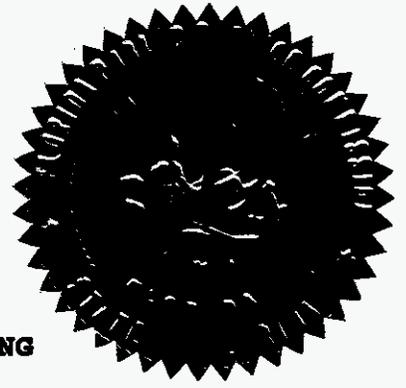


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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of  
Implementation of Florida  
Telecommunications Access  
System Act of 1991.  
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DOCKET NO. 960598-TP



PROCEEDINGS:           ADVISORY COUNCIL MEETING

DATE:                   Thursday, April 10, 1997

TIME:                   Commenced at 10:00 a.m.  
                          Concluded at 11:03 a.m.

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

REPORTED BY:           JOY KELLY, CSR, RPR  
                          Chief, Bureau of Reporting  
                          Florida Public Service Commission

1 **IN ATTENDANCE:**

2 **JAMES FORSTALL**, Executive Director, FTRI.

3 **CHARLES ESTES**, MCI.

4 **ROBERT GIUNTOLI** and **BRYAN CARRELL**, MCI.

5 **ALEXANDER FLEISCHMAN**, Florida Association of  
6 the Deaf, Inc.

7 **JULIA MAYES**, FAD.

8

9 **FOR THE FPSC:**

10 **ALAN TAYLOR**, **LAURA KING** and **DON McDONALD**,  
11 FPSC Division of Communications.

12

13

14 **INTERPRETERS:**

15 **SHARN STARLING**

16 **BARBARA HARRIS**

17 **BARBARA SCHLINGER**

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

(Meeting convened at 10:00 a.m.)

**MR. TAYLOR:** Good morning everyone. We're pleased to see you all here.

Richard Tudor will not be with us this morning. He's been called to the legislature for some special duty. And also Harry Anderson will not be here. And my notes say that Julia Mayes will not be here but I do see her, so I'm glad that you're here. You are the vice-chairman, as I recall.

Okay. Let's see, are there any other items from anyone that need to be included on the agenda? And if everyone has a copy of the agenda, if there are no new items, I think we can just proceed to go through the agenda, making good time.

With that I'd like to call on James Forstall to report on the equipment distribution and Outreach operations that FTRI handles.

**MR. FORSTALL:** Thank you, Mr. Taylor, and the Advisory Board Members for inviting me to give this presentation. I'm glad to be here today to update you on FTRI.

The equipment distribution program. Let me begin by sharing some information regarding the equipment distribution program.

1           During fiscal year 1995-96, as indicated  
2 with our annual report, the total number of new  
3 equipment distributed was 41,281 pieces. More people  
4 in the 70 to 79-year-old group received equipment than  
5 those in any other specific age group. 90% of all  
6 recipients were 60 years of age or older. So far this  
7 fiscal year, from July to January the total number of  
8 new equipment distributed was 18,746 pieces. The age  
9 trend among people receiving the equipment remains the  
10 same as last fiscal year.

11           With the renewed Outreach efforts, we should  
12 expect to see an increase in the number of new  
13 equipment distributed during the coming fiscal year.  
14 I'll be talking about that in a moment.

15           The majority of the equipment distributed  
16 continues to be in the regional distribution centers.  
17 FTRI has renewed the contract with 13 regional  
18 distribution centers and seven training agencies  
19 throughout the state. An important accomplishment  
20 during the past fiscal year was the development and  
21 implementation of FTRI's equipment and distribution  
22 program manual.

23           During my visitation with the individual  
24 RDCs it was brought to my attention that there were no  
25 specific or comprehensive guidelines for the operation

1 of the equipment distribution program. This led to  
2 inconsistency in policy and decisive accountability  
3 systems.

4 With that in mind, FTRI drafted a procedures  
5 manual in related form, brainstormed with the staff  
6 members numerous times, and held regional meetings  
7 requesting input from the RDCs regarding the equipment  
8 distribution program.

9 After each regional meeting, we compiled the  
10 recommendations, perception and all other input to  
11 formulate this conclusive procedures manual.

12 Another important concept that was  
13 introduced in this procedures manual is the condition  
14 of the substance agreement. This agreement, which is  
15 reviewed and signed by each client, encourages client  
16 responsibility in caring for the equipment. This  
17 collaborated effort of the procedures manual proved to  
18 be beneficial for both FTRI and the RDC.

19 We're currently working to produce a similar  
20 procedures manual for the training agencies. We've  
21 already had our first meeting. Also last February  
22 FTRI hosted a one-and-a-half day training conference  
23 to provide the RDCs and training agencies with some  
24 updated training on the equipment, along with a  
25 thorough review of the procedures manual and related

1 forms.

2 Training on the specialized equipment was  
3 provided by different vendors or manufacturers while  
4 training on the procedures manual was conducted by the  
5 FTRI Staff. This conference was very well attended.

6 One final note on the equipment distribution  
7 program. During this past fiscal year FTRI processes  
8 new requests for proposals or bids on six different  
9 kinds of specialized telecommunication equipment and  
10 is currently in the bid process on two other types of  
11 equipment.

12 As a result of these bid processes, FTRI  
13 will be able to purchase the same quality and quantity  
14 of equipment with an approximate annual cost savings  
15 of over \$450,000 to the program.

16 A third bid process has already begun on a  
17 new piece of specialized telecommunications equipment  
18 called the in-line amplifier. We hope to complete  
19 this bid process and begin distribution by the second  
20 or third quarter during the fiscal year. Funds have  
21 been appropriated for the in-line amplifier in the  
22 '96-97 proposed budget.

23 Now I will continue my report by talking  
24 about the Outreach program. FTRI has begun to move  
25 forward in establishing the Outreach program for the

1 coming fiscal year.

2           This will be accomplished by first employing  
3 a full-time Outreach specialist, and secondly, by  
4 continuing dissemination of information to the public  
5 through personal contact such as speeches,  
6 presentation, displays at conferences, utilizing print  
7 media such as newspaper; municipal, county rural or  
8 community publications; magazines, newsletters,  
9 organizational newsletters, possibly video and audio  
10 announcements.

11           Utilizing the means available to inform the  
12 public in the most cost-effecient manner. During the  
13 coming fiscal year, we will be requesting that the RDC  
14 assist us by performing some Outreach in their own  
15 region. We believe the RDCs are in a better position  
16 to promote the program in their own area.

17           An Outreach procedures manual is currently  
18 being developed to assist the RDCs in conducting  
19 different Outreach activities. FTRI's Outreach  
20 specialist will work closely with the RDC to monitor  
21 their different Outreach activities. In the non-RDC  
22 area, FTRI will be concentrating this Outreach  
23 activity in the underserved areas of his targeted  
24 population.

25           For example, Escambia County has a targeted

1 population of 24,316 deaf and hard of hearing people.  
2 Over the past ten years, from January '96 to  
3 March '97, 1,463 people have been served, which  
4 accounts for 6% of the targeted population. Broken  
5 down further, that was an average of 146 people served  
6 each year during that ten-year period.

7 FTRI will concentrate its Outreach efforts  
8 in this particular underserved area as a priority.  
9 Meetings will be arranged with the different community  
10 groups, social service agencies, hearing aid  
11 specialist, audiologist and medical field  
12 representatives, educational professionals, senior  
13 citizens or elderly agencies, nursing homes and et  
14 cetera.

15 The Outreach specialist will be traveling on  
16 a regular basis. After establishing an active  
17 relationship with these different groups, it will be  
18 equally important for FTRI to maintain its  
19 relationship by supplying them with Outreach material  
20 on a regular basis.

21 By approaching Outreach in this fashion,  
22 focusing on the underserved areas one at a time, FTRI  
23 can perform a more thorough rural advertising,  
24 promoting the specialized telecommunication equipment  
25 program while leaving both a personal and professional

1 impression.

2 Updated information will also be performed.  
3 Publishing and mailing the FTRI annual newsletter will  
4 provide our current clients, which consists of 130,000  
5 people, with information pertaining to program changes  
6 and et cetera. This newsletter can also be used as a  
7 tool to assist FTRI in determining past program  
8 performance, past equipment performance, as well as  
9 update the client database with address correction.  
10 This newsletter will also be used to enhance the  
11 quality assurance program. We are currently  
12 advertising the Outreach specialist position.

13 Finally, I would like to present a 1997-98  
14 proposed budget which has been approved by the FTRI's  
15 board of directors and submitted to the Florida Public  
16 Service Commission office on April 1st.

17 Revenues: Surcharge revenues for fiscal  
18 year '97-98 is based on a 4.25% growth factor in the  
19 total number of access lines reported during fiscal  
20 year '96-97. 110,589,029 access lines are estimated  
21 for fiscal year ended '97 times 4.25%, which FTRI  
22 projects as a conservative growth factor equals  
23 115,289,062 access lines.

24 115,289,062 multiplied by 12 cents equals  
25 \$13,834,687 less 1%, equal, \$13,696,341. That 1%

1 represents the allowable administration fee for the  
2 telephone company to collect as a surcharge.

3 Expenses: Category 1 represents the  
4 billable minutes projected for the Florida Relay  
5 Service by MCI for fiscal year '97-98. 63.9% of the  
6 total operating expense is for the relay service.

7 Category 2, equipment and repairs category  
8 represents 24.7% of the total operating expenses. The  
9 new in-line amplifiers that will be introduced during  
10 the next fiscal years is budgeted in this category: We  
11 budgeted for a slight increase in some equipment line  
12 items due to the expected Outreach activity to be  
13 conducted during the next fiscal years.

14 Category 3, equipment distribution and  
15 training. This category representing 5.7% of the  
16 total operating expenses. In conjunction with the  
17 expected Outreach activity, we also expect to see an  
18 increase in the amount of training that's being  
19 provided.

20 Category 4, the Outreach category represents  
21 1.1% of the total operating expenses. As shared  
22 earlier, we will be renewing our Outreach activity to  
23 promote the equipment distribution program along with  
24 Florida Relay Services throughout the state.

25 Category 5, of the total operating expenses,

1 general and administrative accounts for 4.4%. This  
2 category will continue to remain less than 5% of the  
3 total operating expenses. The bottom line for the  
4 fiscal year 1997-98 is FTRI will be able to administer  
5 the program as projected in the budget under the  
6 current surcharge amount of 12 cents.

7 I thank you for your time, and I look  
8 forward to working with each of you during the coming  
9 fiscal year.

10 MR. TAYLOR: Thank you, James. Are there  
11 any questions of James about the FTRI program? (No  
12 response.)

13 Seeing none, thank you again, James. I  
14 apologize for failing to introduce earlier on our  
15 Staff, Laura King, for those of you who may not know  
16 some of us, and Don McDonald is over to my left. My  
17 name is Alan Taylor.

18 Ms. Mayes, you're vice-chairman, do you have  
19 any -- you know, I'm sitting up here and you really  
20 should be running this meeting, but I'll continue to  
21 do it if you prefer.

22 MS. MAYES: Yes, please stay there.

23 MR. TAYLOR: All right. Then I guess next  
24 on the agenda is Robert Giuntoli for MCI's plans for  
25 relay service beginning in June. Can everybody see?

1 Okay. That's fine.

2 MR. GIUNTOLI: Who is going to be voicing  
3 for me?

4 Good morning. Richard Tudor asked MCI to  
5 give a report on the three questions and I'm going to  
6 report on those today, about those three questions  
7 that have been given to us in the past.

8 The first question is how will MCI improve  
9 the new relay system compared with the system as it is  
10 now?

11 First, is our CA qualifications that we  
12 require are as mandated here. They must have a  
13 college level language, with grammar, and also have  
14 skills in typing about 55 words a minute. They must  
15 understand ASL and have a knowledge of deaf culture  
16 and ethics and must be confidential and have clear  
17 speech. This is evaluated throughout each CA. We  
18 evaluate their speech during the examination. All  
19 right?

20 Other new things is we will be adding a  
21 third access number for ASCII users. The number will  
22 be a 1-800-955-1339. That will provide program  
23 connection time for most of our TTY users. I will  
24 explain more about that at the end of my presentation.

25 We'll be upgrading all of our systems.

1 We'll have a new switchboard. That will make it  
2 possible to provide relay service more quicker and  
3 faster and smoother.

4 We'll also be able to add a 900 number, too,  
5 which is going to be using calls, also. That's new.

6 We also will be able to match with a new TTY  
7 methods. For example, like the 4425 model, those will  
8 be FTRI -- FTRI will be distributing those out with  
9 the turbo code and the TTY will be compatible with our  
10 system. Am I going too fast for you?

11 We're in the process of establishing video  
12 relays for other states. Right now it's going to be  
13 for Florida and those are going to be options. If the  
14 Committee is interested in that type of technology,  
15 you can have more information -- Robert has more  
16 information on that.

17 This is another option that is available for  
18 Florida. Speech-to-speech relay. This is for people  
19 with speech disabilities but are capable of using the  
20 relay and can communicate with each other through that  
21 relay service.

22 For example, maybe another -- wait a minute,  
23 maybe a speech-impaired person will be talking to the  
24 CA. The CA will be able to understand what this  
25 speech impaired person is saying and can relay that

1 appropriately to the other person in that speech.  
2 They will go back and forth like that. And we'll also  
3 be providing what is called Caller ID. That's one of  
4 the features that we're going to be providing, also.  
5 We'll also provide the last number redial. That  
6 feature is going to be added.

7 Are there any questions about this?

8 **MS. MAYES:** I didn't understand the last  
9 one.

10 **MR. GIUNTOLI:** Suppose you make a relay call  
11 and the next day you call the relay again, you can  
12 just ask the CA to redial that same number and that's  
13 going to be added with the relay service.

14 **MR. TAYLOR:** Robert, on the Caller ID, how  
15 is that going to work?

16 **MR. GIUNTOLI:** Our CA has access to the  
17 caller ID number and that CA will be informed and the  
18 caller would have to give them that number. All  
19 right?

20 **MS. MAYES:** What is the normal number of  
21 calls you get during the day? Usually how many calls  
22 you get per day.

23 **MR. GIUNTOLI:** Ms. Mayes asked about how  
24 many calls. Approximately about 7,000 relay calls a  
25 day. Maybe 200,000 calls a month at this point.

1           Also, as a part of the new contract, we'll  
2 be providing 12 town meetings that will be open to the  
3 public throughout the state. We have already chosen  
4 the major cities which we're going to conduct these.  
5 And this is the list.

6           And MCI will make every effort to contact  
7 the deaf community, hard-of-hearing community,  
8 speech-impaired community and the general public. It  
9 will be open to the public like an open forum, and  
10 we're going to collect all of the feedback, questions  
11 and comments, ideas, tips, advice, et cetera.

12           Mr. Fleishman.

13           **MR. FLEISCHMAN:** How do you start to get the  
14 hearing public to those forums?

15           **MR. GIUNTOLI:** We're going to advertise to  
16 the chamber of commerce and different types of  
17 advertising through local businesses. And maybe  
18 public announcements through newspaper. We'll make  
19 every effort to contact the different services.

20           Ms. Mayes has a question.

21           **MS. MAYES:** I just wanted to tell you that  
22 there's a meeting of SHHH where he was a speaker. It  
23 was on wonderful presentation. Good experience for a  
24 lot of hard-of-hearing people who are not aware of the  
25 services.

1           **MR. GIUNTOLI:** Thank you. Here's a list of  
2 examples of different organizations that we'll be  
3 contacting to inform about the public town meetings.

4           The Florida Agency of the Deaf, deaf clubs,  
5 SHHH groups, self-help group for the hard of hearing,  
6 agencies for late-deafened adults, LDA, relay  
7 interpereters for the deaf, deaf service centers, deaf  
8 and hard-of-hearing educational programs, parent  
9 groups, Florida language, audiologist and speech  
10 agencies; speech rehabilitation center. That's some  
11 of the examples we'll be working with. Ms. Mayes has  
12 a question.

13           **MS. MAYES:** Have you ever gone to schools  
14 that have programs with deaf children?

15           **MR. GIUNTOLI:** Yes. Educational programs  
16 for the deaf and hard-of-hearing programs like  
17 mainstream schools, yes, and state schools, too.

18           Question No. 2. How we deal with garbling  
19 issues.

20           We have been watching very closely on this  
21 complex issue, and it's mostly on the TTY user's part.

22           Consumer centers have a list of questions  
23 that we go through, a step-by-step process, with the  
24 customer to discuss problems, solutions and things  
25 like that. And a sample of questions that we ask to

1 pinpoint where the problem is coming from because it  
2 could be caused by a wide variety of reasons.

3           We ask these questions. First, where are  
4 you getting the garbling? Is it during, beginning or  
5 end of the call? We'd like that information.

6           Second, what kind of TTY are you using? We  
7 would gather that information and see if there's some  
8 particular trend or model.

9           Third, how is the weather? We often see if  
10 there's bad lightning, a lot of rain, that will cause  
11 garbling. That happens.

12           Is your phone system separate from other  
13 phone lines in the house? Is it hooked up with a  
14 flashing light or doorbell? Are they all connected  
15 together? All those things, are they all hooked into  
16 one line? That can cause garbling. So maybe if there  
17 are separate lines that might quiet the line.

18           We'd like to know if it happens often or if  
19 it's just a once-in-a-while kind of problem.

20           What kind of connection? Some people use a  
21 direct connection and some people put the handset on  
22 to the TTY. That can cause garbling when you use that  
23 second method. The acoustic method.

24           No. 7, is there any background noise? Maybe  
25 a deaf person has a TTY in a kitchen. The kitchen has

1 a lot of noise, from the microwave, the refrigerator,  
2 the dishwasher; a lot of different kitchen appliances  
3 that can cause interference with the TTY.

4 We also ask the consumer if they hit the  
5 space bar, would that clear up the garbling when  
6 receiving or sending a garbled message. Some TTYs  
7 come with the rubber cups, or they don't have rubber  
8 cups. If they are loose they may not fit as well.

9 We asked them also to find out if their  
10 phone line is new or old; the phone lines, if it's out  
11 of copper lines, go faster, or if there's interference  
12 being caused.

13 No. 12, most of the people leave their TTY  
14 plugged in most of the time. But you may need to  
15 unplug it to give the battery a rest. That may cause  
16 a problem.

17 That's a list that we show to people. When  
18 I give a presentation I like to show those tips to  
19 people and possible solutions. If a person is getting  
20 garbled messages, sometimes hitting the space bar will  
21 clear it up.

22 The newer models of TTYs come with a  
23 built-in TTY announcer. That sometimes causes  
24 garbling, but that's a feature you can shut off, the  
25 TTY announcer, and that will reduce garbling.

1           Do not use an amplified phone with a TTY.  
2   If you only have an amplified phone, then you need to  
3   put it on the lowest setting, down to zero. If the  
4   phone is too loud that will cause garbling. The newer  
5   models of TTYs come with a sensitivity control. You  
6   can make adjustments to low, medium or high and find  
7   which works best for you.

8           This is a very good one. I often ask the  
9   customer to bring their TTY to another person's home  
10   and test it there. If the garbling is gone, then we  
11   know that the problem is something at their home.  
12   Their wiring, the connection. If the customer can  
13   pinpoint the problem, and it's from their home then  
14   they can call their local phone company and have them  
15   come and check the system. It's usually done for no  
16   charge or a very minimal charge, just to check the  
17   system and make sure there is no static on the line.

18           If a person is still experiencing static  
19   whether he brings it to another person's house or not,  
20   then he needs to have the TTY checked. It could be  
21   very, very sensitive to a variety of things. It could  
22   need to be calibrated. The customer can go to their  
23   local distribution center and have it fixed or  
24   exchanged for another one.

25           Even though every time the customer calls us

1 with a garbling problem, we solve it, the customer  
2 service representative still lets me know, we keep  
3 track and see the trends and the problems.

4 Our technicians often make test calls to see  
5 where the TTY problems -- if it's coming from the TTY  
6 or through the relay service.

7 We work closely with the distribution center  
8 and the local telephone company. Some customers ask  
9 us for assistance and we're always happy to help. For  
10 example, a customer might have a noise problem down in  
11 Raton from their home and contact the local phone  
12 company. We may be able to meet and pinpoint the  
13 problem. There may be a faulty box outside and it can  
14 be replaced and then the noise will go away. So we  
15 make every effort to help the customer.

16 **MR. FLEISCHMAN:** Can you explain -- could  
17 your computer cause a problem in your home?

18 **MR. GIUNTOLI:** He asked me how do we know if  
19 it's our system and not the customer?

20 We asked our technician and we always follow  
21 up, make test calls often to find the problem at the  
22 TTY end. And if we don't, we have to set up -- try to  
23 investigate and solve that problem at the center.

24 **MS. MAYES:** Sometimes a deaf person does not  
25 know that the radio is very loud and it's causing

1 interference.

2 MR. GIUNTOLI: Radios, TVs, any other  
3 appliance can cause interference, yes.

4 The Public Service Commission does their  
5 monthly evaluations and we received information from  
6 the last three months. All their TTY calls, test  
7 calls, they received no garbling, just for your  
8 information.

9 This last one may be an answer to your  
10 question. We're trying to continue the quality, to  
11 improve the quality of our software.

12 The third question is a very common  
13 question: How can we prevent the hearing party to  
14 hang up before the deaf person can actually make the  
15 relay call? I've met a lot of customers that have  
16 experienced that. It's an universal problem all over  
17 the country.

18 A deaf person calls, it's busy. They've  
19 never got a relay call before. They hear "Florida  
20 relay service," and hang up. They think they are  
21 trying to sell something. Have you experienced that?

22 The best recommendation is that you add your  
23 name at the beginning of the call to say, "This is  
24 Robert, please -- I need this number CA," and then the  
25 CA will say, "I have a relay call from Robert for

1 Dr. Smith." When the person hears my name they most  
2 likely will realize I'm a patient, and I'm not a  
3 telemarketer. So if you give a name that helps to  
4 reduce that problem.

5 I forgot one more transparency. Excuse me a  
6 minute.

7 Do you have any questions on my report?

8 Answers to the three questions?

9 **MR. FLEISCHMAN:** Back to garbling. You call  
10 the relay three times, 8:00 in the morning, and you  
11 keep getting garbling and then you hang up. And the  
12 CA says, "Everything is fine." But what is the  
13 difference?

14 **MR. GIUNTOLI:** It can be many different  
15 reasons. There's a list. Every time you make a call,  
16 it could be through a different track every time you  
17 make a call. Maybe that one is bad. Next call you go  
18 that way and it's better.

19 **MR. ESTES:** Do you want to add anything?

20 **MR. GIUNTOLI:** There's a problem. If you  
21 call customer service they have to walk you through  
22 that. They can make a test call for you to make sure,  
23 then they can see what is causing the problem. Okay.  
24 Any other questions?

25 Now, I would like to get your blessings for

1 MCI to start informing the public on the new 800  
2 number for ASCII callers.

3           On our new contract we can give out the new  
4 number but we would like to start it now. It would be  
5 good for the public to know about it.

6           Right now we have two 800 numbers: One for  
7 voice, one for the TTY. The TTY answers both ASCII  
8 and baudot.

9           We take advantage of the system, that our  
10 relay users who use baudot, they have to wait while we  
11 answer in ASCII first. If there's no connection then  
12 we switch to baudot. We use up some of the customer's  
13 time but it's by popular demand. The customers want a  
14 separate number.

15           These are the three numbers and each are  
16 direct, one for voice mode, one for baudot and one for  
17 ASCII. That's the majority of our callers, 70% of  
18 users will experience a quicker connection time, but  
19 we will always answer any call that was mistakenly  
20 called in. For example, a person with a TTY calls on  
21 the voice number. We will answer on the TTY; we won't  
22 disconnect.

23           How will we inform the public about this?  
24 We will send out fliers to every organization,  
25 articles, informative articles. Our newsletters.

1           The second way is to add a macro, a hot key.  
2 Our CA has a list of hot keys. Press it, send out the  
3 information. We'll add one that is temporary for  
4 every ASCII caller. Not a voice or baudot, just for  
5 ASCII callers. To call in, we'll just press a hot  
6 key, and relay the information. It's just going to  
7 take a minute. FTRI's CA number is right there and  
8 our new number is.

9           We'd like to have PSC start the setup to go  
10 ahead with this.

11           **MR. FLEISCHMAN:** I make a motion to accept  
12 this number.

13           **MS. MAYES:** I second the motion.

14           **MR. TAYLOR:** I don't know how this fits in  
15 without a quorum here, but I think that basically the  
16 RFP authorized the new provider to optionally include  
17 this third number if they chose. And so I think it's  
18 perfectly okay in this case for MCI to go ahead and  
19 initiate the third number.

20           **MR. GIUNTOLI:** Instead of June 1st we can  
21 start now.

22           **MS. MAYES:** We need more time so that people  
23 can know about that. If we start advertising now so  
24 people have options to use the old number or the new  
25 number. They still have that option. If you're ready

1 for that.

2           **MR. TAYLOR:** I see no problem with going  
3 ahead now.

4           **MR. GIUNTOLI:** Thank you.

5           **MR. TAYLOR:** Bob got off the stand very  
6 quickly. Were there any questions of Mr. Giuntoli?

7           Mr. Estes has traveled a long way to be here  
8 today. He usually doesn't get away without saying  
9 something. I'd invite you to take this time to make  
10 any comment you feel moved to make.

11           **MR. ESTES:** Thank you. I do want to share  
12 some exciting information that Robert touched on we  
13 are now doing for a couple of other states.

14           In the state of California, I think July  
15 1st, we will have speech-to-speech in places -- in  
16 place.

17           If it is a little bit vague what  
18 speech-to-speech is it's simple, really. Two people  
19 with speech disabilities may want to speak to each  
20 other, but each may have unique disabilities,  
21 conditions. We have a CA that is especially trained  
22 to listen to people with speech disabilities. And  
23 over a period of time and exposure, learn to  
24 understand what is being said.

25           These people will call in on that special

1 800 number so that the call does not hit several  
2 hundred CAs at a time, but it will go to a small pool  
3 of specially trained caller assistants who are  
4 specially trained to listen and relay the call back  
5 and forth for a speech disabled person.

6           The other project that we will have in place  
7 before too long is video relay. You've probably read  
8 about the trials in Texas. There are two separate  
9 trials, really. There was a lot of excitement and  
10 interest shown in those two trials. And for national  
11 meetings that we participated in, this seems to be an  
12 up and coming thing. So the CA will start videoing  
13 from nine separate locations around the state in North  
14 Carolina. We will set up video interpreters in Tempe,  
15 Arizona and we'll carry the signal back and forth.  
16 And we'll be using both the relay system and video  
17 system working together.

18           The video for the sign language users to  
19 speak to an interpreter, but the interpreter will also  
20 have a regular TRS system in place to call the hearing  
21 party. It will start sometime this summer also.  
22 Thank you.

23           **MR. TAYLOR:** Okay. We're moving very  
24 swiftly through the agenda.

25           The only items I have remaining besides

1 lunch are the selection of officers and other  
2 business.

3           With respect to selection of officers, it  
4 doesn't look like we have a quorum today. We can  
5 handle the vote by mail, but one thing we do need to  
6 do is have nominations. I suppose we can also have  
7 the nominations by mail.

8           It's my understanding that Harry Anderson  
9 believes he's served a sufficient length of time and  
10 he would like someone to carry on in the chair  
11 capacity. So are there any nominations for Chairman?

12           **MR. FLEISCHMAN:** I make a point that my term  
13 of office will expire in June, and a new president  
14 will be coming in the FAD. He will pick his own  
15 people. So that means I won't be here the next time  
16 so you have to consider that, also.

17           **MR. TAYLOR:** Well, under those  
18 circumstances, Alex, I make a motion we honor you for  
19 your service. Thank you.

20           Ms. Mayes. Ms. Mayes, would you like to  
21 make a nomination.

22           **MS. MAYES:** I represent the Florida  
23 Association of the Deaf. I was appointed by them but  
24 there are no officers. I have been chosen so I'm in  
25 the same position as you are.

1           **MR. TAYLOR:** Okay. Well, Tessa --

2           **MS. LITTLE:** I'm uncomfortable making any  
3 nominations.

4           **MR. TAYLOR:** We will try to conduct the  
5 nomination process and the vote by mail, then, for new  
6 officers for the upcoming time.

7                   I do have the list of the current Advisory  
8 Committee members, but I don't believe it takes into  
9 account what we've just heard here but I'll certainly  
10 pass those out.

11                   Is there any other business? (No response)

12                   Okay, just to update you, the Staff of the  
13 Commission and MCI have, I believe, concluded a  
14 contract. We've worked through the items that needed  
15 to be worked out, and as far as I'm aware everything  
16 is on schedule for MCI to continue to provide relay  
17 service and to implement the new features that the  
18 contract called for.

19                   Again, let me thank the Advisory Committee  
20 for their help in this process.

21                   Richard Tudor will continue to be the main  
22 contact. Let me mention on the record for any of you  
23 that contact him through the Internet, his Internet  
24 address has changed. It would no longer be "Tudor"  
25 with an "R" at the end, but the "R" will be moved to

1 the beginning of the name, "rtudor" but the rest of  
2 the address would remain the same. The same would  
3 apply for my Internet address as well. It would be  
4 "ataylor" instead of "taylora."

5 If there's no new business, I don't see any  
6 point in going to lunch and then coming back to  
7 adjourn. Although I would like to tell you that we  
8 have a very new cafeteria, an excellent facility next  
9 door to us now, you no longer have to travel for miles  
10 to get something to eat. So feel free to go next door  
11 and look at the cafeteria facility. Perhaps the next  
12 time the meeting will run longer and you'll need to  
13 eat lunch there so you'll be familiar with it. Is  
14 there any new business? Ms. Mayes.

15 **MS. MAYES:** I was just wondering, Harry has  
16 done a wonderful job. Do you think we can draft him  
17 to stay?

18 **MR. TAYLOR:** Well, I think only Harry can  
19 answer that, and if that was the sense of the  
20 committee faced with those -- with that circumstance,  
21 he might feel moved to continue to serve. But -- I  
22 don't want to foreclose you doing that if that's what  
23 the committee would like to do.

24 **MS. MAYES:** I'll call him.

25 **MR. TAYLOR:** Okay. I'll put you in charge



1 STATE OF FLORIDA)  
2 COUNTY OF LEON )

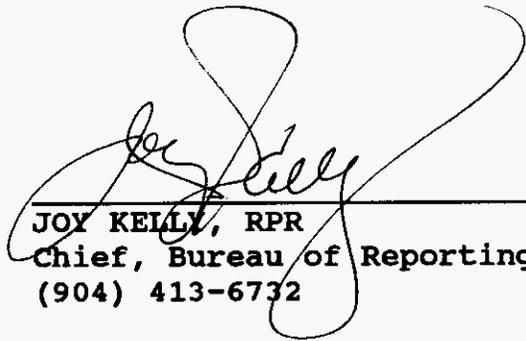
CERTIFICATE OF REPORTER

3 I, JOY KELLY, RPR, Chief, Bureau of  
4 Reporting and Official Commission Reporter,

5 DO HEREBY CERTIFY that the Advisory Council  
6 Meeting in Docket No. 960598-TP, was heard by the  
7 Staff of the Florida Public Service Commission at the  
8 time and place herein stated; it is further

9 CERTIFIED that I stenographically reported  
10 the said proceedings; that the same has been  
11 transcribed by me; and that this transcript,  
12 consisting of 31 pages, constitutes a true  
13 transcription of notes of said proceedings.

14 DATED this 15th day of April, 1997.

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