the ability to do

1 anything wireless, period. It is strictly prohibited by  
2 statute.

3 **MR. ZIEV:** Right. And that's why I'm saying  
4 in the first place whatever we suggest that we should  
5 have that. That I would like to see, I would like to  
6 suggest for that to happen.

7 **MR. MOSES:** We can't make a suggestion for it  
8 to happen because the Commission does not do  
9 legislation. We work for the Legislature. We don't  
10 tell them what to do. That would require legislation, a  
11 draft by somebody such as your organization getting  
12 somebody to sponsor a bill to make the change.

13 **MR. SCHWARZ:** This is Louis. I would like to  
14 give you a good example. I can't remember which  
15 airline, but they used to have a TTY booth at the  
16 airport, and now I notice that it's gone. And I believe  
17 that that's because no one uses it to call through a  
18 TTY. We use videophone now or we use our wireless  
19 devices.

20 So I asked someone, "Do you guys have a  
21 videophone that we could use?" So I do know that it  
22 has -- I know it's not necessary in regards to the  
23 process; however, still you mentioned that we, the  
24 people, have to inform the lawmakers about all of these  
25 scenarios and things that we need to have done.

1       However, I do believe that this committee could enforce  
2       with the lawmakers that that is no longer applicable to  
3       deaf people. So we need other modes of communication  
4       through wireless devices or Internet devices. So I  
5       think we should be responsible for informing lawmakers  
6       and fight that fight to make the change for the  
7       Legislature.

8               I have -- you have a response -- you have a  
9       report from your office to the PSC to show that we are  
10      not meeting all the deaf individuals' needs. So we  
11      can't just do it ourself. We do need to work  
12      hand-in-hand with the PSC to show and document with the  
13      Legislature or the lawmakers.

14             **MR. CASEY:** As Mr. Moses mentioned -- this is  
15      Bob Casey. As Mr. Moses mentioned, we can't recommend  
16      legislation to the Legislature because we are part of  
17      the Legislature. However, the Relay report that I'm  
18      preparing will contain information regarding wireless  
19      and VoIP services for TRS.

20             **MR. ZIEV:** This is Jon Ziev again. I was just  
21      pretty much making a comment. I didn't mean for it to  
22      get on this long conversation. Pretty much what I was  
23      saying, you said, "Were there any suggestions?" And I  
24      was commenting to you that, yes, any suggestions I have  
25      I know would have to go to legislation. That's all I

1 was trying to say.

2 **MR. CASEY:** Right. And organizations could go  
3 to the Legislature, the Florida Association of the Deaf,  
4 or the Florida Coordinating Council, they are an  
5 advisory group for the Legislature and for the Governor,  
6 I believe, and the Legislature. Groups like that could  
7 go to the Legislature and say, "This is what we need.  
8 Our needs are not being met." But we can't do it  
9 ourselves.

10 **MR. ZIEV:** This is Jon Ziev again. I  
11 understand. Again, please know that I do understand.  
12 And that's why I wanted to preface my comments with  
13 whatever I say, I knew this would happen when you deal  
14 with the legislation. That's all I was trying to show,  
15 you know, that there is a need, but I know it can't be  
16 met here. It has to be met, like you just said, through  
17 other organizations.

18 **MR. CASEY:** Okay. Thank you, Jon.

19 Are there any more comments? I believe  
20 Valerie had some comments.

21 **MS. STAFFORD-MALLIS:** Yes. This is Valerie  
22 Stafford-Mallis. I was looking at the Florida Relay  
23 contract amendments, and minimum communication assisted  
24 qualifications testing, it was item number seven on the  
25 contract amendment, proposed contract amendment. It

1 looks like a minimum of 150 test calls per month has  
2 been stricken from this contract deliverable. And  
3 please correct me if I'm wrong, but as I'm reading this  
4 Section (c), it looks like the only minimum  
5 qualification metric is now just a minimum typing speed  
6 of 60 words per minute on live Relay calls. Am I  
7 correctly interpreting these strike-throughs?

8 **MR. MOSES:** Well, let me give you the history  
9 of that strike-through. When we first started doing the  
10 service quality checking on the typing speed to see if  
11 they were in compliance, with that language in there,  
12 which is a requirement under the FCC, they were allowed  
13 to sit down with a CA sitting right next to the person  
14 being tested, and they would sit there and pace giving  
15 that information to that person as they typed it. And  
16 anybody with two hands that had ten fingers could type  
17 60 words a minute using the macros they had.

18 And under that definition, the way it was  
19 written, that satisfied the requirement under the FCC  
20 that they met the 60 words per minute. And then if they  
21 got on a live call, they would be typing about 35 or 40  
22 words per minute sometimes, because then they were under  
23 pressure and they were having a different situation. We  
24 struck that to make it to where there has to be  
25 compliance on live calls 60 words per minute. So it



1 tightened up the standard considerably.

2 **MS. STAFFORD-MALLIS:** Thank you for that  
3 clarification. This is Valerie.

4 One thing I would like to offer for your  
5 consideration is the fact that the National Court  
6 Reporters Association and some of the other CART writer  
7 literature, CART standing for Communication Access  
8 Realtime Translation posits that the average rate of  
9 speech is about 150 to 160 words per minute, and that  
10 some speakers routinely exceed that amount by 200 words  
11 to 220 words per minute. So, if anything, I would want  
12 to see the number of words per minute raised from 60 to  
13 match the actual rate of speech that is being captioned.

14 **MR. MOSES:** I don't think you will ever find  
15 operators that can do that using the technology that  
16 they are using.

17 **MR. ZIEV:** This is Jon Ziev. I disagree with  
18 that.

19 Valerie, what you have to remember is one  
20 thing. When CART is involved, they are using -- it's a  
21 direct, it's more direct with their steno machine. It's  
22 a presentation. It's a one way. Relay involves two  
23 parties. Relay never runs that way. It's not just a  
24 one-way direction. CART tends to work with a steno  
25 machine in that one-way direction.

1           For a conversation, 60 words per minute is  
2 more accurate; 150 to 200, that is when a presenter is  
3 giving a PowerPoint presentation or things like that.  
4 So that is where I disagree. Sixty words per minute is  
5 what your average person in a normal conversation, a  
6 real world conversation, that number is accurate. I  
7 know that CART number comes from the one-way  
8 presentation, often using their steno machines.

9           This is Jon Ziev. Again, I think that 60  
10 words per minute is fine, Valerie. Hopefully you do,  
11 too, with that clarification. And in addition to that,  
12 also, the average person, they are not able to read 250  
13 words per minute. The average person can only retain so  
14 much, too, and then they start losing information trying  
15 to listen to all of that.

16           **MS. STAFFORD-MALLIS:** This is Valerie. Thank  
17 you for that clarification. I'm not sure that I believe  
18 that 60 words per minute is the average rate of spoken  
19 speech, but I could be wrong on that. But I certainly  
20 understand the distinction that you are making between  
21 the methodology of the realtime transcription and the  
22 captioning that we use in CapTel.

23           **MR. ZIEV:** This is Jon Ziev. And, again, I  
24 want to make sure it's 60 words per minute being read.  
25 I don't think a person can read 250 words per minute. I

1 think about 60 is something to read, retain, and  
2 understand. I'm sure you can read, speed read, but do  
3 you really retain that information? How much do you  
4 lose? So, again, that's what I'm trying to explain.  
5 I'm really emphasizing on comprehension.

6 **MR. CASEY:** James, do you have a question?

7 **MR. FORSTALL:** Yes. Well, I have a comment.  
8 This is James. In Amendment Number 4 with regard to  
9 CapTel, I know the RFP will be requesting information on  
10 CapTel, a bid on CapTel. However, just for your  
11 information, there is another company that is developing  
12 a captioning telephone. And I think it would be a good  
13 idea to leave the possibility of somewhere in the RFP to  
14 allow for competition, even though you may be restricted  
15 to select one provider to provide the services.

16 But if you have two companies out there  
17 making, offering the service and the equipment, then  
18 maybe there should be a bid between the two so we can  
19 get the best price.

20 **MR. CASEY:** So would you suggest --

21 **MR. ZIEV:** This is Jon Ziev. I second that.

22 **MR. CASEY:** Would you suggest in the RFP, not  
23 mentioning CapTel, but say captioning telephone service?  
24 That way multiple providers could provide it.

25 **MR. FORSTALL:** Exactly. I think so. Because

1 I know from my understanding that if this proposal is  
2 not going to be brought -- to begin in 2012; is that  
3 correct?

4 **MR. CASEY:** Yes; June 1st, 2012.

5 **MR. FORSTALL:** So in between now and then we  
6 may have that other company available to provide the  
7 service.

8 **MR. CASEY:** That's a very good point. Thank  
9 you. Other comments or suggestions?

10 **MR. ZIEV:** This is Jon Ziev; yes.

11 **MR. CASEY:** Go ahead, Jon.

12 **MR. ZIEV:** Thank you.

13 The performance bond, why is that going down?

14 **MR. CASEY:** It's going down because the  
15 minutes are going down. In other words, Sprint's  
16 monthly bill is going down. And the performance bond --

17 **MR. ZIEV:** Okay. I'm sorry. That makes  
18 complete sense, I'm sorry I even ask the question.  
19 You're absolutely right.

20 **MR. CASEY:** Okay. Thank you.

21 Does anybody else have any comments or  
22 questions? Okay. Valerie has a question.

23 **MS. STAFFORD-MALLIS:** This is Valerie again.  
24 This question is for Rick. I want to make sure I  
25 understand what you were telling me on the minimum

1 communications assistance qualifications training. Were  
2 you saying, then, that the communications assistants  
3 will be still be doing 150 test calls on live Relay  
4 calls or not?

5 **MR. MOSES:** No. The 150 calls was the  
6 requirement that they could satisfy that test. In other  
7 words, if they did 150 calls and they sat there  
8 side-by-side and did that test, then that satisfied the  
9 requirement. We didn't think that was an appropriate  
10 way to test the CA. So we took all of that out and said  
11 on live calls, all the live calls, this is what you have  
12 got to do.

13 **MS. STAFFORD-MALLIS:** Okay. Thank you.

14 **MR. MOSES:** Now, what they do under just an  
15 agreement, not an RFP requirement, is they do 150 test  
16 calls to make sure that all of this is being done to  
17 monitor their CAs and make sure that they are performing  
18 the way they should.

19 **MS. STAFFORD-MALLIS:** Good. So that's a  
20 realtime performance expectation.

21 **MR. MOSES:** Exactly. I mean, it didn't make  
22 sense to have a requirement and then not expect that  
23 requirement to be performed in the actual service is the  
24 way we were looking at it.

25 **MS. STAFFORD-MALLIS:** Thank you.

1           **MR. MOSES:** You're welcome.

2           **MR. ZIEV:** This is Jon Ziev. I have a  
3 question.

4           **MR. CASEY:** Okay, Jon; go ahead.

5           **MR. ZIEV:** Thank you. Does the current TRS  
6 have a Spanish component, a separate line?

7           **MR. CASEY:** For Spanish, did you say?

8           **MR. ZIEV:** Yes.

9           **MR. CASEY:** Yes. There is a separate call-in  
10 number for Spanish-speaking customers, and they also  
11 have Creole, I believe.

12           **MR. ZIEV:** Do we even have the stats for that?

13           **MR. MOSES:** Yes.

14           **MR. ZIEV:** I'm looking all over. I don't see  
15 the stats for that.

16           **MR. MOSES:** You mean the statistics, is that  
17 what you're saying?

18           **MR. ZIEV:** Yes.

19           **MR. CASEY:** In what regard?

20           **MR. ZIEV:** The percentage English, Spanish --  
21 you mentioned Creole, I'm just curious on the usage and  
22 the percentage. How many people are using it?

23           **MR. MOSES:** We have that information  
24 available, if you need it. That's reported to us in the  
25 monthly bills. They break it down on individual types

1 of calls, and that is broken down in there. If you need  
2 access to that, we can provide that to you.

3 **MR. ZIEV:** This is Jon Ziev. I would love to  
4 have that, because I think the Spanish-speaking  
5 population is going to be one of the quickest growing in  
6 these numbers.

7 **MR. MOSES:** We will provide it to you.

8 **MR. CASEY:** Okay. Any other questions,  
9 comments?

10 Hearing none, I would like to thank everybody  
11 for participating today. Feel free, if you have any  
12 questions to contact any of us. We are available to  
13 you. We will be working hand-in-hand with the advisory  
14 committee as we work up this RFP. And of course you  
15 will get a copy of it. Thank you very much for coming.  
16 Have a good day.

17 (The meeting concluded at 3:34 p.m.)

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

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, 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 1st day of December, 2010.

  
\_\_\_\_\_  
JANE FAUROT, RPR  
Official FPSC Hearings Reporter  
(850) 413-6732



*Florida*  
**Public  
Service  
Commission**



*Welcome*

*TASA Advisory Committee Meeting*

*November 19, 2010*

Parties/Staff            Handout  
event date 11/19/2010  
Docket No. 040763

# AGENDA

- 1:30 - 1:45      Reading of Meeting Notice – *Cindy Miller*  
Introductions/Notes – *Bob Casey*  
Participant Appearances
- 1:45 - 2:15      FCC & PSC Updates -      *Bob Casey*
- 2:15 – 2:45      FTRI equipment distribution services and outreach  
activities - *James Forstall*
- 2:45 - 3:15      Sprint Relay –      *Ken Goulston*  
a) Current call volumes for FRS (TRS and CapTel)  
b) Other Updates
- 3:15 – 4:00      Florida Relay contract RFP – Comments from  
Advisory Committee pursuant to Section 427.704,  
Florida Statutes
- 4:00              Conclude

# Notes

- TASA committee members Kim Schur and Jon Ziev will be participating by phone during today's meeting, and Cheryl Rhodes will be unable to participate in today's meeting.
- Demetria Clark is on the road and may listen-in on the meeting.
- We have a new committee member. Mr. Chris Littlewood has been recommended by the Chair of the FCCDHH. Valerie Stafford-Mallis of the FCCDHH will be filling in for Mr. Littlewood at today's meeting.
- A transcript will be made of today's meeting. It will be provided to all TASA committee members.
- Please make sure your microphone is on when speaking. The green light should be on.
- Please state your name before speaking so we know who is making comments for the record.
- For Committee members who will be claiming travel costs, please make sure to fill out the travel reimbursement form.

**Mr. Chris Littlewood**

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**Jon Ziev (Nominated to take place of Isaac Abenchunchan)**

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*FCC & PSC Updates  
since April 23, 2010  
TASA Meeting*

# FCC Number vs DA Number on Orders

- *Decisions are issued in two different ways: by the authority of the entire Commission, with each Commissioner voting; or by authority delegated to the Bureaus and Offices of the Commission.*
- *If the decision is one decided by the Commission, it is identified by an FCC number. The FCC number is comprised of two digits indicating the year, and a number of up to 3 digits indicating the sequence, such as FCC 08-138.*
- *If the decision is one issued through authority delegated to the FCC Bureaus and Offices, it is identified by a DA number. The DA number is constructed similarly to an FCC number, with two initial digits indicating the year, and a number of up to 4 digits indicating the sequence such as DA 08-1476.*

# Order FCC 10-88

## Released May 27, 2010

- The FCC reiterated existing rules and adopted others, and sought comment on other possible rule changes to further detect and deter the misuse of VRS and the billing of illegitimate minutes to the Interstate TRS Fund.
- The FCC's goal is to eliminate unjustifiable payments to providers and to eliminate the provision of service by unqualified providers or service that is not in compliance with the TRS rules.
- In the Declaratory Ruling portion of the item, the FCC reiterated that payments from the Interstate TRS Fund may be suspended to providers that do not submit to audits.
- The Order section adopts an interim rule requiring senior executives to swear to the accuracy of information providers submit to receive compensation from the TRS fund.
- The Notice of Proposed Rulemaking section seeks comment on ways to amend the rules to detect and prevent fraud and misuse in the provision of VRS.

# Order FCC 10-115

## Released June 28, 2010

- *The FCC adopted per-minute compensation rates for the Interstate TRS 2010-2011 Fund year.*
- *Traditional TRS - \$2.0256 per minute.*
- *Speech to Speech - \$3.1566 per minute.*
- *Captioned Telephone Service - \$1.6951 per minute.*
- *Internet Protocol CTS - \$1.2985 per minute.*
- *VRS*
  - *0-50,000 minutes per month at \$6.2390 per minute;*
  - *50,001-500,000 minutes per month at \$6.2335 per minute;*
  - *over 500,000 minutes per month at \$5.0668 per minute.*



# Order FCC 10-111

## Released June 28, 2010

- *The FCC is taking a fresh look at the VRS program because of fraud, waste and abuse...*
- *A number of individuals associated with VRS companies have been indicted for fraud and abuse of the system by generating extra revenue from calls that were not legitimate uses of the fund.*
- *In addition, recent data has shown that the payments from the Fund to VRS companies were on a higher scale than the FCC intended, because they were based on cost estimates that turned out to be far higher than VRS companies' actual costs.*
- *The FCC set out how VRS companies will be compensated during the next year by setting interim levels for payments.*

# Order DA 10-1235

## Released June 30, 2010

- The FCC extended the waivers of certain mandatory minimum standards for VRS and IP Relay Service that were set to expire on July 1, 2010.
- The FCC extended the waivers for one year until July 1, 2011, conditioned upon the filing of a status report due April 16, 2011, of the following requirements: (1) one-line Voice Carry Over (VCO), VCO-to-TTY, and VCO-to-VCO; (2) one-line Hearing Carry Over (HCO), HCO-to-TTY, and HCO-to-HCO; (3) call release; (4) pay-per-call (900) calls; (5) types of calls;<sup>5</sup> (6) equal access to interexchange carrier;<sup>6</sup> and (7) Speech-to-Speech (STS).

# Order DA 10-1445

## Released August 4, 2010

- The FCC granted a six-month extension of the waiver regarding treatment of toll free numbers in the Internet-based TRS numbering directory (iTRS Directory) in response to the TDI Coalition's request for a further extension.
- The waiver extension will ensure that calls to users of VRS and IP Relay continue to be routed without disruption while the FCC further considers issues regarding the use of toll free numbers for iTRS services.

# Order FCC 10-161

## Released September 17, 2010

- The FCC sought comment on steps the FCC should take to improve assignment of telephone numbers associated with VRS and IP Relay.
- Specifically, the FCC sought comment on proposed rules designed to align access to local and toll free numbers by Internet-based TRS (iTRS), users more closely with the way that hearing users obtain toll free numbers.

# Order FCC 10-1734

## Released September 20, 2010

- The FCC released a consent decree with Purple Communications, Inc. that requires the company to pay approximately \$22 million to the TRS Fund, resolving investigations into whether Purple overbilled the TRS Fund by artificially inflating TRS usage.
- The issues under investigation included whether the company unlawfully offered financial incentives or rewards simply to inflate TRS usage and billables, and double-recovered for certain business-related calls.
- The \$22 million settlement resolves the FCC's investigation, establishes the terms of Purple's repayment of the TRS Fund, and creates a compliance framework for Purple's continued provision of TRS.

# Twenty-First Century Communications and Video Accessibility Act of 2010 - Signed into law by the President on October 8, 2010.

- Requires telephones used with the Internet to be hearing aid compatible.
- Permits use of relay services to enable communication with anyone, not just between people with and without disabilities. For example, a TTY user can use relay services to call a person who communicates in American Sign Language using a videophone.
- Requires Internet-based voice communication service providers to contribute to the Interstate Relay Service Fund.
- Allocates up to \$10 million per year from the Interstate Relay Service Fund for equipment used by individuals who are deaf-blind.
- Establishes an Emergency Access Advisory Committee to recommend and for the FCC to adopt rules to achieve reliable and interoperable communications with future Internet-enabled emergency call centers.



## Greg Hlibok named Chief of the FCC'S Disability Rights Office Nov. 16th

- Was previously an attorney advisor in the FCC Disability Rights Office.
- Received a BA in Government from Gallaudet University and a JD from Hofstra University School of Law.
- Admitted to the NY Bar.
- Was an active member of National Association of the Deaf and Maryland Association of the Deaf.
- Will be the first Chief of the Disability Rights Office who is deaf.



## Karen Peltz Strauss, New Consumer and Governmental Affairs Bureau Deputy Chief

- 25 years experience working on telecommunications access for people with disabilities.
- Co-founder of the Coalition of Organizations for Accessible Technology, or COAT, a coalition dedicated to ensuring disability access to emerging Internet-based and digital communications technologies in the 21st century.
- Served as legal counsel for Gallaudet University's National Center for Law and Deafness, and the National Association of the Deaf.
- Served as Deputy Bureau Chief of the former Consumer Information Bureau at the FCC.
- Initiated the FCC's Disability Rights Office and managed the Commission's consumer and disability access programs and policies.
- Has a JD from the University of Pennsylvania Law School and an LLM from the Georgetown University Law Center.
- Author of the book "A New Civil Right: Telecommunications Equality for Deaf and Hard of Hearing Americans"



# PSC Updates

- *By Order No. PSC-10-0295-PAA-TP, issued May 7, 2010, the Commission approved FTRI's 2010-2011 budget and maintained the TRS surcharge at \$0.11 effective July 1, 2010. FTRI's approved budget is for operating revenue of \$9,871,383, and budget expenses of \$13,152,608 for the fiscal year 2010-2011, effective July 1, 2010. The revenue shortfall will be covered by the projected surplus in the relay fund.*
- *On June 15, 2010, the Commission approved a contract option to extend the Sprint Relay contract for one year beginning June 1, 2011. Rates for traditional TRS will be \$0.89 per session minute and the rate for CapTel captioning service will be \$1.54 per session minute for the 2011-2012 contract year. The Commission also set the amount of the Sprint performance bond at \$4,582,763 for the 2011-2012 contract option year.*
- *On November 17, 2010, staff filed a recommendation recommending that the Commission formerly approve the appointment of Mr. Chris Littlewood to the TASA Advisory Committee. Commissioners will consider the recommendation at the November 30, 2010 Agenda Conference.*

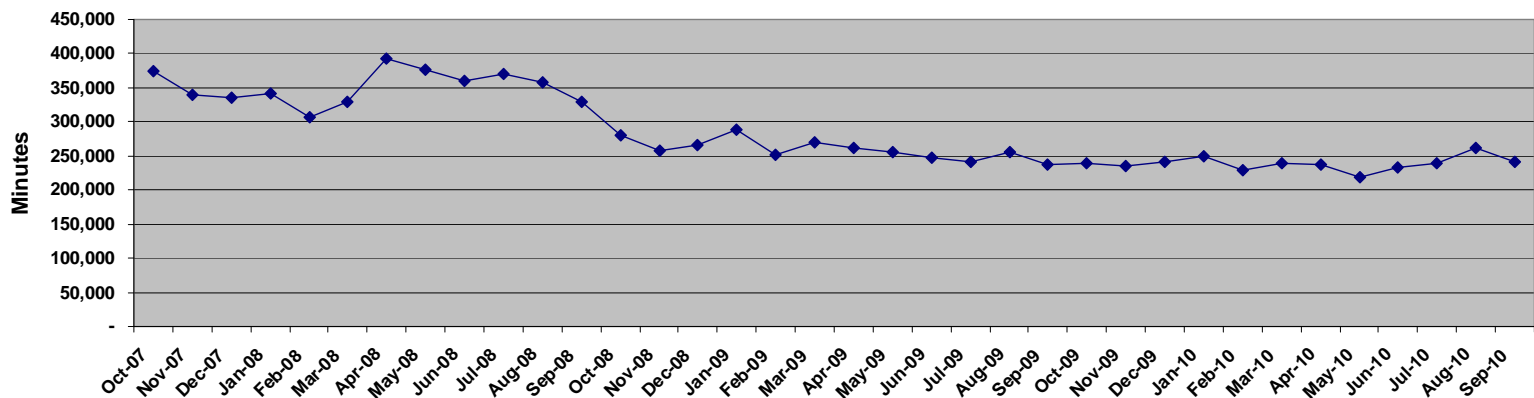
# VRS and IP-Relay Update

- *The FCC, through its Orders, still maintains its intent to shift the intrastate costs of VRS and IP-Relay, IP CTS, and now IP STS to the states.*
- *There are still many questions that need to be answered...*
- *When it will happen?*
- *What kind of notice will the states receive...6 months...1 year...2 years?*
- *One vendor for IP-Relay and VRS or multiple vendors? (By Florida Statute, there is only one provider of relay service in Florida. If multiple vendors are required, a legislative change may be necessary.)*
- *If multiple vendors are required, how would the bidding process be handled?*

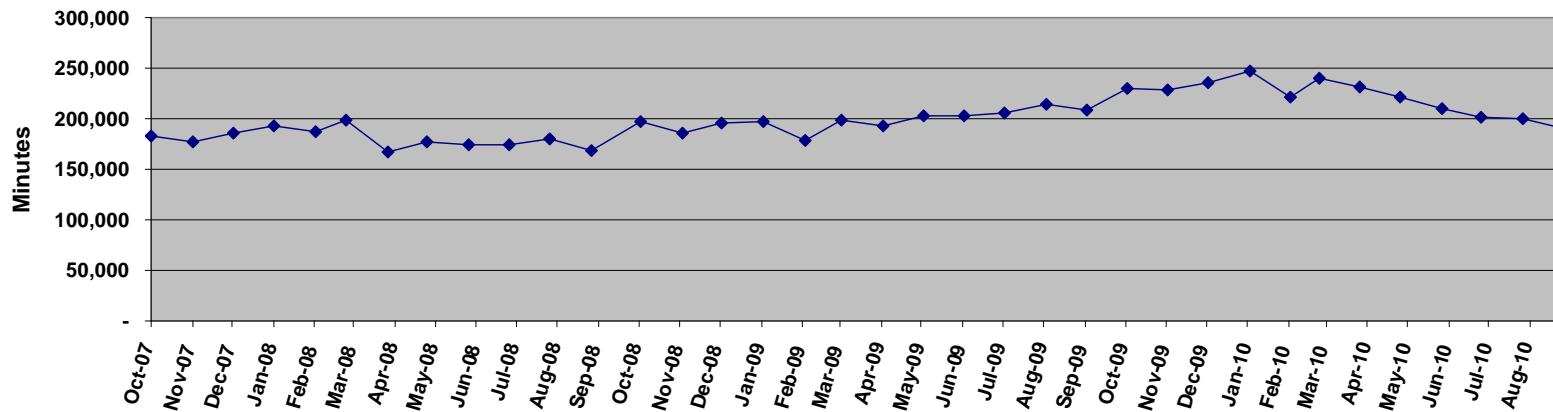
# VRS and IP-Relay Update (cont'd)

- *Would addition of VRS, IP-Relay, IP CTS, and IP STS push the TASA surcharge over the \$0.25 statutory cap? (If so, a legislative change may be necessary.)*
- *What, if any, type of equipment would Florida's relay program have to furnish for VRS...IP-Relay...IP CTS...IP STS?...at what cost?*
- *Estimated impact on Florida Relay for assuming intrastate costs of just VRS and IP-Relay is approximately \$31-\$34 million annually. (just minutes, no equipment)*
- *The FCC is still considering handing over the intrastate costs of VRS and IP Relay to the states. Everything is on the table for consideration. However, the new Deputy Chief of the Consumers and Governmental Affairs Bureau at the FCC which handles Relay issues, stated last month at the State Relay Administrator's annual conference that the FCC may just require states to pay a portion of the VRS and IP Relay costs like what is done with interstate toll-free numbers (51% - 49% ratio) rather than turning the programs over to the states.*

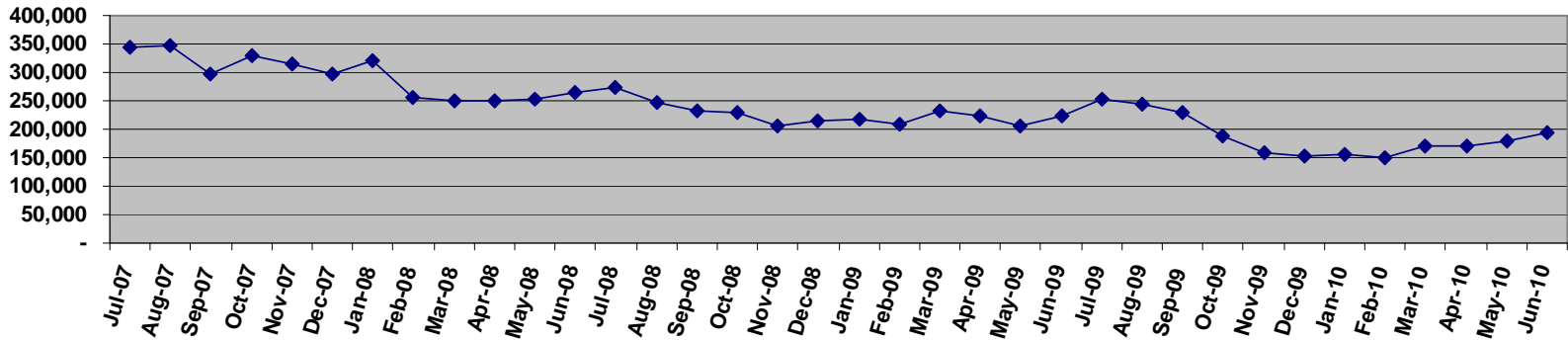
### Regular TRS Minutes



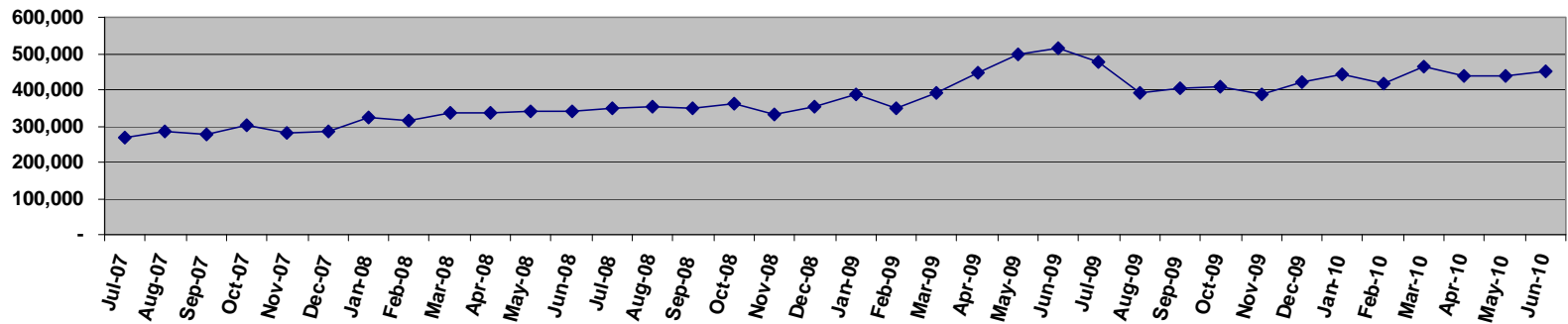
### CapTel Minutes of Use



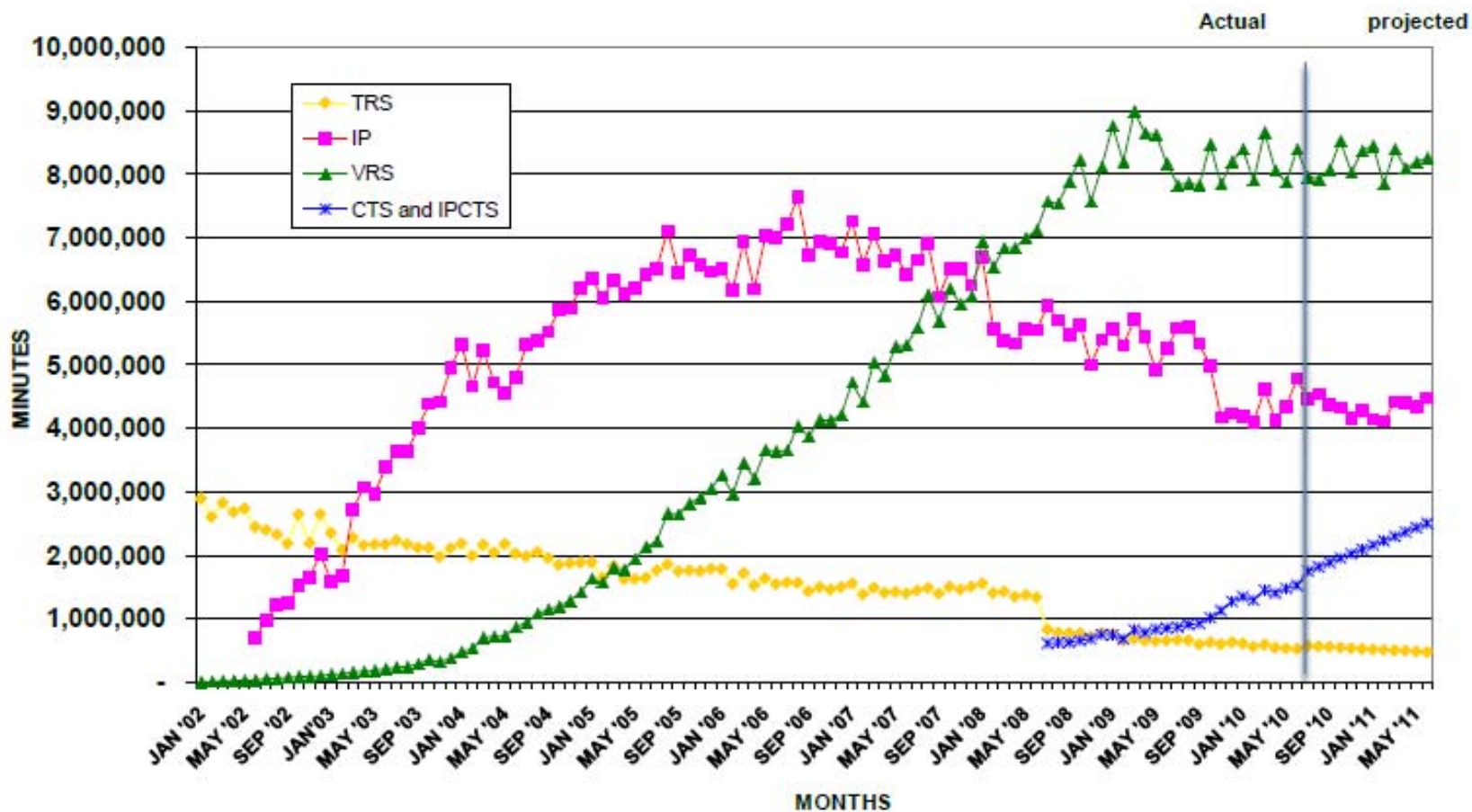
IP Relay Minutes  
July 2007 through June 2010



Florida VRS Minutes  
July 2007 through June 2010



## INTERSTATE TRS, INTERNET, CAPTEL, AND VRS MINUTES ACTUALS JANUARY 2002 - JUNE 2010 PROJECTION JULY 2010 - JUNE 2011



*Next...*

FTRI's Updates

*James Forstall*

*FTRI Executive Director*



# FTRI Presentation

## TASA Meeting

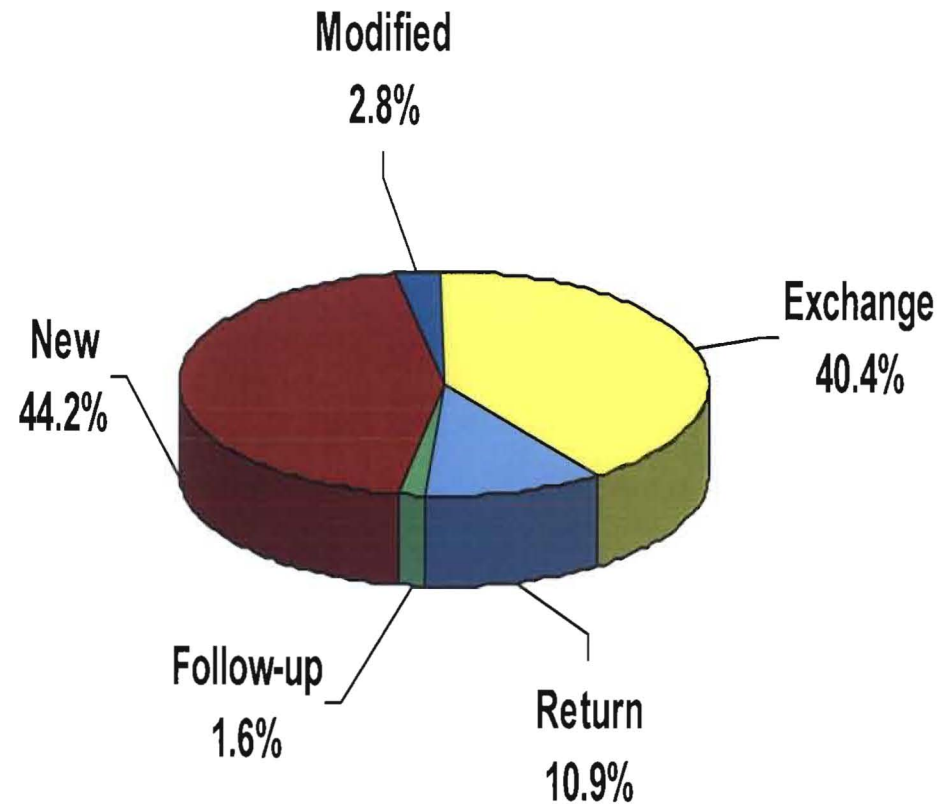
November 19, 2010

Parties/Staff      Handout  
event date 11/19/2010  
Docket No. 040763



## ***Client Services***

The total number of EDP services provided by FTRI for fiscal year 2009 / 2010 was 41,188. The average number of EDP services provided monthly was 3,432.



## *New Client Eligibility*

FTRI served **18,190** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	70
Hard of Hearing	17,923
Speech Impaired	161
Dual Sensory Impaired	31
<b>Total</b>	<b>18,185</b>

## ***New Client Certification***

Professionals involved with the certification of client applications for the equipment distribution program were as follows:

<b>Category of Certifier</b>	<b>Quantity of Approved Applications</b>
Deaf Service Center Director	8,443
Audiologist	5,219
Hearing Aid Specialist	3,232
Licensed Physician	1,011
State Certified Teacher	2
State Agency	26
Speech Pathologist	194
Federal Agency	58
<b>Total</b>	<b>18,185</b>

## *New Client Age Groups*

The 2009 / 2010 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	18
10 – 19	53
20 – 29	46
30 – 39	97
40 – 49	317
50 – 59	841
60 – 69	2,550
70 – 79	4,972
80 – 89	6,976
90 – 99	2,220
100 – 109	89
DOB not provided	6
<b>Total</b>	<b>18,185</b>

More people in the 80 to 89 age group received equipment than those of any other specific age group. Over seventy percent of all recipients served in this fiscal year were seventy years of age or older.

## *New Client County of Residence*

FTRI is a statewide program serving all 67 counties. RDC contracts do not assign counties to specific contracted entities in order to assure that clients receive the best and most convenient service available. Below are some of the counties where new clients were served:

Broward - 2,212 (2)

Palm Beach - 1,549

Pinellas - 989

Dade – 627 (2)

Pasco - 747

Orange – 592

Citrus – 303

Lee - 857

Sarasota - 597

Polk - 424

Hillsborough - 622

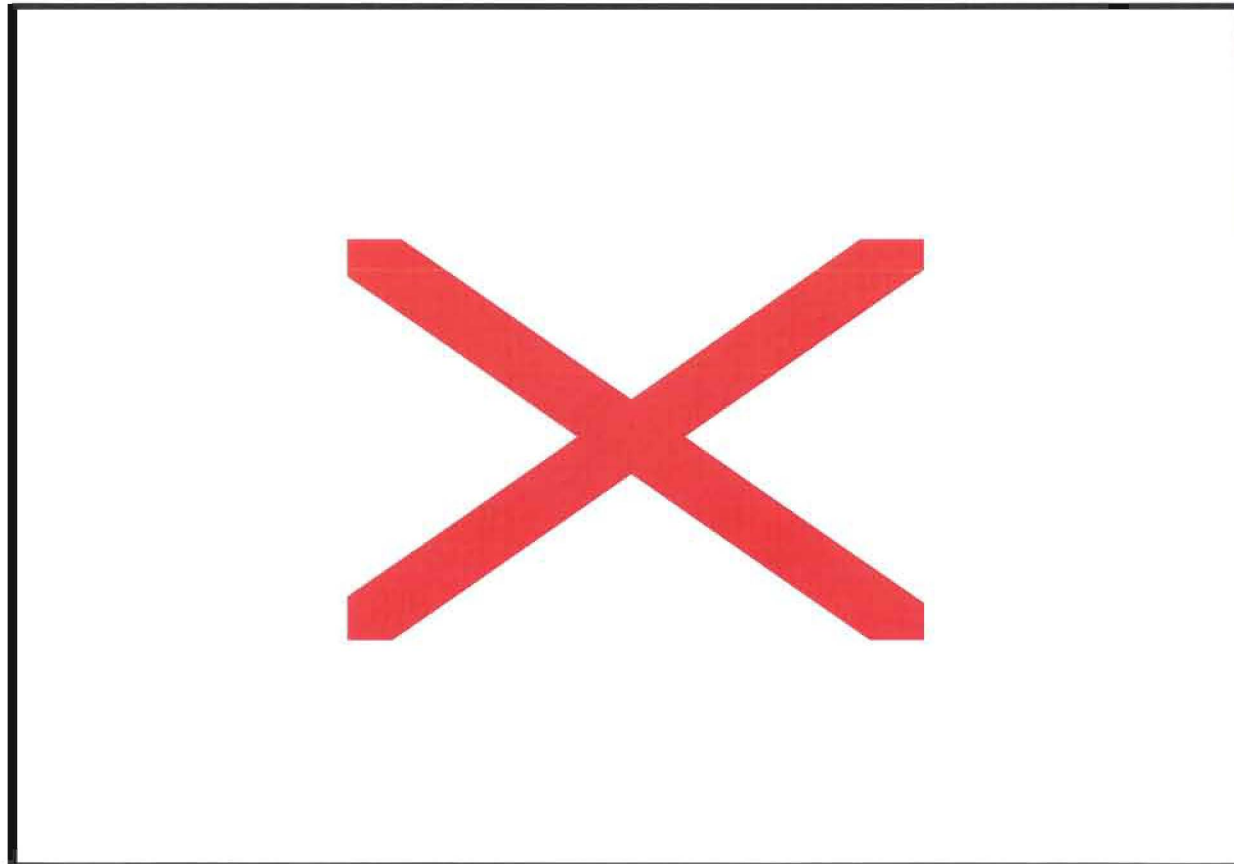
Marion – 628

Duval – 668

Volusia – 806 (2)

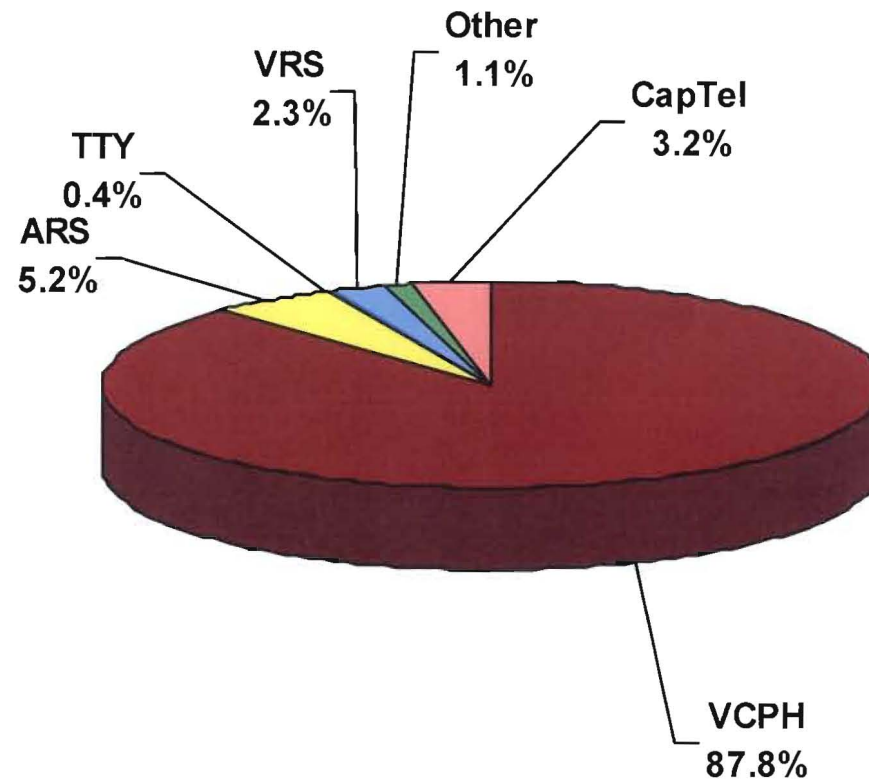
## *Distributed Equipment*

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2009 / 2010 numbered **38,680** units. The monthly equipment distribution average was **3,223**.



## Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2009 / 2010 numbered **38,680** units. The monthly equipment distribution average was **3,223**.



Parties/Staff Handout  
event date 11 / 19 / 2010  
Docket No. 040763

### *Some of the other services provided...*

- Processed 20,001 customer service calls
- Mailed 1,515 applications to individuals requesting them
- Processed more than 140,222 EDP forms
- 44 new businesses have partnered with FTRI to educate their 2,061 employees about the Florida Relay service and EDP
- Conducted 1,472 distributions off-site

### *Other important facts...*

- Continued extensive education, training and support for RDCs
- Continued to place a high priority on protecting the integrity of client information by making security enhancements to the system
- Operated within budget requirements
- Received high marks from the external auditors for financial records and internal controls



## Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies. Questionnaires are sent to a random selection of clients served by each Regional Distribution Center or the FTRI office. FTRI also contacts clients by telephone for quality assurance.

Approximately thirty-four percent of new clients served were mailed quality assurance surveys. Of the approximately 11,294 questionnaires sent during this fiscal year, FTRI received 2,708 responses for a twenty-four percent return rate. Ninety-six percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.

**How do you like  
your new phone  
from FTRI?**

**LET FREEDOM ((RING))**  
... and discover telephone freedom and independence



 Florida  
Telecommunications  
FTRI Relay, Inc.  
Equipment Distribution Program

FTRI provides specialized telephone equipment to qualified Florida residents who are deaf, hard of hearing, deaf/blind, or speech impaired at no charge. FTRI records show that you received equipment from one of our Regional Distribution Centers (RDC). FTRI wants to make sure the customer service you received is up to our high standards.

Please take a few minutes to answer the following questions about your experience with the Regional Distribution Center (RDC) in your area and mail this prepaid postcard to FTRI. If you have any questions or comments, please call:

**FTRI Customer Service:**  
1-800-222-3448 (V)  
or 1-888-447-5620 (TTY)  
Monday-Friday 8:30 a.m.-5:00 p.m.

*Detach along perforation and mail*



## **Outreach**

Throughout the past fiscal year FTRI’s outreach efforts have stabilized throughout the state. The regional distribution centers (RDCs) continue to provide outreach services to their respective communities to disseminate information about FTRI’s programs and Florida Relay service. Below are some of the activities that were conducted.

<b>Outreach Activities</b>
<b>FTRI / RDC conducted 1,190 outreach activities throughout the state</b>
<b>FTRI published and mailed 13,854 “New Location” postcards in the Jensen Beach and Crystal River areas</b>
<b>Administered a statewide print media campaign using new ad covering most media markets</b>
<b>Developed and launched RDC specific website landing pages</b>
<b>Developed web banners ads for FTRI partners to unload on their websites</b>

## FTRI Postcards

FTRI developed and mailed “New Location” postcards to thousands of active clients that reside in areas where several local Regional Distribution Centers (RDCs) have relocated their offices.



## *FTRI Aired Three PSAs in Major Media Markets Throughout the State*

### *FTRI Equipment PSA*



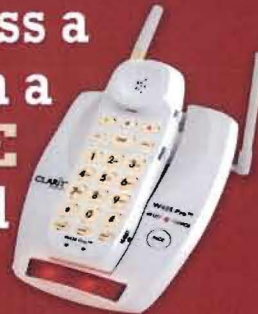
### *Florida Relay Service PSA*

***Open captioned in both English and Spanish***

**FTRI / RDC Newspaper Ads**

FTRI developed and provided pre-approved print ads for each RDC with their own contact information.

Never miss a word with a **FREE amplified phone**



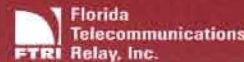
If you are a Florida resident with a certified hearing loss, a new telephone can help make conversations easier. The phone is offered at no cost through the nonprofit Florida Telecommunications Relay, Inc. The Clarity W425 Pro Cordless amplifies incoming sounds up to 45 decibels, almost four times louder than a standard phone. It is hearing aid compatible, with large backlit numbers and a bright visual ringer. Ask about the Clarity W425 Pro or our other specialized phones for yourself or a family member. Florida is speaking up for clearer communication.

For more information in your area:

**Center for Hearing and Communication**  
2900 W. Cypress Creek Road  
Ft. Lauderdale, Florida 33309  
954-801-1930 (V)  
954-731-7208 (TTY)

**Center for Independent Living of Broward County**  
4800 North State Road 7, Bldg F, Suite 102  
Ft. Lauderdale, Florida 33319  
954-722-6400 (V)  
954-735-0963 (TTY)

[www.ftri.org/broward](http://www.ftri.org/broward)



**¿Me PUEDES Escuchar AHORA?**

Si usted o alguien en su familia es una de las 3 millones de personas en la Florida que tiene una pérdida auditiva certificada, ahora dispone de un nuevo teléfono que puede ayudar para que sus conversaciones telefónicas resulten más fáciles. El teléfono inalámbrico "Clarity W425 Pro" amplifica las llamadas entrantes hasta 45dB. Florida Telecommunications Relay, Inc. (FTRI), el distribuidor sin fines de lucro de estos teléfonos, está ofreciéndolos sin ningún costo para personas de edad y personas con impedimentos auditivos que vivan en la Florida.

El W425 Pro también incluye números grandes con luz de fondo, un timbre visual bien iluminado y es compatible con sus audífonos.



Para más información, llame a:

**Center for Independent Living of South FL, Inc.**  
6660 Biscayne Boulevard  
Miami, FL, 33138

**305-751-8025 (V)**  
**305-751-8891 (TTY)**  
[www.ftri.org/mia](http://www.ftri.org/mia)



## FTRI Web Banners

FTRI developed and provided pre-approved web banners for FTRI partners to upload to their website



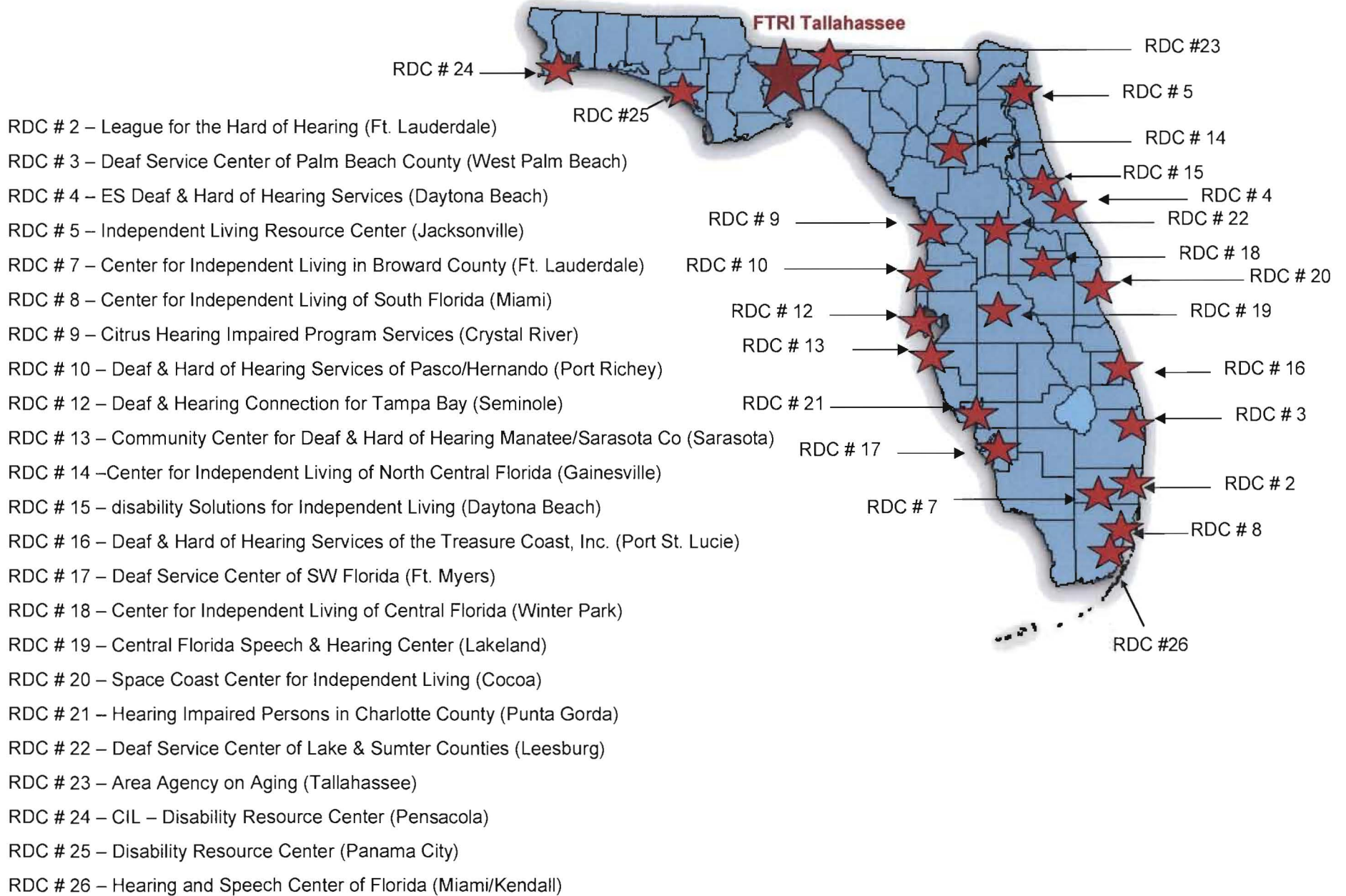
## Website Landing Page

FTRI developed website landing page that allows for individuals visiting the FTRI website to obtain information relative to a specific RDC located in their area.



The screenshot shows the FTRI website landing page. At the top left is the FTRI logo with the tagline "Connecting People to People". A navigation menu includes "Home", "Equipment", "Florida Relay", "Links", "Business Partners", and "About Us". A link to "Ver esta página en Español" is visible. The main heading reads "can you HEAR me NOW?". Below this, it states "FTRI offers a variety of specialized phones—FREE to qualified applicants." A photograph of a specialized telephone is shown. The text explains eligibility: "Eligibility is open to Florida residents who are deaf, hard of hearing, deafblind, or speech impaired. To receive specialized telephone equipment, you must provide proof of eligibility." It notes that FTRI specialized telephone equipment is available at no cost and lists required proof of residency: Florida Driver's License, Florida Voter Registration Card, Florida Identification Card, Florida Vehicle Registration, Florida Medicaid Card, and a Letter from Social Security with name and Florida address. Two buttons are present: "Mail me an application" and "Download application", with a note "(also available en Español)". The address for the Hearing and Speech Center of Florida is provided: 9425 SW 72 Street, Suite 261, Miami, FL 33173, with a "Get Directions" link. A contact number, 305-271-7343, is also listed. At the bottom, there is a Facebook link and a footer with copyright information: "Copyright © 2010 Florida Telecommunications Relay, Inc. 1020 East Park Avenue Suite 101 Tallahassee, FL 32301 Voice: 1-800-332-3448 TTY: 1-888-447-8023".

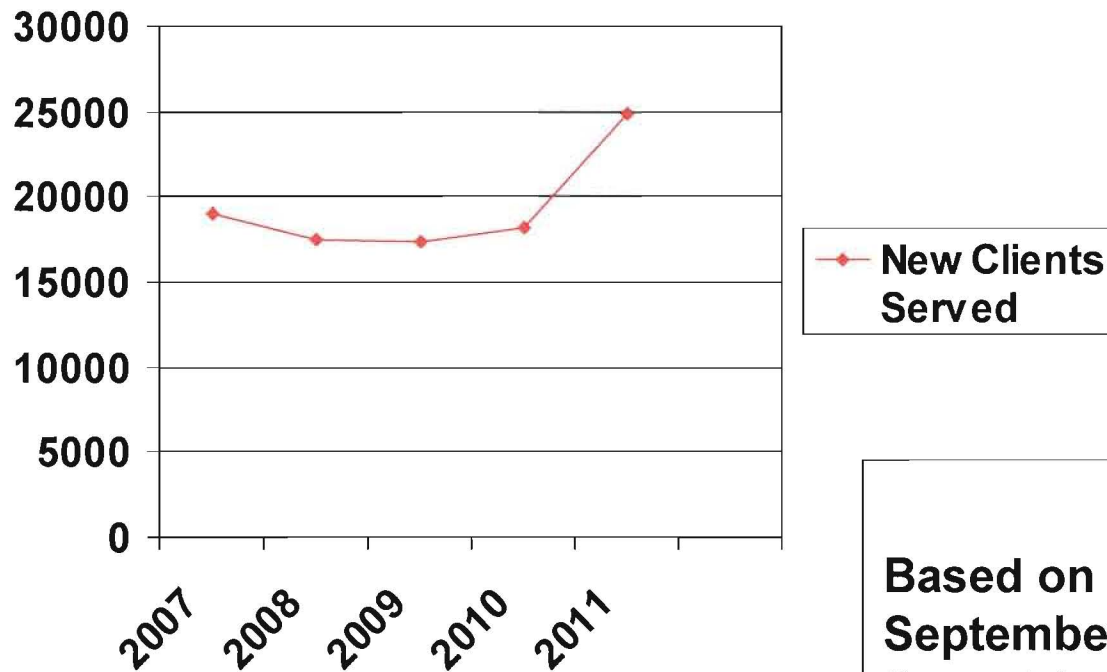
## FTRI Regional Distribution Centers



***\*Hours of operation may vary from RDC to RDC.***



## New Clients Served Chart



### 2011 Projection

Based on 1<sup>st</sup> Quarter Ended September 30, 2010, New Clients Served is 6,225.

19.3% increase over previous quarter ended June 2010 and 50% increase over same quarter previous year (Sept. 2009).



Connecting People to People



## *Closing Statement*

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. The FTRI administrative office directly serves approximately twenty percent of Florida's residents statewide. Since the inception of the Equipment Distribution Program in 1986, over 430,000 residents have been provided with telecommunications equipment and support services.

# ***Questions***



# Florida TRS Updates

*Ken Goulston, Wireless Manager  
(for Missy McManus, Relay Program Manager)*

11/19/2010

Parties/Staff      Handout  
event date 11/19/2010  
Docket No. 040763

# Agenda

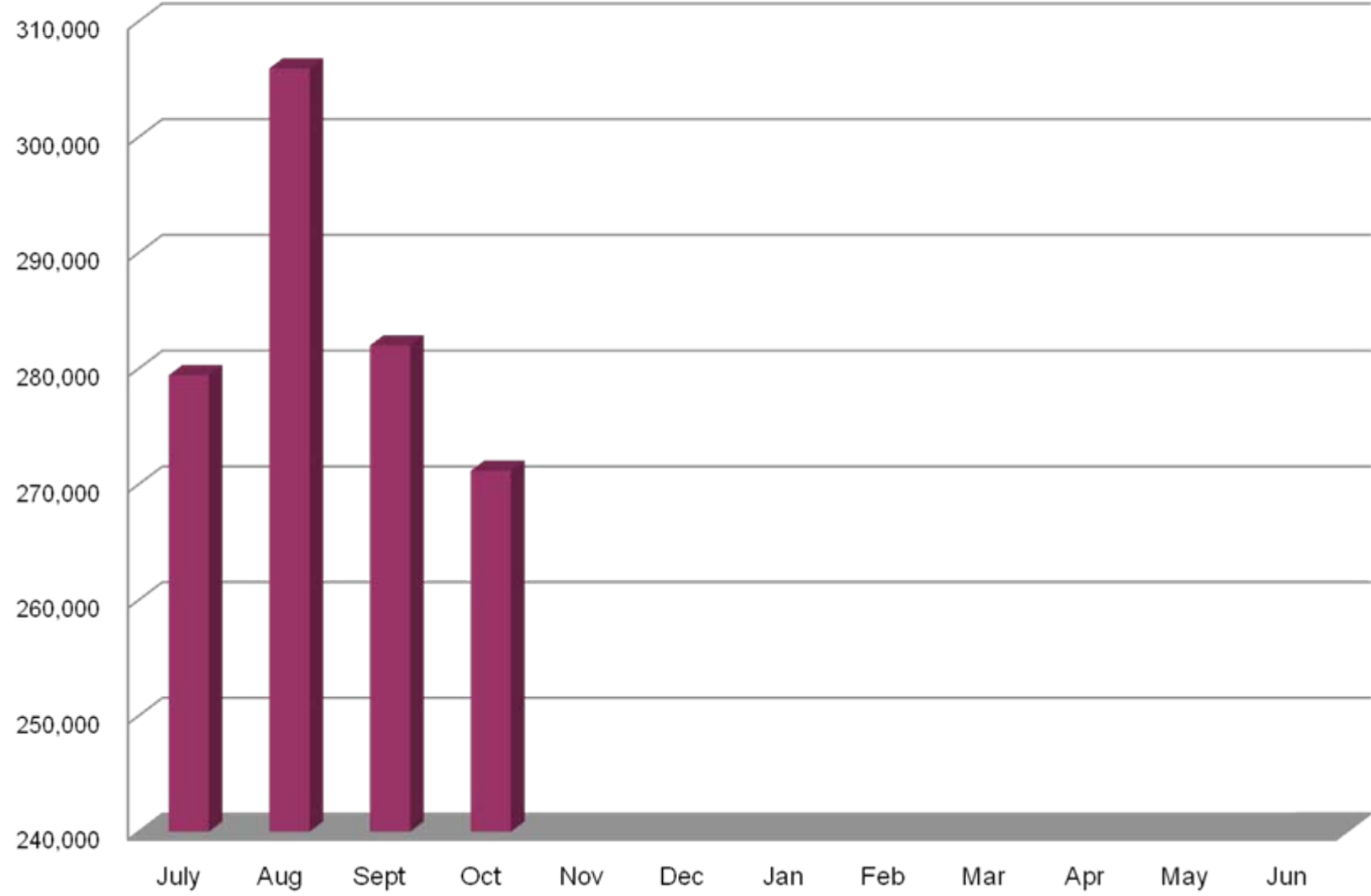
- *TRS Statistics*
- *CapTel Statistics*
- *TRS Relay Results*
- *Outreach Performed*
- *STARS Conference*
- *4G*



# *Total TRS Session Minutes*

*July - October 2010*

# Florida Total Minutes



July 2009 – June 2010

Total: 3,433,244

Average: 286,104

July 2010 – October 2010 (4 months)

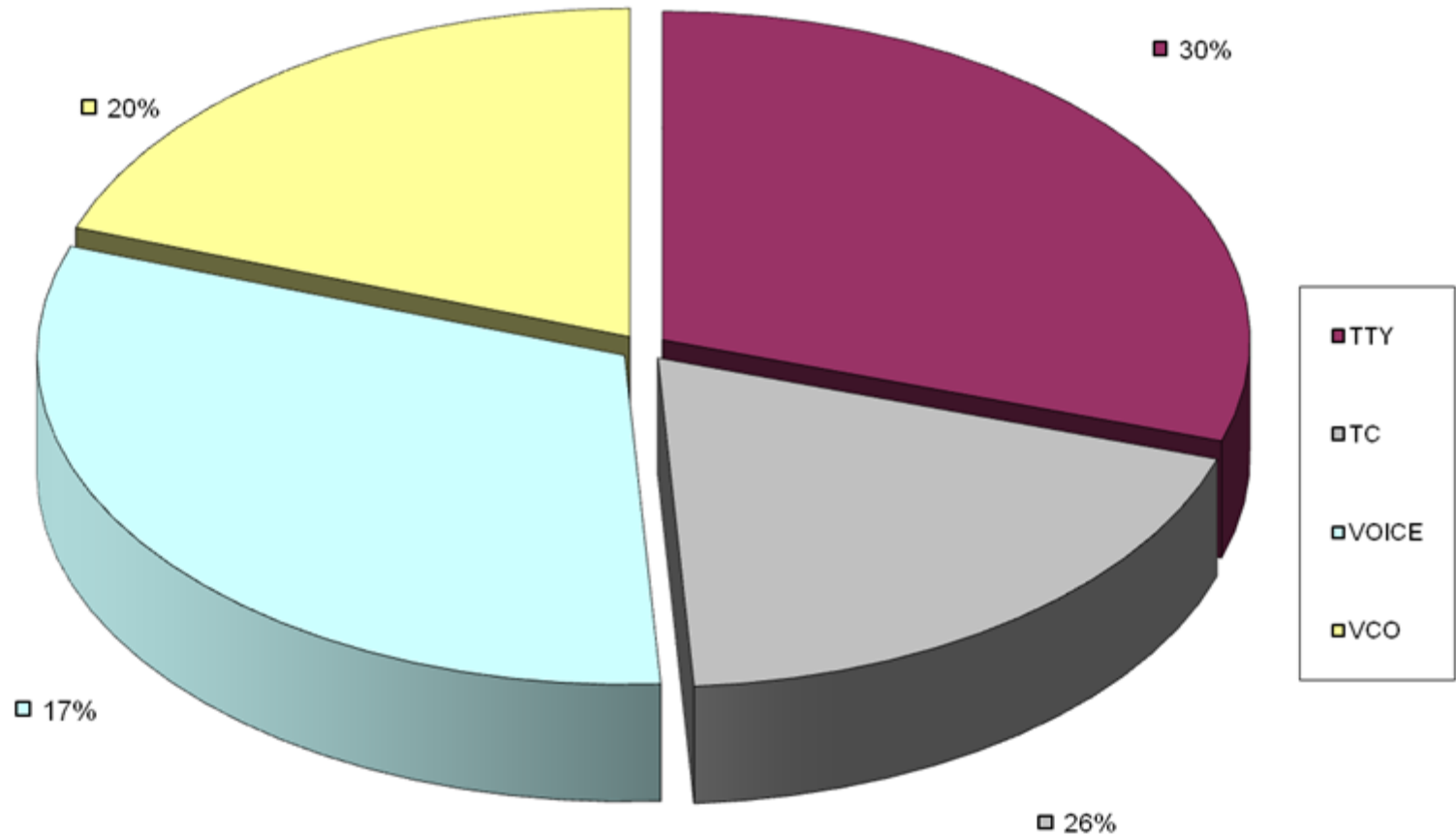
Total: 1,138,598

Average: 284,649

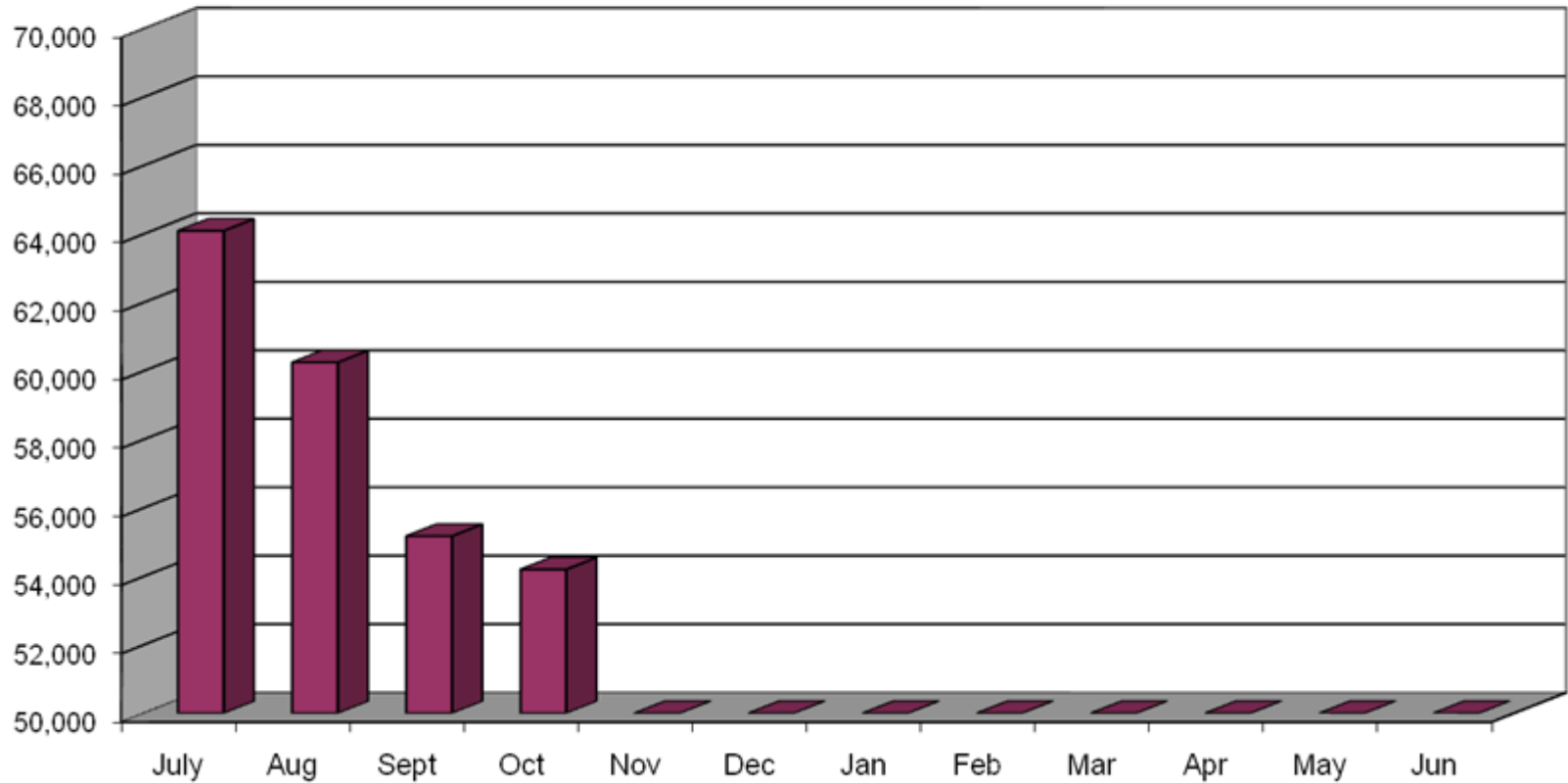
**RESULT:** .51% decrease in TRS minutes



## Percentage of FL Relay Users



## FL Total TRS Call Volume



July 2009 – June 2010

Total: 714,939  
Average: 59,578

July 2010 – October 2010 (4 months)

Total: 233,717  
Average: 58,429

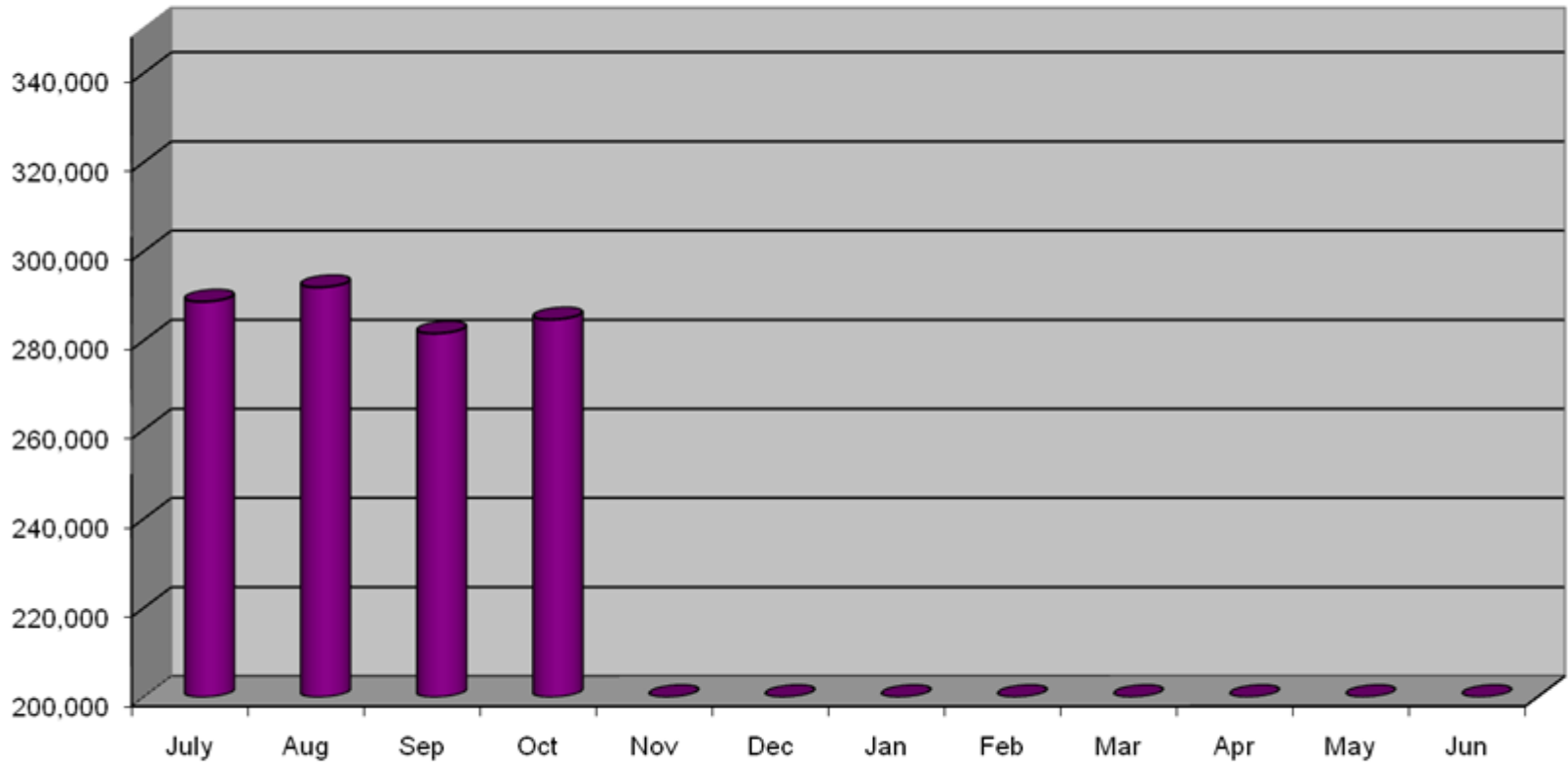
**RESULT:** 1.93% decrease in TRS call volume



# *Total CapTel Session Minutes*

*July – October 2010*

## FL CAPTEL Session Minutes



July 2009 - June 2010

Total: 3,912,664

Average: 326,055

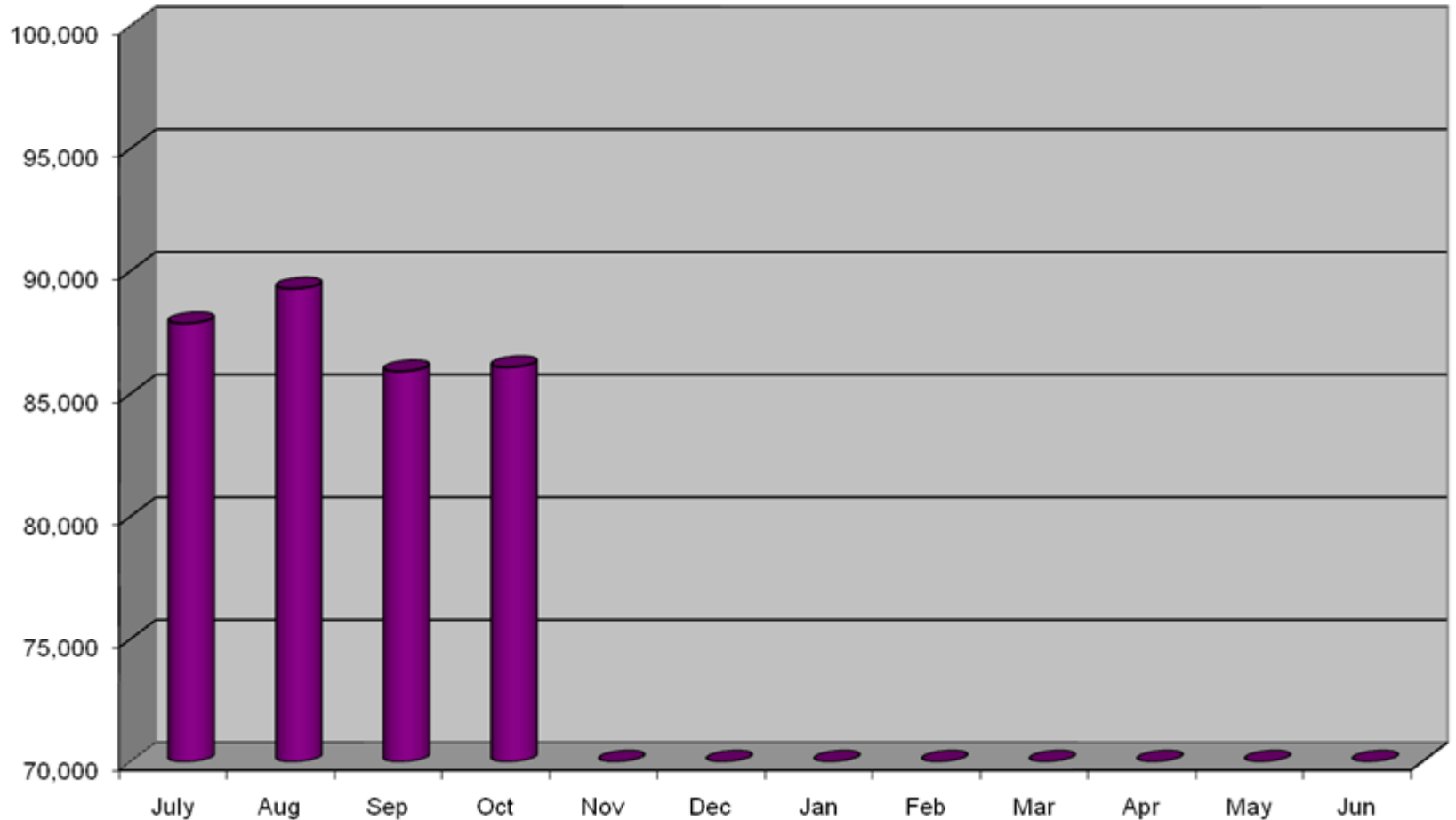
July 2010 – October 2010 (4 months)

Total: 1,147,031

Average: 286,758

**RESULT: 12.05% decrease in CapTel minutes**

## FL Total CapTel Call Volume



July 2009 – June 2010

Total: 1,191,005

Average: 99,250

July 2010 – October 2010 (4 months)

Total: 349,180

Average: 87,295

**RESULT: 12.05% decrease in CapTel call volume**

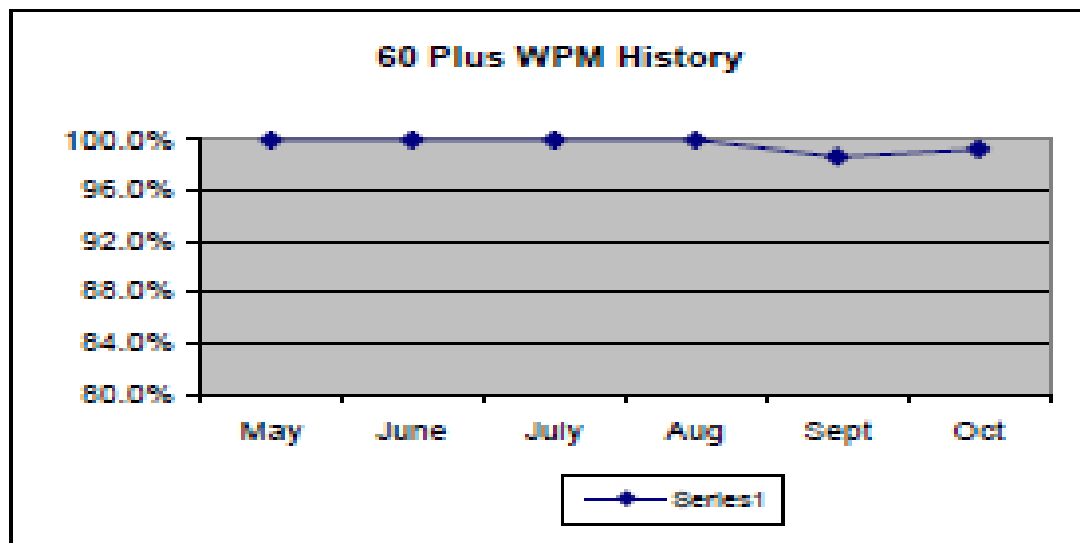


# *TRS Relay Results*

*October 2010 Evaluation*

# TRS Relay Results

TYPING SPEED									
Office	Completed Calls	Agents Tested	Average WPM	Error of Estimation	Less Than 60 WPM		60 Plus WPM		
	#	#	#	WPM	#	%	#	%	Error of Estimation %
Florida	150	63	88.6	1.8	1	0.7%	149	99.3%	1.3%



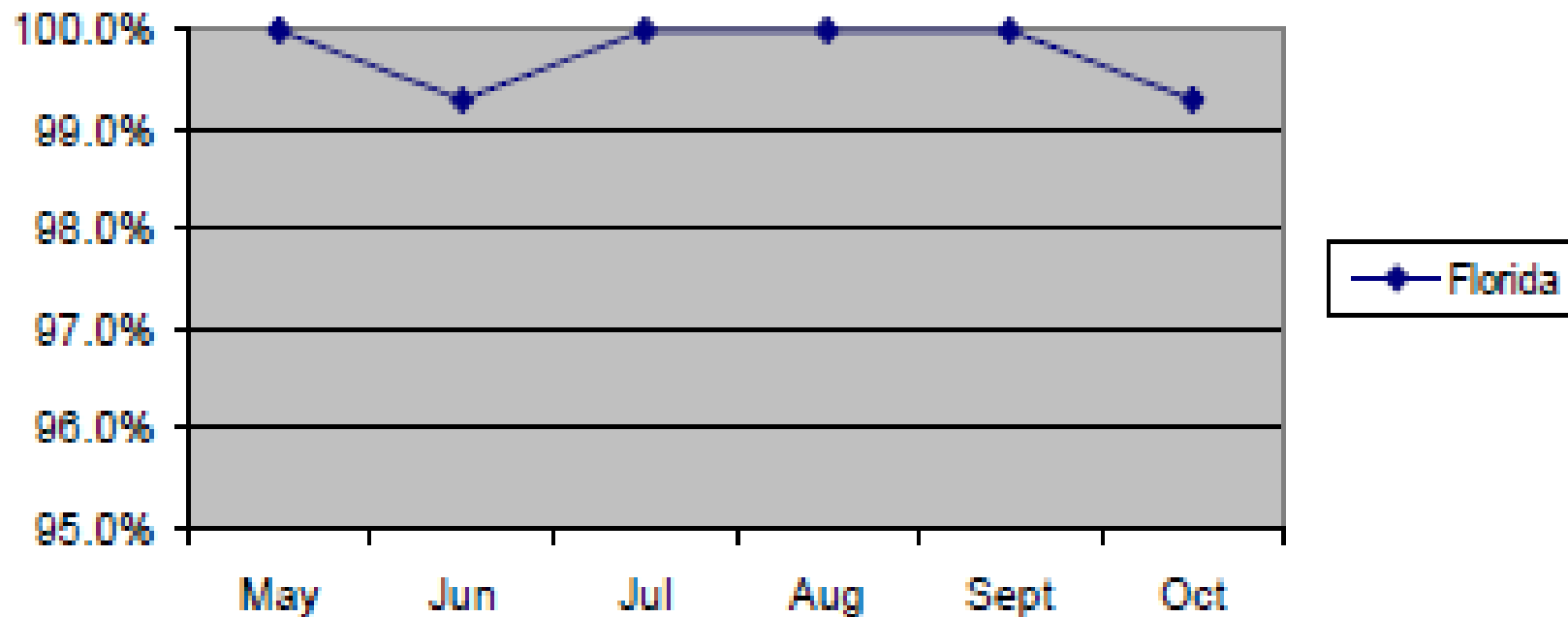
# TRS Relay Results

TYPING ACCURACY						
Typing Accuracy Ratings	Total		Less than 60 WPM		60 Plus WPM	
	#	%	#	%	#	%
Over 95% Accuracy	116	77.3%	0	0.0%	116	77.9%
85% to 95% Accuracy	32	21.3%	0	0.0%	32	21.5%
Under 85% Accuracy	2	1.3%	1	100.0%	1	0.7%

VERBATIM ACCURACY						
Office	Completed Calls	Average Verbatim Accuracy	Over 95% Accuracy		95% and Less Accuracy	
	#	%	#	%	#	%
Florida	150	99.8%	149	99.3%	1	0.7%

# TRS Relay Results

## Over 95% Spoken Accuracy Historical Trending



# *Outreach Performed*

*CapTel Outreach*

*Other Outreach*

# CapTel Outreach

Presented and demonstrated CT products and services at:

- *Jacksonville Senior Expo, 500+ attended.*



- *Palm Beach County Association of the Deaf, 68 attended.*

# CapTel Outreach (cont.)

- ALDA: Deaf and Hearing Connection for Tampa Bay, 20 attended.



*In addition, 1:1 trainings were provided to customers on how to use their CapTel 800i phones, WebCapTel and the Speech-to-Speech services.*

# Other Outreach

*Other outreach activities were performed; these included demonstrating, explaining, and assisting consumers with their wireless questions.*

*An outreach specialist developed a website to assist people with these questions:*

<https://sites.google.com/site/marymooresprintrelay/>



# Other Outreach (cont.)

**Hello from Mary! - Microsoft Internet Explorer provided by Sprint Nextel**

File Edit View Favorites Tools Help

Address <https://sites.google.com/site/marymooresprintrelay/>

Welcome to your "Florida" Sprint Relay Outreach Specialist, Mary Moore's Website

**Mary K. Moore**

Everything you want to know about Sprint Relay, at your fingertips.

**Mary's Thoughts or Interesting Tidbits**

**EPIC News** Wow! EPIC with ZVRS will have this feature when it gets launch! Check this video at: <http://www.drzvr.com/wp-content/uploads/2010/11/EPIC-MCU.mov> Cool, huh ...  
Posted Nov 11, 2010 3:55 PM by Mary Moore

**EPIC and EVO - Our 4G Phones** There are a few things you need to know!! REALLY IMPORTANT!! I met several customers who did not understand that the EPIC and EVO phone is best used in the ...  
Posted Oct 16, 2010 5:29 PM by Mary Moore

**SMS, MMS, Email Message, what's the difference?? What is SMS or text message?** SMS is an acronym for Short Message Service. A Text message or SMS is a short message that can be sent ...  
Posted Oct 16, 2010 2:38 PM by Mary Moore

**HTC EVO & Samsung EPIC Video Chat via VRS ?? UPDATED INFORMATION** dated October 24th, 2010 - learned that EVO is able to use VRS with Mainstream VRS and if I understand from my customers that they can also can call ...  
Posted Oct 24, 2010 12:47 PM by Mary Moore

**Sprint Relay Events**

Today [October 2010](#) [Print](#) [Week](#) [Month](#) [Agenda](#)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	Oct 1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19 7pm Lions C	20	21	22	23 FSDAA 125
24	25	26	27	28	29	30 10am BlackB
31	Nov 1	2	3	4	5	6

**Hope you like it!** Hello, Friends of Florida Sprint Relay! Check out my website and hope you will find this website useful! Please feel

I look forward to hearing

Office Communicator | Mary Moore in Pers... | Hello from Mary! ... | TASA Mtg 11\_19\_2... | TASA Mtg 4\_23\_20... | 3 Microsoft Office... | 6:54 PM

# *STARS Conference*

## *STS Enhancements*

# STARS Conference

*Hosted by the Sprint team in Overland Park, Kansas, the conference from June 1 – 4 focused on Sprint's 20<sup>th</sup> anniversary in providing various Relay services.*

*A tour of the Operations campus was conducted and Relay administrators were able to view 4G in action.*



# STARS Conference (cont.)

*During the conference, Sprint was pleased to announce enhanced Speech-to-Speech features such as:*

- > Launching a dedicated STS site: [www.sprintsts.com](http://www.sprintsts.com)*
- > Future implementation of a STS email call set-up*
- > Adding several features to the Customer Database Profile.*

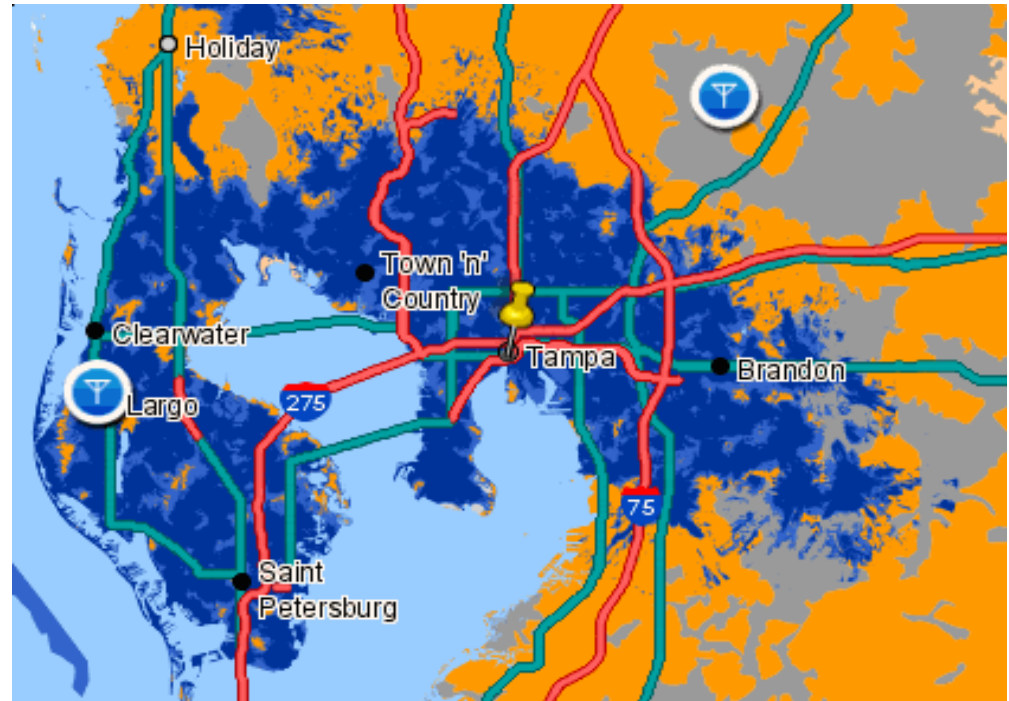
# 4G

*Cities*

*Wireless Devices*

# 4G Cities

- *Daytona Beach*
- *Jacksonville*
- *Orlando*
- *Tampa*



# 4G Wireless Devices

## Samsung Epic 4G



## EVO 4G



*THANK YOU!*



CHAPTER 427  
SPECIAL TRANSPORTATION AND COMMUNICATIONS SERVICES

PART II  
TELECOMMUNICATIONS ACCESS SYSTEM (ss. 427.701-427.708)

427.701 Title.

427.702 Findings, purpose, and legislative intent.

427.703 Definitions.

427.704 Powers and duties of the commission.

427.705 Administration of the telecommunications access system.

427.706 Advisory committee.

427.707 Exemption from liability.

427.708 Certain public safety and health care providers required to purchase and operate TDD's.

427.701 Title.--This part may be cited as the "Telecommunications Access System Act of 1991."

History.--s. 1, ch. 91-111.

427.702 Findings, purpose, and legislative intent.--

(1) The Legislature finds and declares that:

(a) Telecommunications services provide a rapid and essential communications link among the general public and with essential offices and organizations such as police, fire, and medical facilities.

(b) All persons should have basic telecommunications services available to them at reasonable and affordable costs.

(c) A significant portion of Florida's deaf, hard of hearing and speech impaired populations has profound disabilities, including dual sensory impairments, which render normal telephone or wireless equipment useless without additional specialized telecommunications devices, many of which cost several hundred dollars.

Deleted: hearing impaired

(d) The telecommunications system is intended to provide access to a basic communications network between all persons, and that many persons who have a hearing loss or speech impairment currently have no access to the basic telecommunications system.

Deleted: impairment

(e) Persons who do not have a hearing loss or speech impairment are generally excluded from access to the basic telecommunications system to communicate with persons who have a hearing loss or speech impairment without the use of specialized telecommunications devices.

Deleted: impairment

Deleted: impairment

(f) There exists a need for a telecommunications relay system whereby the cost for access to basic telecommunications services for persons who have a hearing loss or speech impairment is no greater than the amount paid by other telecommunications customers.

Deleted: impairment

(g) The Federal Government, in order to carry out the purposes established by Title II of the Communications Act of 1934, as amended, by the enactment of the Americans with Disabilities Act, endeavored to ensure that interstate and intrastate telecommunications relay services are

Parties/Staff                      Handout  
event date 111 191 2010  
Docket No. 040763

available, to the extent possible and in the most efficient manner, to hearing impaired and speech impaired persons in the United States.

(h) Title IV of the Americans with Disabilities Act mandates that the telecommunications companies providing telephone services within the state shall provide telecommunications relay services on or before July 25, 1993, to persons who are deaf, hard of hearing or speech impaired within their certificated territories in a manner that meets or exceeds the requirements of regulations to be prescribed by the Federal Communications Commission.

Deleted: hearing impaired

(2) It is the declared purpose of this part to establish a system whereby the citizens of Florida who are deaf, hard of hearing, speech impaired, or dual sensory impaired have access to basic telecommunications services at a cost no greater than that paid by other telecommunications services customers, and whereby the cost of specialized telecommunications equipment necessary to ensure that citizens who are deaf, hard of hearing, speech impaired, or dual sensory impaired have access to basic telecommunications services and the provision of telecommunications relay service is borne by all the telecommunications customers of the state.

Deleted: hearing impaired

Deleted: hearing impaired

(3) It is the intent of the Legislature:

(a) That a telecommunications access system be established to provide equitable basic access to the telecommunications network for persons who are deaf, hard of hearing, speech impaired, or dual sensory impaired.

Deleted: hearing impaired

(b) That the telecommunications access system includes a telecommunications relay service system that meets or exceeds the certification requirements of the Federal Communications Commission.

(c) That the telecommunications access system includes the distribution of telecommunications devices for the deaf that are compatible with the telecommunications relay service system and has the capability of incorporating new technologies as they develop.

(d) That the telecommunications access system includes the distribution of specialized telecommunications devices necessary for deaf, hard of hearing, speech impaired, or dual sensory impaired persons to access basic telecommunications services.

Deleted: hearing impaired

(e) That the telecommunications access system ensures that users of the telecommunications relay service system pay rates no greater than the rates paid for functionally equivalent voice communications services.

(f) That the telecommunications access system be as cost efficient as possible without diminishing the effectiveness or the quality of the system.

(g) That the telecommunications access system uses state-of-the-art technology for specialized telecommunications devices and the telecommunications relay service and encourages the incorporation of new developments in technology, to the extent that it has demonstrated benefits consistent with the intent of this act and is in the best interest of the citizens of this state.

(h) That the value of the involvement of persons who have a hearing loss or speech impairments, and organizations representing or serving those persons, be recognized and such persons and organizations be involved throughout the development, establishment, and implementation of the telecommunications access system through participation on the advisory committee as provided in s. 427.706.

(i) That the total cost of providing telecommunications relay services and distributing specialized telecommunications devices be spread equitably among and collected from customers of all local exchange telecommunications companies.

History.--s. 1, ch. 91-111.

427.703 Definitions.--As used in this part:

(1) "Administrator" means a corporation not for profit incorporated pursuant to the provisions of chapter 617 and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to the provisions of this act and rules and regulations established by the commission.

(2) "Commission" means the Florida Public Service Commission.

(3) "Deaf" means having a hearing loss of such severity as to make it difficult to understand speech through listening with or without an auditory device. Some deaf individuals may depend on visual or tactile methods, or both, to communicate

**Deleted:** "Deaf" means having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.

(4) "Dual sensory impaired" means having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

(5) "Hard of hearing" means having a hearing loss severe enough to interfere with the ability to process linguistic information through audition with or without an auditory device. A hard of hearing individual may depend on hearing and /or assistive devices and /or visual methods to communicate.

**Deleted:** "Hard of hearing" means having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds in verbal communication.

(6) "Hearing loss" or "having a hearing loss" means deaf or hard of hearing and, for purposes of this part, includes being dual sensory impaired.

**Deleted:** impaired

(7) "Local exchange telecommunications company" means a telecommunications company certificated by the commission to provide telecommunications services within a specific geographic area.

**Deleted:** impairment

(8) "Operating fund" means the fund established, invested, managed, and maintained by the administrator for the exclusive purpose of implementing and administering the provisions of this act pursuant to commission rules and regulations.

(9) "Ring signaling device" means a mechanism, such as a flashing light, which visually indicates that a communication is being received through a telephone line. This term also means a mechanism such as an adjustable volume ringer and buzzer which audibly and loudly indicates an incoming telephone communication.

(10) "Speech impaired" or "having a speech impairment" means having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.

(11) "Specialized telecommunications device" means a TDD, a volume control handset, a ring signaling device, a wireless device such as a pager or a wireless phone designed for the hard of hearing or any other customer premises telecommunications equipment specifically designed or used to provide basic access to telecommunications services for a deaf, hard of hearing, speech impaired, or dual sensory impaired person.

**Deleted:** hearing impaired

(12) "Surcharge" means an additional charge which is to be paid by local exchange telecommunications company or wireless telecommunications carrier subscribers pursuant to the

cost recovery mechanism established under s. 427.704(4) in order to implement the system described herein.

(13) "Telecommunications company" includes every corporation, partnership, and person and their lessees, trustees, or receivers appointed by any court whatsoever, and every political subdivision of the state, offering two-way telecommunications service to the public for hire within this state by the use of a telecommunications facility. The term "telecommunications company" does not include an entity which provides a telecommunications facility exclusively to a certificated telecommunications company, ~~but may include~~ a specialized mobile radio service operator, a private radio carrier, a radio common carrier, a cellular radio telecommunications carrier, or a cable television company providing cable service as defined in 47 U.S.C. 522.

Deleted: or

(14) "Telecommunications device for the deaf" or "TDD" means a mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines.

(15) "Telecommunications facility" includes real estate, easements, apparatus, property, and routes used and operated to provide two-way telecommunications service to the public for hire within this state.

(16) "Telecommunications relay service" means any telecommunications transmission service that allows a person who is ~~deaf, hard of hearing~~ or speech impaired to communicate by wire, wireless or radio in a manner that is functionally equivalent to the ability of a person who is not ~~deaf, hard of hearing~~ or speech impaired. Such term includes any service that enables two-way communication between a person who uses a telecommunications device or other nonvoice terminal device and a person who does not use such a device.

Deleted: hearing impaired

Deleted: hearing impaired

(17) "Volume control handset" means a telephone which has an adjustable control for increasing the volume of the sound being produced by the telephone receiving unit or by the telephone transmitting unit.

History.--s. 1, ch. 91-111.

#### 427.704 Powers and duties of the commission.—

(1) The commission shall establish, implement, promote, and oversee the administration of a statewide telecommunications access system to provide access to telecommunications relay services by persons who are ~~deaf, hard of hearing~~ or speech impaired, or others who communicate with them. The telecommunications access system shall provide for the purchase and distribution of specialized telecommunications devices and the establishment of statewide single provider telecommunications relay service system which operates continuously. To provide telecommunications relay services and distribute specialized telecommunication devices to persons who are ~~deaf, hard of hearing~~ or speech impaired, at a reasonable cost the commission shall:

Deleted: hearing impaired

Deleted: hearing impaired

(a) Investigate, conduct public hearings, and solicit the advice and counsel of the advisory committee established pursuant to s. 427.706 to determine the most cost-effective method for providing telecommunications relay service and distributing specialized telecommunications devices.

(b) Ensure that users of the telecommunications relay service system pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as duration of the call, time of day, and distance from the point of origination to the point of termination.

(c) Ensure that the telecommunications access system protects the privacy of persons to whom services are provided and that all operators maintain the confidentiality of all relay service messages.

(d) Ensure that the telecommunications relay service system complies with regulations adopted by the Federal Communications Commission to implement Title IV of the Americans with Disabilities Act.

(2) The commission shall designate as the administrator of the telecommunications access system a corporation not for profit organized for such purposes and incorporated pursuant to chapter 617. For the purposes of this part, the commission may order telecommunications companies to form such a corporation not for profit.

(3)(a) The commission shall select the provider of the telecommunications relay service pursuant to procedures established by the commission. In selecting the service provider, the commission shall take into consideration the cost of providing the relay service and the interests of the ~~deaf, hard of hearing~~ and speech impaired community in having access to a high-quality and technologically advanced telecommunications system. The commission shall award the contract to the bidder, whose proposal is the most advantageous to the state, taking into consideration the following:

Deleted: hearing impaired

1. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are ~~deaf, hard of hearing~~ or speech impaired.

Deleted: hearing impaired

2. The overall quality of the proposed telecommunications relay service.

3. The charges for the proposed telecommunications relay service system.

4. The ability and qualifications of the bidder to provide the proposed telecommunications relay service as outlined in the request for proposals.

5. Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost.

6. Any proposed inclusion of provision of assistance to deaf persons with special needs to access the basic telecommunications system.

7. The ability to meet the proposed commencement date for the telecommunications relay service.

8. All other factors listed in the request for proposals.

(b) The commission shall consider the advice and counsel of the advisory committee in the development of the request for proposals. The request for proposals shall include, but not be limited to:

1. A description of the scope and general requirements of the telecommunications relay service, including the required compliance with regulations adopted by the Federal Communications Commission to implement Title IV of the Americans with Disabilities Act, the required service provisions and service limitations, system design, service provider qualifications, and service description, type of calls to be provided, and charges to the users.

2. A description of the telecommunications relay service system standards.

3. A description of information to be provided by the bidder, including service provider qualifications, cost information, including cost per call and startup costs, a description of the

system design, including network access and facilities to be provided, and relay operator standards.

4. A description of service provider reporting requirements.

(c) The commission shall establish a request for a proposals review committee, which shall include commission staff and designated members of the advisory committee, to review the proposals received by the commission and recommend a telecommunications relay service provider to the commission for final selection. By agreeing to serve on the review committee, each member of the review committee shall agree that he or she currently does not have and will not have any interest or employment, either directly or indirectly, with potential bidders that would conflict in any manner or degree with his or her performance on the committee.

(d) To the extent a bidder desires any portion of its proposal to be considered proprietary, confidential business information, the bidder shall make such request concurrent with filing its proposal and justify its request as provided in s. 364.183.

(4)(a) The commission shall establish a mechanism to recover the costs of implementing and maintaining the services required pursuant to this part which shall be applied to each basic telecommunications access line. In establishing the recovery mechanism, the commission shall:

1. Require all local exchange telecommunications and wireless carrier companies to impose a monthly surcharge on all local exchange telecommunications company or wireless carrier subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered.

2. Require all local exchange telecommunications and wireless carrier companies to include the surcharge as a part of the local service charge that appears on the customer's bill, except that the local exchange telecommunications and wireless carrier company shall specify the surcharge on the initial bill to the subscriber and itemize it at least once annually.

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3. Allow the local exchange telecommunications and wireless carrier companies to deduct and retain 1 percent of the total surcharge amount collected each month to recover the billing, collecting, remitting, and administrative costs attributed to the surcharge.

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(b) The commission shall determine the amount of the surcharge based upon the amount of funding necessary to accomplish the purposes of this act and provide the services on an ongoing basis; however, in no case shall the amount exceed 25 cents per line per month.

(c) All moneys received by the local exchange telecommunications and wireless carrier companies, less the amount retained as authorized by subparagraph (4)(a)3., shall be remitted to the administrator for deposit in appropriate financial institutions regulated under state or federal law and used exclusively to fund the telecommunications access system provided for herein.

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(d) The surcharge collected by the local exchange telecommunications and wireless carrier companies is not subject to any sales, use, franchise, income, municipal utility, gross receipts, or any other tax, fee, or assessment, nor shall it be considered revenue of the local exchange telecommunications and wireless carrier companies for any purpose.

(e) From the date of implementing the surcharge, the commission shall review the amount of the surcharge at least annually and shall order changes in the amount of the surcharge as necessary to assure available funds for the provision of the telecommunications access system established herein. Where the review of the surcharge determines that excess funds are available, the commission may order the suspension of the surcharge for a period which the commission deems appropriate.

(5) The commission shall require each local exchange telecommunications and wireless carrier company to begin assessing and collecting the surcharge in the amount of 5 cents per access line per month on bills rendered on or after July 1, 1991, for remission to the administrator for deposit in the operational fund. Each local exchange telecommunications and wireless carrier company shall remit moneys collected to the administrator. On August 15, 1991, each local exchange telecommunications and wireless carrier company shall begin remitting the moneys collected to the administrator on a monthly basis and in a manner as prescribed by the commission. The administrator shall use such moneys to cover costs incurred during the development of the telecommunications relay services and to establish and administer the specialized telecommunications devices system.

(6) The commission shall establish a schedule for completion of specific stages of the telecommunications relay service development and implementation except that the statewide telecommunications relay service shall commence on or before June 1, 1992.

(7) The commission shall require the administrator to submit financial statements for the distribution of specialized telecommunications devices and the telecommunications relay service to the commission quarterly, in the manner prescribed by the commission.

(8) The commission shall adopt rules and may take any other action necessary to implement the provisions of this act.

(9) The commission shall provide to the President of the Senate and to the Speaker of the House of Representatives an annual report on the operation of the telecommunications access system. The first report shall be provided no later than January 1, 1992, and successive reports shall be provided by January 1 of each year thereafter. Reports shall be prepared in consultation with the administrator and the advisory committee. The reports shall, at a minimum, briefly outline the status of developments of the telecommunications access system, the number of persons served, the call volume, revenues and expenditures, the allocation of the revenues and expenditures between provision of specialized telecommunications devices to individuals and operation of statewide relay service, other major policy or operational issues, and proposals for improvements or changes to the telecommunications access system.

(10)

History.--s. 1, ch. 91-111; s. 11, ch. 2000-334.

427.705 Administration of the telecommunications access system.—

(1) Consistent with the provisions of this act and rules and regulations established by the commission, the administrator shall:

(a) Purchase, store, distribute, and maintain specialized telecommunications devices, either directly or through contract with third parties, or a combination thereof.

(b) Administer advertising and outreach services as required by the commission, either directly or through contract with third parties, or a combination thereof.

(c) Administer training services for recipients of specialized telecommunications devices and for telecommunications relay service users as directed by the commission through contract with third parties.

(d) Establish and maintain an operational fund with appropriate financial institutions regulated under state or federal law, and receive moneys from the local exchange telecommunications and wireless carrier companies and deposit such moneys in the operational fund.

(e) Develop, test, and implement an accounting system and internal controls and procedures to receive, safeguard, and disperse moneys in the operational fund as directed by the commission.

(f) Develop and implement procedures for an independent audit and for compliance with commission reporting requirements, as directed by the commission.

(g) Administer and control the award of money to all parties incurring costs in implementing and maintaining the telecommunications access system, equipment, and technical support services in accordance with the provisions of this act.

(2) The administrator shall be audited annually by an independent auditing firm to assure proper management of any revenues it receives and disburses. The administrator's books and records shall be open to the commission and to the Auditor General for review upon request. The commission shall have the authority to establish fiscal and operational requirements for the administrator to follow in order to ensure that the administrative costs of the system are reasonable.

(3) The administrator may apply to the commission for an adjustment in the amount of the monthly surcharge that a local exchange telecommunications or a wireless carrier company must impose on its customers. Prior to applying to the commission for such an adjustment, the commission may require the administrator to employ an independent accounting firm to perform an audit of the accounts of the administrator and the service providers relevant to the surcharge and file a report with the commission.

(4) In contracting for the provision of distribution of specialized telecommunications devices, outreach services, and training of recipients, the administrator shall consider contracting with organizations that provide services to persons who are ~~deaf, hard of hearing~~ or speech impaired.

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(5) The administrator shall provide for the distribution of specialized telecommunications devices to persons qualified to receive such equipment in accordance with the provisions of this act. The administrator shall establish procedures for the distribution of specialized telecommunications devices and shall solicit the advice and counsel and consider the recommendations of the advisory committee in establishing such procedures. The procedures shall:

(a) Provide for certification of persons as ~~deaf, hard of hearing~~, speech impaired, or dual sensory impaired. Such certification process shall include a statement attesting to such impairment by a licensed physician, audiologist, speech-language pathologist, hearing aid specialist, or ~~deaf and hard of hearing~~ service center director; by a state-certified teacher of the ~~deaf and hard of hearing~~; by a state-certified teacher of the visually impaired; or by an appropriate state or federal agency. The licensed physician, audiologist, speech-language pathologist, hearing aid specialist, state-certified teacher of the ~~deaf and hard of hearing~~, or state-certified teacher of the visually impaired providing statements which attest to such impairments shall work within their individual scopes of practice according to their education and training. The ~~deaf and hard of hearing~~ service center directors and appropriate state and federal agencies shall attest to such impairments as provided for in the procedures developed by the administrator.

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(b) Establish characteristics and performance standards for specialized telecommunications devices determined to be necessary, and for the selection of equipment to be purchased for distribution to qualified recipients. The characteristics and standards shall be modified as advances in equipment technology render such standards inapplicable.

(c) Provide for the administrator to apply for, contract for, receive, and expend for the purposes of this part any appropriation, grant, gift, or donation from the Federal Government or any other public or private source.



(d) Require the administrator to purchase the equipment required by this part on a competitively bid basis, so that the best value per unit may be obtained on the equipment selected for purchase, unless the equipment is available from only one source, or the total amount of the subject transaction does not exceed \$5,000.

(6) All names, addresses, and telephone numbers provided to the Florida Public Service Commission or administrator by applicants for specialized telecommunications devices are confidential and exempt from the provisions of s. 119.07(1). The information shall be released to contractors only to the extent necessary for assignment and shipment of equipment, for provision of training in the use of equipment, and for inventory reconciliation purposes. ~~Neither the administrator nor~~ any contractor shall release this information nor use it for any other purpose.

**Deleted:** Neither the administrator or

(7) The administrator shall assume responsibility for distribution of specialized telecommunications devices, ~~including wireless devices~~.

(8) The administrator shall submit financial statements to the commission quarterly, in the manner prescribed by the commission.

History.--s. 1, ch. 91-111; s. 1, ch. 92-2; s. 278, ch. 96-406; s. 52, ch. 99-5; s. 12, ch. 2000-334.

427.706 Advisory committee.—

(1) The commission shall appoint an advisory committee to assist the commission with the implementation of the provisions of this part. The committee shall be composed of no more than 10 persons and shall include, to the extent practicable, the following:

(a) Two deaf persons recommended by the Florida Association of the Deaf.

(b) ~~Two hard of hearing~~ persons recommended by ~~Hearing Loss Association of Florida~~.

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(c) One deaf and blind person recommended by the ~~Florida Deaf-Blind Association~~.

**Deleted:** Self-Help for the Hard of Hearing

(d) One speech impaired person recommended by the Florida Language Speech and Hearing Association.

**Deleted:** Coalition for Persons with Dual Sensory Disabilities

(e) ~~Three~~ representatives of telecommunications companies, one representing a local exchange telecommunications company, ~~one representing an interexchange telecommunications company,~~ recommended by the Florida Telephone Association, ~~and one representing a wireless telecommunication carrier~~.

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(f) One person recommended by the Deaf Service Center Association.

**Deleted:** with experience in providing relay services

(2) The advisory committee shall provide the expertise, experience, and perspective of persons who are ~~deaf, hard of hearing~~ or speech impaired to the commission and to the administrator during all phases of the development and operation of the telecommunications access system. The advisory committee shall advise the commission and the administrator on any matter relating to the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. The advisory committee may submit material for inclusion in the annual report to the President of the Senate and the Speaker of the House of Representatives.

**Deleted:** (g) One person recommended by the Advocacy Center for Persons with Disabilities, Inc. ¶  
(h) One person recommended by the Florida League of Seniors. ¶

**Deleted:** hearing impaired

(3) Members of the committee shall not be compensated for their services but shall be entitled to per diem and travel expenses as provided in s. 112.061. The commission shall use funds from the Florida Public Service Regulatory Trust Fund to cover the costs incurred by members of the advisory committee.

History.--s. 1, ch. 91-111; s. 45, ch. 94-324; s. 18, ch. 95-327.

427.707 Exemption from liability.--Neither the commission, the administrator, the provider of the telecommunications relay service, nor any agent, employee, representative, or officer of the foregoing shall be liable for any claims, actions, damages, or causes of action arising out of or resulting from the establishment, participation in, or operation of the telecommunications relay service, except where there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in, or operation of the telecommunications relay service.

History.--s. 1, ch. 91-111.

427.708 Certain public safety and health care providers required to purchase and operate TDD's.—

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(1) The central communications office of each county sheriff's department shall purchase and continually operate at least one TDD.

(2)(a) The central communications office of each police department and each firefighting agency in a municipality with a population of 25,000 to 250,000 shall purchase and continually operate at least one TDD.

(b) The central communications office of each police department and each firefighting agency in a municipality with a population exceeding 250,000 persons shall purchase and continually operate at least two TDD's.

(3) Each hospital as defined in s. 395.002 shall purchase and continually operate at least one TDD.

(4) Each emergency telephone number "911" system, as provided in s. 365.171, and each agency receiving automatically routed calls through such a system shall purchase and continually operate at least one TDD.

(5) Each public safety office, health care provider, and emergency telephone number "911" system required to obtain a TDD pursuant to this section shall continuously operate and staff such equipment on a 24-hour basis.

(6) Each office or organization required to purchase TDD's pursuant to this section shall buy such equipment which meets the same specifications as those selected by the commission.

(7) Each office or organization required to operate TDD's pursuant to this section shall utilize equipment in accordance with standards established by the commission.

(8) The Florida Public Service Commission shall review compliance by public safety and health care providers on an annual basis, and shall submit a report to the advisory board of its status.

History.--s. 1, ch. 91-111; s. 80, ch. 92-289; s. 46, ch. 94-324; s. 19, ch. 95-327.

## Florida Relay Contract Amendments

**Amendment No. 1** – Removed language in paragraph 31 to adopt new FCC answer time requirement:

### 31. Answer Time

The provider is responsible for answering, except during network failure, 85% of all calls daily within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold, of reaching the relay switch. Elapsed time is calculated from the time inbound calls reach the relay switch. In calculating the percentage of calls meeting the answer time standard, the numerator shall be the total number of calls per day that are answered (with a CA ready to service) in 10 seconds or less. The denominator shall be the total number of calls per day reaching the relay switch ~~except that the total shall not include calls abandoned within 10 seconds after reaching the relay switch. However, calls abandoned after 10 seconds shall be included in the denominator. (Exception: If the provider is unable to differentiate between calls abandoned within 10 seconds and those abandoned after 10 seconds of reaching the relay switch, then all abandoned calls shall be included in the denominator.)~~

**Amendment No. 2** - Removed language in Section B, paragraph 11(e) to allow a Communications Assistant to notify a caller that a TDD user is deaf or speech disabled. Approved by TASA Advisory committee on October 6, 2006.

### 11(e) Procedures for Relaying Communications

When the CA is asked to explain relay to a user, the CA shall express the term "explaining relay" to the other user on the call to let them know what is happening rather than transmitting all of the explanation. ~~The CA shall not inform the telephone user that the TDD user is hearing or speech disabled unless the TDD user asks the CA to do so.~~

**Amendment No. 3** - Modified language in Paragraph 3, Paragraph 7, and Paragraph 56 to eliminate requirement for a relay center located in Florida, remove requirement for typing testing of Communications Assistants, and update the Performance Bond language to clarify the amount of the Bond should be the estimated amount of Sprint billing for Florida relay during the contract period.

### 3. Term of Contract

Service shall begin on June 1, 2005. The term of the contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to four additional one year periods. The provider shall notify the Florida Public Service Commission of its desire to extend service by June 1 the year before the current

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service period expires. For example, if the contract service period is due to expire on May 31, 2008, the provider should notify the FPSC by June 1, 2007 that it desires a one year extension of service.

~~The provider shall be required to locate a relay center in the state of Florida.~~

#### 7. Minimum Communications Assistant (CA) Qualifications/Testing

The provider shall adequately supervise and train its employees to always be courteous, considerate, and efficient in their contact and dealings with its customers and the public in general, and shall conduct periodic evaluations to ensure that courteous service is being rendered.

Bidders shall specify how they plan to demonstrate that CAs meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type TDD relay messages. The provider shall use valid, unbiased tests for CAs on subjects including, but not limited to:

a. Competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

b. A high school diploma or grade equivalent diploma. In addition, each candidate shall pass a high school level English comprehension and grammar test before being considered for employment.

c. A minimum typing speed of 60 words per minute on live relay calls. Technological aids may be used to reach the required typing speed. ~~A minimum of 150 test calls per month using prepared scripts that reflect a typical conversation and calling through the relay system the same as other live calls shall be completed by the provider to ensure compliance with this requirement. A copy of the test results shall be provided monthly to the FPSC contract manager.~~ The method to be used to determine the typing speed is as follows. Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished...

d. Ethics, e.g., how a CA deals with situations he may encounter.

e. Confidentiality.

Any person who has not passed these tests shall not be utilized as a CA.

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## 56. Performance Bond

The provider will be required to furnish an acceptable performance bond, certified or cashiers check, or bank money order equal to the estimated total ~~first~~ year price of the contract for the option year.<sup>1</sup> The bond shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract.

**Amendment No. 4** – Renewed Sprint contract for an additional period effective June 1, 2009 and expiring May 31, 2010. Billing Rates were modified to show a cost of \$0.80 for TRS session minutes and \$1.40 for CapTel Session minutes. The amount of Sprint’s annual performance bond was set at \$7,661,137.

**Amendment No. 5** – Renewed Sprint contract for an additional period effective June 1, 2010 and expiring May 31, 2011. Billing Rates were modified to show a cost of \$0.85 for TRS session minutes and \$1.47 for CapTel Session minutes. The amount of Sprint’s annual performance bond was set at \$5,852,937.

**Amendment No. 6** - Removed Roaming and Guest Options for Florida CapTel phones. See Order No. PSC 10-0152-PAA-TP, issued March 15, 2010.

**Amendment No. 7** - Renewed Sprint contract for an additional period effective June 1, 2011 and expiring May 31, 2012. Billing Rates were modified to show a cost of \$0.89 for TRS session minutes and \$1.54 for CapTel Session minutes. The amount of Sprint’s annual performance bond was set at \$4,582,763.

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<sup>1</sup> A \$10 million performance bond remains in effect until June 1, 2008. Sprint is proposing a performance bond in the amount of \$6,840,000 for the option year beginning June 1, 2008.