

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Appointment of Margaret Lynn Duggar  
and Debbe Hagner to the Telecommunications  
Access System Act of 1991 (TASA) Advisory  
Committee.

DOCKET NO. 20190039-TP  
ORDER NO. PSC-2019-0088-PCO-TP  
ISSUED: March 6, 2019

The following Commissioners participated in the disposition of this matter:

ART GRAHAM, Chairman  
JULIE I. BROWN  
DONALD J. POLMANN  
GARY F. CLARK  
ANDREW GILES FAY

ORDER APPROVING APPOINTMENT OF  
ADVISORY COMMITTEE MEMBERS

BY THE COMMISSION:

The Telecommunications Access System Act of 1991 (TASA) established a statewide telecommunications relay system effective May 24, 1991. Section 427.704, Florida Statutes (F.S.), provides that we 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, and those who communicate with them. This system provides telecommunications service for deaf or hard of hearing persons that is functionally equivalent to the service provided to hearing persons.

The Florida Relay System provides deaf or hard of hearing persons access to basic telecommunications services by using a specialized Communication Assistant that relays information between the deaf or hard of hearing person and the other party to the call. The deaf or hard of hearing person utilizes a telecommunications device for the deaf (TDD) to type a message to the Communication Assistant, who in turn voices the message to the other party or types the message to a Captioned Telephone (CapTel) which displays real-time captions of the conversation.

Pursuant to Section 427.706, F.S., we shall appoint an advisory committee of no more than 10 members to assist us with Florida's relay system. There are currently seven representatives serving on the advisory committee.

By statute, the advisory committee provides the expertise, experience, and perspective of persons who are deaf, hard of hearing, or speech impaired to us and to the administrator, Florida Telecommunications Relay, Inc. (FTRI), during all phases of the development and operation of

the telecommunications access system. The advisory committee advises us and FTRI on the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. Members of the advisory committee are not compensated for their services but are entitled to per diem and travel expenses provided through the Florida Public Service Commission's Regulatory Trust Fund.

Ms. Margaret Lynn Duggar was recommended by FTRI for appointment to the TASA advisory committee. Ms. Duggar has extensive experience and expertise addressing issues facing senior citizens, and her appointment will fill a current void on the committee representing the perspective of seniors. Section 427.706, F.S., mandates that, to the extent practicable, the TASA advisory committee have representation from the senior community, as well as other impacted groups.

In 1989, Ms. Duggar established Margaret Lynn Duggar & Associates, an independent consulting firm specializing in developing products and services for seniors. The firm also offers strategic planning, association management, and organizational leadership services.

Ms. Duggar will represent the interest of the Florida Council on Aging (FCOA)<sup>1</sup> and the Florida Association of Aging Services Providers (FASP).<sup>2</sup> FCOA is a statewide membership organization providing a host of services to Florida seniors. FASP members are also FCOA members, and focus more on community-based and in-home direct services to Florida's elderly. FCOA members include local councils on aging, senior centers, insurance companies, senior housing communities, and health care providers, among others.

Ms. Duggar has served as the Executive Director of the Senior Society Planning Council for the United Way, Executive Director of the Area Agency on Aging for North Florida, Inc., and State Director on Aging and Adult Services for the State of Florida. Ms. Duggar was inducted into the Florida Council on Aging Hall of Fame in 1989, and was recognized as the Gerontologist of the Year for 1989-1990, by the Gerontological Society of Florida. Ms. Duggar received undergraduate and graduate degrees from Florida State University.

Ms. Duggar has the background and expertise to advise us and FTRI on issues involving relay service and its impact on the senior community. We approve the appointment of Margaret Lynn Duggar to the TASA Advisory Committee effective immediately.

Ms. Debbe Hagner was recommended by the Florida Coordinating Council for the Deaf and Hard of Hearing (FCCDHH or Coordinating Council) for appointment to the TASA advisory committee.<sup>3</sup> Ms. Hagner was born hard of hearing and has been an advocate for persons who are deaf or hard of hearing for many years.

---

<sup>1</sup> <https://fcoa.org/index.php>

<sup>2</sup> <http://fasp.net/>

<sup>3</sup> <http://www.floridahealth.gov/provider-and-partner-resources/fccdhh/index.html>

Ms. Hagner is President of the Hearing Loss Association of America-Gulf Coast Chapter,<sup>4</sup> which serves the needs of people with hearing loss by providing information and educational support, public awareness and both legislative and public policy advocacy. It is a local chapter of the Hearing Loss Association of America.

Ms. Hagner has also previously served as Vice-Chair of FCCDHH. FCCDHH is mandated by Section 413.271, F.S., to serve as an advisory and coordinating body that recommends policies to address the needs of Florida's deaf, hard of hearing, late-deafened and deaf-blind community. The Coordinating Council is composed of 17 members.<sup>5</sup> The appointment of individual members not representing state agencies is made by the Governor. The appointment of members representing organizations is made by the Governor in consultation with the respective organization.

Ms. Hagner was recommended by FCCDHH and has the background and expertise to advise us and FTRI on relay service. We approve the appointment of Debbie Hagner to the TASA advisory committee effective immediately.

It is therefore

ORDERED by the Florida Public Service Commission that Ms. Margaret Lynn Duggar and Ms. Debbie Hagner are hereby appointed to the Telecommunications Access System Act Advisory Committee effective immediately. It is further

ORDERED that this docket shall be closed.

By ORDER of the Florida Public Service Commission this 6th day of March, 2019.



---

ADAM J. TEITZMAN  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
(850) 413-6770  
www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

KGWC

---

<sup>4</sup> <https://www.hlagulfcoast.com/>

<sup>5</sup> <http://www.floridahealth.gov/provider-and-partner-resources/fccdhh/membership.html>

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request:

- 1) reconsideration of the decision by filing a motion for reconsideration with the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or
- 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Office of Commission Clerk, and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.