

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 991222-TP

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

In The Matter of

IMPLEMENTATION OF FLORIDA  
TELECOMMUNICATIONS ACCESS  
SYSTEM ACT OF 1991.



PROCEEDINGS:           ADVISORY COMMITTEE MEETING

DATE:                   Monday, October 29, 2001

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

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

REPORTED BY:           JANE FAUROT, RPR  
                          Chief, Office of Hearing Reporter Services  
                          FPSC Division of Commission Clerk and  
                          Administrative Services  
                          (850) 413-6731

1 IN ATTENDANCE.

2 JAMES FORSTALL, Executive Director, FTRI.

3 ROBERT GIUNTOLI, Sprint.

4 STEPHEN HARDY, Florida Association of the  
5 Deaf, Inc.

6 SHIRLEY JONES, Self-help for the Hard of Hearing.

7 JERRY CONNER, Deaf Service Center Association.

8 NORMAN H. HORTON, FTRI.

9 JIM SMITH, Sprint.

10 RUSSELL FLEMING, AT&T.

11 ANDREW BRENNEMAN, Sprint.

12 CHRIS WAGNER, Florida Association of the Deaf.

13 SUSAN LANGSTON, Florida Telecommunications Industry

14

15 FOR THE FPSC:

16 BETH SALAK, RICK MOSES, and SUSAN HOWARD,

17 LAURA KING, FPSC Division of Competitive Services.

18 MARTHA CARTER BROWN, FPSC Division of Legal Services.

19

20

21 INTERPRETERS:

22

STEVIE FENTON

23

BETTY DEAN

24

25

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

1  
2 MS. SALAK: We will go ahead and get started. I want  
3 to welcome you all here today. It has been several months  
4 since we have seen you. And today I'm looking forward to the  
5 meeting, and I would really like to get a lot of feedback. I  
6 mean, as far as -- I haven't gotten a lot of complaints in  
7 lately, which is a good thing. We have been -- we had a couple  
8 on 711, but that's about all we have had. So there are a lot  
9 of topics that you have brought up that you want to discuss  
10 today, so we would like to hear background on those and see  
11 where we stand on those. So, I would like us to go around and  
12 introduce ourselves so that we all know who we are.

13 I'm Beth Salak. I am with the Division of  
14 Competitive Services. Let's go to my left.

15 MR. MOSES: Rick Moses with the Division of  
16 Competitive Services.

17 MS. BROWN: I'm Martha Carter Brown with the Division  
18 of Appeals.

19 MS. KING: And I'm Laura King with the Division of  
20 Competitive Services.

21 MS. SALAK: Susan, can we start with you?

22 MS. LANGSTON: Susan Langston representing the  
23 Florida Telecommunications Industry Association.

24 MR. SMITH: Good afternoon. Jim Smith with Sprint.

25 MR. HARDY: I'm Stephen Hardy, FAD, Florida

1 Association of the Deaf.

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

4 MS. JONES: I'm Shirley Jones, Self-help for the Hard  
5 of Hearing.

6 MR. CONNER: Good afternoon. Jerry Conner, Deaf  
7 Service Center Association.

8 MS. SALAK: Could we start with the audience, too, in  
9 case we have participation?

10 MR. BRENNEMAN: Good afternoon. I'm Andrew  
11 Brenneman, Senior National Account Manager with Sprint.

12 MR. GIUNTOLI: Hello, I'm Robert Giuntoli with  
13 Sprint, and I'm responsible for account manager for the Relay  
14 here in Florida.

15 MR. FORSTALL: Good afternoon. I'm James Forstall,  
16 Executive Director of FTRI.

17 SPEAKER: (Inaudible) -- from Friends of the Deaf  
18 Service Center in Pinellas County.

19 MR. HORTON: And I'm Doc Horton, I'm counsel for  
20 FTRI.

21 MS. HOWARD: Susan Howard with the Division of  
22 Competitive Services.

23 MS. SALAK: We have Jane Faurot with us today doing  
24 the realtime for us. This will be her first time, and we will  
25 be breaking frequently to give her an opportunity to rest.

1 James, you had a question?

2 MR. FORSTALL: If I can ask a request right now, if  
3 she can make the font a little bit larger it would be easier to  
4 read.

5 THE REPORTER: Yes, sir. We'll try to do that.

6 MS. SALAK: All right, James. I thought we would  
7 start today with just a few housekeeping items.

8 First of all, you all know Susan Howard. She is very  
9 key to you. She gives you your travel reimbursements and does  
10 a lot of our -- keeping us organized. She wanted me to make an  
11 announcement. First, the state laws on rules on travel  
12 reimbursement have changed. So you can basically get travel to  
13 and from here, but if it is within a 24-hour period, you can't  
14 be reimbursed for your meals. So when you are filling out your  
15 travel, that will be the case.

16 The other thing I wanted to mention is that on the  
17 microphones, you push the button in front of you and the red  
18 light goes off, and it should be the green light. It used to  
19 be reversed, but now they have fixed that. So if you would,  
20 and if we could talk slowly for Jane, because it is difficult  
21 to do realtime.

22 I thought today we would start with Mr. Giuntoli from  
23 Sprint. He is going to do a presentation on some statistics in  
24 Florida and where we stand with our usage.

25 MR. GIUNTOLI: Good afternoon, everyone. It's good

1 to see all of you again. It was a very nice day for the trip  
2 in. It took me a little bit longer to catch the plane this  
3 time, though. It was an interesting experience.

4 I'm going to give you a short presentation and give  
5 you a summary of some of the different statistics of what has  
6 been going on with the Florida Relay Service, what it has been  
7 doing so far. A basic general information overview. Sprint  
8 took over the Relay Service last June of 2000. The light color  
9 there indicates this takeover. The black line is up through  
10 that. You can see that we have increased the Relay and grown  
11 from last year. Through June, July, August, it has gone up  
12 consistently.

13 In September we had a dropoff and that was very  
14 common in all of our states because of the events in New York.  
15 It seems like many of the people were making less calls, but  
16 they were spending more time on the phone. We have been  
17 noticing that the minutes went up, but the numbers of calls  
18 initiated went down during that month. But overall you can see  
19 it was very healthy and we are very happy with the growth.

20 And it also shows that many of the people out there  
21 need Relay and are using it. Some states have noticed that it  
22 has just been very steady and stagnous (phonetic). We are  
23 growing here and it means there is a lot of room for more  
24 growth. Okay.

25 MS. SALAK: What do you account the growth to?

1 MR. GIUNTOLI: It's an increased number of calls  
2 showing that the need for Relay Service is there as opposed to  
3 in some states we have been seeing some flatlining of use or  
4 even decrease in the use of the Relay because of technology  
5 because some people are using pagers now, e-mail. So some  
6 states in the Relay Services, they are seeing a slight decrease  
7 or flatline, but not here. We are seeing growth. And it means  
8 that a lot more people out there are needing and learning how  
9 to use the Relay for the first time.

10 MS. SALAK: Do you think -- so you're suggesting that  
11 it's an untapped market that people are using it. Do you think  
12 the advent of turbo code, or 711, or caller ID even has had  
13 anything to do with it?

14 MR. GIUNTOLI: A combination of all of those things,  
15 yes, I do. We are having a huge -- there is a huge untapped  
16 market that we have here. I've got some interesting statistics  
17 to show you briefly that will show that. Any questions about  
18 this display?

19 MR. SMITH: Just one comment on the growth. FTRI,  
20 which some of us are on that board, as well, has really done a  
21 very good job of outreach and they have really started their  
22 expenditure. How long has the outreach program been going on  
23 now, James?

24 MR. FORSTALL: A little over eight months.

25 MR. SMITH: For eight months. So is it possible,

1 Robert, that this could have an impact on that?

2 MR. GIUNTOLI: Yes. I have some more information to  
3 show you that, as well. This is just information that we have.  
4 We have averaged 263,876 calls. Our highest month was March.  
5 That was almost 300,000 calls. Wow. It was a huge use month.  
6 It's very interesting that the average calls are making it on  
7 the weekday instead of on the weekend, because they are  
8 work-related calls. This is just FYI statistics.

9 This is something that I think that I found very  
10 interesting. This shows the percentages of calls that are used  
11 depending on how they have connected to the Relay. You will  
12 see most of the calls are connected with the turbo code; 47  
13 percent of those Relay calls were made using the turbo code.  
14 That is a majority of the calls. We are seeing the benefit of  
15 having turbo code. People are taking advantage of it.

16 The old TTY with the Baudot, still making a  
17 substantial amount of calls, 32 percent. There are a lot of  
18 people out there that are still using the old TTYs. Keep that  
19 in mind in the future, you know, that as they replace those old  
20 TTYs out there, that will change. The ASCII on the computer,  
21 .6 percent. That is a normal amount. That is a standard you  
22 see around the country. However, the next one, the voice  
23 calls, Florida only has 14 percent of the total calls initiated  
24 by voice users.

25 Sprint has 27 states. Unfortunately, Florida is one



1 of the lowest of voice-initiated calls. For example, in the 27  
2 states, they average 22 percent voice-initiated. The highest  
3 is in New Hampshire, 35 percent of the calls. My home state of  
4 South Carolina, 31 percent. Here, 14 percent. Huh. So we  
5 find that very interesting, and it really does show that we  
6 need to do more outreach targeted to the hearing people to  
7 bring up that average, bring it up to the national average, you  
8 know.

9 MS. SALAK: Is that a flat percentage or has that  
10 been increasing like your statistics from the other slide? Are  
11 we showing improvement, in other words?

12 MR. GIUNTOLI: The number of calls is increasing.  
13 However, the percentages of the different devices are remaining  
14 the same since February through, you know, through today. It  
15 has been a flatline. It's real interesting.

16 Any questions about voice users, VCO, voice carryover  
17 for hard-of-hearing people. Five percent, that's a national  
18 average. It's a huge potential of growth in that all over the  
19 country, not only in Florida, because there are more  
20 hard-of-hearing people using the relay. That's normal. Normal  
21 to see HCO, deaf/blind, you see all of these statistics that  
22 are here.

23 Do you have any questions?

24 MR. HARDY: Deaf/blind, the ASCII, why is it zero  
25 percent?

1 MR. GIUNTOLI: Deaf/blind that use the telebrail, TTY  
2 that uses Baudot. There is not a big market for deaf/blind  
3 users using the computer probably because it is expensive  
4 equipment. James, do you agree with that? Yes, James agreed  
5 with me. TTY for the deaf/blind is more accessible.

6 Okay. Any other questions?

7 Spanish traffic. When we started back in June of  
8 2000, we had 1,200 calls. Last month the relay did 4,400  
9 calls, four times the number, you know, the amount of growth.  
10 But still, in my opinion, it is a small number because the  
11 Spanish make up the biggest population, minority population  
12 here in the State of Florida. But I think we are on the right  
13 track. I'm real happy to see what is going on.

14 MS. SALAK: And why do you think that growth was four  
15 times? I mean, why was that such a dramatic growth?

16 MR. GIUNTOLI: The old Relay provider did not provide  
17 translation services between English and Spanish while we do  
18 that now. So I think that really demonstrates the demand for  
19 the service and the use of it as opposed to what was going on  
20 previously.

21 THE INTERPRETER: Chris has a question.

22 MR. WAGNER: Spanish, has there been a great deal of  
23 outreach to the Spanish community about this, to get this  
24 information out to them about the service?

25 MR. GIUNTOLI: We can ask James later. FTRI has

1 developed Spanish brochures, wallet cards, instructions for the  
2 regional centers to educate people, but I think that's a  
3 question for James to answer.

4 THE INTERPRETER: James says, really, you're right.  
5 Okay.

6 MR. WAGNER: What I was really meaning was we don't  
7 need just brochures, but we need more outreach. We are seeing  
8 that we need more services. Are the people getting out there  
9 and reaching the people?

10 MR. GIUNTOLI: No, we haven't done any outreach with  
11 the Spanish population. Sprint doesn't really have that  
12 position here in the state. FTRI does that with the materials  
13 and the outreach with them. It's a lot of word of mouth, as  
14 well. It's a very close community, a lot of word of mouth, a  
15 lot of getting information out that way.

16 MS. SALAK: James, have you done any presentations in  
17 the Spanish communities?

18 MR. FORSTALL: No, I have not.

19 MS. SALAK: Do you have the capability of doing that?  
20 Do you have someone that can speak --

21 MR. FORSTALL: No, not on my staff, but we do have  
22 from the RDC. We have some Spanish staff members, and it would  
23 be an assumption that they could do some of the presentations  
24 to the Spanish audience.

25 MR. GIUNTOLI: Do you have any questions?

1 MS. SALAK: Do you have any usage for French Creole?

2 MR. GIUNTOLI: I don't have a graph for that, but  
3 French Creole is a very small percentage. It's not a steady  
4 use. Some months it's high, some months it's low, between 30  
5 to 300 calls. Some months it's 30 calls, some 300. It varies.  
6 There is no pattern to it. But we will be happy to see above  
7 300 some months that they are using it.

8 MS. SALAK: Okay.

9 MR. HARDY: Could it be the reason for the low  
10 number, that it's a lack of outreach to that community?

11 MR. GIUNTOLI: That's possible. Okay. This is the  
12 statistics of customer contact when they call into the customer  
13 service, the Sprint customer service. Commendations. People  
14 calling and saying, you know, giving us accolades for what we  
15 are doing. Feedback. People are calling to share ideas, some  
16 complaints, a variety of issues. And inquiries, just general  
17 information. The feedback has been pretty consistent every  
18 month.

19 The inquiries, we're seeing an increase -- there is  
20 two possibilities. One is FTRI is doing PSAs. It seems it has  
21 been very successful. People have been calling for customer  
22 service for more information. 711. People are calling 711 and  
23 saying, what is this? And the operators are referring them to  
24 customer service to answer their questions, so that is  
25 increasing awareness. This is the evidence of that.

1 MS. SALAK: Was there something significant that  
2 happened in August?

3 MR. GIUNTOLI: The customer service calls; 711 was  
4 started, that started. The PSAs started back then, right?  
5 August. Right, James, August. The PSAs started running in  
6 August, those two things at the same time. I have seen FTRI's  
7 PSAs. I am very pleased with it. Have you seen it? Have you  
8 seen the new one? James has a copy with him. It's a great  
9 job.

10 MR. WAGNER: I have a question. Do you have it split  
11 up as to how many deaf and how many hearing? I'm just  
12 wondering how many deaf people are calling. I always hear  
13 there is a low number of people who call to put in their  
14 accolades or issues. I'm wondering.

15 MR. GIUNTOLI: It's a good question. No, I don't  
16 have that information. That is generally true, though.  
17 Hearing people do tend to call in. Parents, teachers,  
18 interpreters, professionals, they are the ones calling in.  
19 Deaf people calling in for themselves? They don't like making  
20 the calls. They would prefer to meet the person in person.  
21 It's a part of deaf culture. They like to see the person  
22 face-to-face and express in sign language instead of making  
23 that phone call. That's one of the challenges we have.

24 Any questions? Beth asked me what is Sprint doing  
25 for 711 awareness, if anything. We are doing some. Sprint did

1 some awareness through working very closely with FTRI.  
2 Whatever they need, we have been providing that information to  
3 them. We have been putting 711 ads in some of the deaf service  
4 agency newsletters, Florida Association of the Deaf newsletter,  
5 all of those things, all of those publications.

6 Here, let me pass that around. We did a press  
7 release. Sprint has their own media people to do press  
8 releases in general. Also, the local phone companies, Sprint  
9 has some local businesses that will do bill inserts. PCS, the  
10 cellular phone service that is part of Sprint, has already met  
11 compliance with 711 by October 1st. That is done, and we have  
12 already sent out inserts for all PCS cell users. They have  
13 gotten this in the mail.

14 I made a special appearance at the FAD conference and  
15 set up a booth there to help FTRI. They and I were working  
16 together to chat with people to explain 711, and I found it  
17 very interesting. There were a lot of people here in Florida,  
18 especially the deaf people in Florida that still thought that  
19 711 is for emergency use. And so FTRI and I had a big job of  
20 educating people that it is not for emergencies. It was very  
21 interesting.

22 Jerry Conner asked Sprint to come sponsor the South  
23 Deaf Showcase, the Southern Deaf Showcase, and to show the  
24 southern states, Florida, South Carolina, North Carolina. We  
25 had good attendance. We gave out good information about 711.

1 Any questions?

2 I would like to let you know that I'm hoping that you  
3 are subscribing to the Sprint newsletter, Sprint Relay Today  
4 newsletter. There is a new one that will be out in a couple of  
5 weeks. It's very thick. It's 16 pages. We are very excited  
6 about this publication, because in the front it is showing us  
7 that we have gotten Puerto Rico. It is our 28th contract now.  
8 Sprint is handling 27 states plus Puerto Rico and the federal  
9 government. There is different articles there about Puerto  
10 Rico.

11 I went with Andrew Brenneman to set up the Relay  
12 there and to set up the new managers. It was a great  
13 experience, it really was. There is a nice article there. The  
14 Florida PSC Commissioner Jacobs. He got an award from FAD  
15 representing PSC. There is a picture in that newsletter, in  
16 that national newsletter. It was very nice. There is also  
17 another picture there. FAD awarded Sprint an award, as well.  
18 Florida was getting a lot of recognition in that newsletter.

19 Different articles, and an explanation about the  
20 national incident in New York on September 11th about the  
21 hijacking and the bombing. The Relay, the network continued.  
22 We had no disruption, no barriers to service. There were some  
23 difficulties with local phone companies making calls, getting  
24 busy signals, but our Relay system was fine.

25 We decided to give out free long distance calls from

1 the 11th through the 18th to assist people in making the  
2 long-distance calls to make contact with their families. It  
3 was very successful.

4 Do you have any questions for me? That is my report.

5 MS. SALAK: Thank you, Robert. We appreciate that.  
6 Next we are going to discuss 711. We just really wanted to get  
7 some feedback, as Robert mentioned, and I should have known.  
8 August was the start date of 711, and we just wanted to know,  
9 we have had a couple of complaints -- well, about two or three,  
10 and they ended up being just problems with the business not  
11 programming their PBX. So we are wondering if there has been  
12 anything else you have heard about, or how is it going? Do you  
13 think the word is getting out? And just to hear what is  
14 happening.

15 MR. HARDY: Still in Orlando, most of the PBX in some  
16 of the CCs, Beth, I think there is three I sent to you, they  
17 are still coming with up problems.

18 MS. SALAK: Are they?

19 MR. HARDY: Yes, still. I think it is an individual  
20 business problem. The PBX, it's not turned on properly. They  
21 are not changing whatever they are supposed to change still.  
22 Not many, the numbers are decreasing.

23 MS. SALAK: And that is the main problem we have come  
24 across so far, and some of it is just education to let people  
25 know that they need to reprogram. But have you run into any



1 times when people just won't reprogram it or are hesitant to do  
2 it, or is it just a matter of timing, just getting it worked  
3 through the system?

4 MR. HARDY: No, I don't get any response. It's  
5 strange. I will ask them about it and I tell them they have to  
6 comply and they don't respond to me. It's very strange.

7 MS. SALAK: And do we have those names, all those  
8 names of those companies or businesses?

9 MR. HARDY: Like, for example, it's restaurants. In  
10 Orlando, if you call the restaurant through the Texas Relay  
11 Service in my hometown of Gainesville we got South Carolina  
12 Relay Service. In Tallahassee, you get Texas.

13 MS. SALAK: And these problems still exist.

14 THE INTERPRETER: Robert would like to say something.

15 MS. SALAK: Yes, Robert.

16 MR. GIUNTOLI: Thank you. I see two different issues  
17 here. One is the PBX. PBX is a thing that is owned by the  
18 individual business. So the problem there is that they don't  
19 know what 711 is. It simply needs to be programmed to accept  
20 711 in their system. It's an issue of educating them.

21 The second one is that you said if you call 711 and  
22 you get a different state, that is the local phone company,  
23 they are using the wrong access number. They should be having  
24 711 directed to 955-8771, and they are not doing that. They  
25 are sending it to the other state. They need to contact the

1 local phone company and make sure it's directed to the right  
2 phone number. Those are the two issues that I see.

3 MR. WAGNER: I have a question. Who is responsible  
4 for letting the local phone companies know that? Because my  
5 understanding -- I understand his concern, because I use Relay  
6 all of the time, and sometimes it is lousy because the person  
7 has a Spanish accent, the operator from Miami, and some people  
8 don't prefer the accents from other states. Who is responsible  
9 for letting people know about changing their program? I wasn't  
10 aware of that. I could let my phone company know that, but who  
11 is responsible for letting them know?

12 MR. GIUNTOLI: There are two things again. Can I  
13 answer that, Beth?

14 MS. SALAK: Sure.

15 MR. GIUNTOLI: The FCC requires that all states start  
16 711 and it is falling to the local phone companies. The PSC is  
17 making sure that they do it. The customer needs to make noise,  
18 file complaints. And we encourage the customers to contact  
19 their local phone companies to get them -- hold on. If the  
20 local phone company refuses, then the customer needs to contact  
21 Beth for assistance. Sprint is only in the position to give  
22 counsel because it is a local phone company obligation.

23 MS. SALAK: But if a customer really feels  
24 uncomfortable contacting the local phone company, certainly  
25 they can contact me and, as usual, I will contact Rick and we

1 will take care of it.

2 MR. WAGNER: My point is no one in the community  
3 knows that. None of us know that to go to the local phone  
4 company. This is the first time I have heard of it. So I  
5 think we need to go back to the community education about this,  
6 that they need to go take care of it at their local companies.  
7 The majority of the deaf community is unaware of this, I know  
8 that.

9 MS. SALAK: Well, let me just ask this. If they have  
10 a problem with 711 and they get routed to the wrong place, or  
11 wrong state Relay, or whatever happens, what do they think they  
12 should do?

13 MR. WAGNER: That it is Sprint's responsibility.

14 MS. SALAK: Okay. So they would contact Sprint?

15 MR. WAGNER: They won't make a straight call, no.  
16 They will complain to the service provider in the area and say  
17 who is responsible for helping the deaf do this? And we try to  
18 explain to them and give the customer service number. Many of  
19 us were unaware of this to give that information.

20 I am a deaf service director, I am an agency  
21 director, and many of the people have come up to me, and I told  
22 them I didn't know. That was a good question. I didn't know  
23 it was the local company.

24 MS. SALAK: Right.

25 MR. HARDY: I would like to add, you know, I have

1 gone to different community meetings, and they say they won't  
2 call because they are afraid of the English, using the  
3 language. They prefer face-to-face. I am the one that  
4 receives the complaints, but I have no way to, you know,  
5 resolve the issues. I would like for a Sprint person to come,  
6 but there is no person here to go to these meetings to resolve  
7 that. I can't answer the person.

8 One of the other questions I have for you, how many  
9 local phone companies are there in Florida, 400?

10 MS. SALAK: Well, there is ten local phone companies  
11 and the others are alternative local exchange companies.

12 MR. HARDY: But all of that together is about 400?

13 MS. SALAK: Right.

14 MR. HARDY: Were they all aware of 711? Were they  
15 aware in advance to change those numbers?

16 MS. SALAK: Yes. There was an order that went out  
17 from the Commission, so they would have been aware of that.  
18 Although that number says 400, let me assure you there are not  
19 that many active phone companies in Florida that really are --  
20 there are other ways of providing service. There is not that  
21 many. It's less than 100, so --

22 MR. HARDY: Okay.

23 MS. SALAK: James, I'm sorry, you had wanted to say  
24 something.

25 MR. FORSTALL: I wanted to say about two weeks ago

1 when I was in Jacksonville the same issue came up. A person  
2 that worked for the federal government had the same problem  
3 trying to get through to 711 in the Jacksonville area.

4 MS. SALAK: Let me just -- I think -- well, yes, the  
5 local exchange -- the local company is a good place to go, but  
6 the other thing you can do is contact us. And Mr. Moses has  
7 been working closely with them on all of those complaints. So  
8 you can e-mail me, you can e-mail Rick, either way, and then we  
9 can work with the companies to do that. I think it might be  
10 the easiest and hopefully the most comfortable for the  
11 customers.

12 Representing the companies, do you see a problem with  
13 that?

14 MR. SMITH: No, ma'am. I think that's just fine,  
15 Beth. I would be surprised that the local companies after all  
16 you have done in notification, the central offices -- it could  
17 be that maybe within a new switch or something like that when  
18 you turn up or remote line switch that it hasn't been  
19 programmed in and things like that, but I think most everyone  
20 that I know of is very much on board. I think the problems  
21 that are out there probably have more to do, as this gentleman  
22 says, with customer-owned equipment and PBXs and things that  
23 have not been reprogrammed as the local companies.

24 MS. SALAK: Susan, do you know if the small companies  
25 have complied?

1 MS. LANGSTON: I don't know for certain, but I can  
2 find that out.

3 MS. SALAK: Can you check that?

4 MS. LANGSTON: Uh-huh.

5 MS. SALAK: We would appreciate that. Thank you.  
6 James, you wanted to -- we were going to discuss outreach as  
7 associated with 711, and you had brought a videotape you wanted  
8 to show. Do you want to go ahead and show that?

9 MR. SMITH: Just one quick question. Is permissive  
10 dialing allowed right now? Is the 800 numbers still in effect  
11 as well as 711, Andrew or Robert?

12 THE INTERPRETER: Yes.

13 MR. SMITH: And what period of time will that be?

14 MR. MOSES: The 800 number will not go away. 711 is  
15 just to augment the service. That's all it's meant for. It's  
16 just an additional access. It won't go away.

17 MR. SMITH: So the Spanish number and all of those  
18 numbers are going to remain in place as well as the 711?

19 MR. MOSES: Yes, and also the main number that 711  
20 points to, the 8771 number, I believe it is, that remains also.

21 MS. SALAK: James, just for background, this is the  
22 informational piece you have been running on TV about 711? I  
23 was just wondering is this geared for the deaf community, or  
24 for the hearing community, or both, or which is it geared for?

25 MR. FORSTALL: These PSAs were designed to reach

1 everyone. We have a total of five different PSAs here. Some  
2 of you may have already seen the first three, and we have added  
3 two more specifically for 711. So you will see all five  
4 running right after each other. Can everyone see?

5 (Videotape played.)

6 MR. FORSTALL: I might add to that, if it's all  
7 right. We are showing these PSAs throughout the state,  
8 starting again in November through the cable network and then  
9 throughout the year we will be contracting directly with  
10 broadcast networks for each individual city to make more of an  
11 impact on the area.

12 And along with that, just to let you all know what  
13 else FTRI is doing in promoting 711 throughout the state, we  
14 have developed a business -- relay business program,  
15 partnership program, and we have finished with the brochure and  
16 we just recently last week received the videotape. We are  
17 hoping to have the whole complete packet by the end of November  
18 to start working with the businesses throughout the state. And  
19 I have an example of the brochure for you to look at.

20 In addition, this is the new updated Relay brochure  
21 that we have designed with the new 711 logo on it. And we also  
22 have these in Spanish. In addition, we do have the recent  
23 newsletter that was sent out to everyone in our client  
24 database, which is about 100 -- actually, we have about 200,000  
25 clients in our database. They are all entitled to get a

1 newsletter. If you open in the middle, we have a big layout of  
2 711 and how the Relay Service works. These are just some of  
3 the promotional outreach that we are doing in regard to 711.

4 We have been very, very busy with outreach for the  
5 last two months and our schedule in the future looks extremely  
6 busy. We are pleased with the progress we are making and the  
7 feedback that we are getting from consumers who have seen the  
8 PSAs has been very positive. And we are getting ready in the  
9 next few weeks to do a survey to find out what the impact has  
10 been with the new 711 PSAs. Thank you.

11 MS. SALAK: Anybody have any questions for James  
12 before he sits down?

13 MR. WAGNER: I have a question. I just want to make  
14 a comment. I know that we have used these materials for  
15 outreach to let everyone know about 711, and it has been very  
16 successful in our country, and I do want to -- okay.

17 I would just start again. I want to make a comment  
18 that we have used FTRI's materials for 711 to distribute all  
19 around the Tampa Bay area. It has been very successful, and I  
20 want to commend them for their hard work in presenting and  
21 publishing this material about 711.

22 MS. SALAK: Thank you, Chris. Glad to hear that. So  
23 are all the -- is that true in all the areas of the state, that  
24 these materials are being used successfully?

25 MR. WAGNER: I have talked with other directors in



1 other communities around the state, and it seems that it has  
2 become very positive in regards to this poster here, right  
3 here. I see them all over the counties in office buildings.  
4 They are being put up in public accommodations and public  
5 places, and I think it has been very positive.

6 And I have a comment. Also, the FAD newsletter,  
7 every household has one of these flyers. And about two weeks  
8 ago, I went to a forum for the Institute for the Deaf, and then  
9 there were account managers there, and it was a very beautiful,  
10 well done presentation. There were a lot of people who had  
11 misunderstandings and had gotten their misunderstandings  
12 clarified regarding 711 as an emergency number. You know, FRS  
13 and FTRI was there, it was very positive. People showed a lot  
14 of enthusiasm.

15 MR. CONNER: At our deaf service center association  
16 meeting each of the directors indicated that they have included  
17 this information in their newsletters from each of the 15 deaf  
18 service centers in the State of Florida, so it's getting out  
19 there. It's taking us time, but it is working. And having  
20 these materials to work with really makes a difference. It is  
21 much nicer to have it already prepackaged for us. So I want to  
22 compliment FTRI for doing a great job on that.

23 MS. SALAK: Great. Well, James, all sorts of  
24 accolades. There should have been bill-stuffers in all the  
25 local phone bills that were ordered by the Commission, so that

1 should have happened also. So I guess the next question is are  
2 there any other steps that you think we need to be taking as  
3 far as outreach for 711?

4 MR. HARDY: I think that we need to spread out into  
5 different languages and do outreach with the emphasis in the  
6 Miami area. I think we need to improve and have much more  
7 exposure in that area. I think it is very important.

8 MS. SALAK: Do you or does anyone here have a lot  
9 of -- do you hear from the Hispanic community? Do you have --  
10 or get a lot of feedback from them? You do?

11 MR. HARDY: In Miami, it is very diverse with people  
12 from Cuba, people from, like, mixed and with Brazil, and also  
13 Honduras. Remember that they are all languages -- the way they  
14 speak Spanish is different, and we also do not know if we could  
15 do outreach and explain to each individual person, but we do  
16 need to encourage them to use the Relay Service. So far I have  
17 not seen any effort as to outreach in that area with those  
18 language populations.

19 MS. SALAK: Okay. And, James, you mentioned that you  
20 are doing some Spanish, some of your pamphlets in Spanish, or  
21 all of your pamphlets in Spanish, which is it?

22 MR. FORSTALL: Right now we have the Relay brochure  
23 and the instruction wallet-sized cards in Spanish. We do  
24 contract with a deaf service center in Miami. I can say that  
25 about 70 percent of the applications that we receive for

1 equipment are from Hispanic populations, so the word is getting  
2 out about the equipment, and I have to assume that they are  
3 also spreading the word about the Relay Service, as well.

4 MS. SALAK: Okay. Jerry.

5 MR. CONNER: I think that I share the same concerns  
6 that Robert had with the low number of voice-initiated calls,  
7 and I know lot of that could improve dramatically if businesses  
8 could somehow get the information filtered down to the front  
9 line staff. I know that when you talk to the company owners  
10 and the key people in the upper management of companies, but if  
11 it doesn't filter down to the people who are actually  
12 generating the calls and making those contacts, it's almost a  
13 futile effort. And I'm not quite sure how to recommend that we  
14 do that.

15 MS. SALAK: Let me ask James a question. It was my  
16 understanding that you have a business partner plan as part of  
17 your outreach. And as part of that plan it was to talk to  
18 businesses and have them get all of their people on board to  
19 accept calls from the Relay. I am being requested to give Jane  
20 a break right now. But when we come back can you discuss that  
21 and describe it to us briefly and tell us how far along you are  
22 in that outreach plan?

23 So let's take about 15 minutes to give the court  
24 reporters a break and we will come back.

25 (Recess.)

1 MS. SALAK: We are ready to start back again. James,  
2 you were going to answer the question about -- what was it,  
3 about your outreach.

4 MR. FORSTALL: Sure.

5 MS. SALAK: And your commitment to the business  
6 community.

7 MR. FORSTALL: Okay. A little bit earlier I had  
8 mentioned the Florida Relay Business Partnership Program. And  
9 what this will do, and we have shared it with some of the deaf  
10 service center directors already, and I believe Jerry and Chris  
11 both might be familiar with it, I think Stephen is, as well.  
12 Because we want to include all the service providers to work  
13 with us in this because we are interested in making  
14 partnerships not just with FTRI, but the service providers, as  
15 well. And with the deaf community and hard-of-hearing  
16 community, what we're doing is we are soliciting input from  
17 them to let us know what businesses do they frequent so we can  
18 address them early on in the program.

19 What we will be doing with this program, we will be  
20 developing printed materials and a video set up in a training  
21 format. So when we go to a business and explain to them who we  
22 are and what we are about, I hope that they will take this  
23 material and train their employees. That is the way we  
24 designed it, to be a training tool, so when new employees come  
25 in, and most employers have new employee orientation type

1 settings, we hope that this will be designed to fit in right  
2 with that.

3           And it will have printed material, a guide, like a  
4 teacher's guide with the manual so they can follow along with  
5 it. The video was just completed last Friday. The first stage  
6 is an hour and a half long video, and we are expecting in two  
7 weeks for it to be completed. And what it does is explain what  
8 the relay is and how it works and the benefit of becoming a  
9 relay partnership. And right now we have already signed up  
10 AmSouth Bank, they have agreed to be a partner with us and we  
11 are hoping that pretty soon in December or January we will be  
12 working with them to hopefully filter this down to all of their  
13 branches throughout the state.

14           This is going to be an ongoing process. We don't see  
15 this ending in one, two or three years because of the size of  
16 the State of Florida. We anticipate this being an on-going  
17 project. We do intend to enlist the regional distribution  
18 centers in working with us. Once we have the packet and the  
19 kit completed, we want to have a regional meeting with all the  
20 directors, all the contractors with the regional distribution  
21 centers to train them on the kit and the packet and how to go  
22 out and approach the businesses in the community to work with  
23 us.

24           MS. SALAK: Are there any questions for James?

25           Jerry, do you think that is going to help?

1           MR. CONNER: I think it is going to be helpful, and I  
2 think the more we can get down to the employee level, the  
3 better it will be in all of these companies. I guess in my  
4 mind I was thinking, you know, the United Way every year does a  
5 campaign in which they talk to every employee of every company  
6 in just about every place. Maybe next year we can talk about  
7 how to piggyback on the United Way campaign.

8           MS. SALAK: You mean like include something in their  
9 materials that they are sending out?

10          MR. CONNER: Right. And they will gladly do that and  
11 they would even probably add it to their videotape that they  
12 offer and just about every employee in just about every company  
13 sees that videotape.

14          MS. SALAK: That's a great idea.

15          MR. FORSTALL: And then what we also intend to do is  
16 equipment distribution program will be included in this packet.  
17 It will be a combination of primarily Relay, but we will  
18 include the equipment distribution. We expect that with this  
19 particular program word of mouth would spread and let people  
20 know about the equipment, as well. Thank you.

21          MS. SALAK: Thank you, James. If I could request  
22 that when everyone is speaking that we speak slowly for the  
23 court reporter.

24                 The rest of the day we wanted to dedicate to hearing  
25 what's on your mind. We asked for input before the meeting to

1 get some topics that you might want to discuss, and we really  
2 want to hear what your issues are. I got several from you, so  
3 I thought we would go through the ones that were e-mailed in,  
4 and we could discuss what the problems are, what you see is  
5 happening, what you are hearing from your communities, and  
6 see -- and Sprint is here in case there is something that they  
7 may want to answer. So, I thought we would just start with  
8 those e-mails and go through those topics.

9           The first one I thought we would start with is one  
10 that we heard about, maybe we should add pagers. Steve, this  
11 came from you. And it's for emergency situations, is that what  
12 you envisioned?

13           MR. HARDY: Okay. I think it was a mandate from the  
14 Florida Association for the Deaf from the people. A lot of  
15 people are expressing concern that when they have emergencies  
16 or power shutdown, how can the deaf people call 711 or 911 if  
17 there is no power? That was the first concern.

18           The second concern, recently with all of the poison,  
19 the biological poisons that we are hearing about, people are  
20 getting a lot of information from the radio. Some states, they  
21 have populations that, like in Oklahoma and South Carolina,  
22 Georgia, I believe, they have it -- something started that is  
23 very successful, they will broadcast information to deaf  
24 people. So, like, if seniors need to go to a senior center  
25 or -- deaf people want this information, they want a backup way

1 of what they have to -- how they can find out information, so  
2 that is something that I wanted to put forth.

3 Chris, did you want to add anything?

4 MR. WAGNER: No.

5 MS. SALAK: I would have to ask my attorney. I'm not  
6 sure that pagers are covered under the current statute. So are  
7 you envisioning this being done through us or are you  
8 envisioning that it is something that is a need for the  
9 community or what did you envision as a solution?

10 MR. HARDY: Under PSC statewide, because it would be  
11 a link of communication to distribute it under FTRI. People  
12 who, you know, they know who is on the list, who needs this,  
13 who would be certified to have this.

14 MS. SALAK: Is it your interpretation of our current  
15 statute that we have the authority to do that? I would have to  
16 ask my attorney.

17 MR. HARDY: I was asking the PSC to assist with that.  
18 Is it possible?

19 MS. SALAK: I'm going to turn to my attorney. I  
20 don't think we can legally, but she would know.

21 MS. BROWN: Well, there are two concerns I have.  
22 First is the statute. Pagers are really not considered to be  
23 telecommunications under our statute. The second concern would  
24 be that we have an existing contract for provision of relay  
25 with Sprint that doesn't deal, of course, with pagers, either.



1 And we are somewhat bound by the terms of that contract, as  
2 well. I'm trying to think of other ways, or other places, or  
3 other agencies that we could consider going to, but I don't  
4 think the Commission really has the authority to order the  
5 provision of pagers to deaf people under the Telecommunications  
6 Relay Systems Act.

7 Does anyone have any suggestions of other places to  
8 go to get some money, I think is your main thing, because I  
9 don't think the Commission and the Act is really the place.

10 MR. CONNER: I can give you an example of an attempt  
11 that was made in Pinellas County, specifically with our  
12 emergency management system, in which they offered that product  
13 to the deaf community and it was a miserable failure. But it  
14 required that everybody had to sign up, register, and the  
15 emergency management system would provide them with a pager  
16 that would go off whenever the area they were in had to be  
17 evacuated during a hurricane or there was a storm warning.

18 We found despite all of our efforts -- and this was  
19 about eight or ten years ago that we worked on this -- that the  
20 deaf community in our area didn't particularly respond well at  
21 all, and I think they distributed 30 or 40 pagers out of what  
22 they thought was a potential of several thousand.

23 So we reverted back to a system where in our  
24 emergency system deaf people can sign up with the system so  
25 that if there is an evacuation warning for their area, they

1 will receive a phone call from the emergency management system  
2 informing them that their particular location has to evacuate.  
3 That may be one of our alternatives rather than going with a  
4 statewide pager system.

5 MS. BROWN: If I might just add my two cents. I  
6 understand the concern that you have raised. It certainly  
7 makes sense. It's just how to bring it about is the question.

8 MR. CONNER: I believe also in the Treasure Coast  
9 area --

10 MS. SALAK: Would you turn your mike on.

11 MR. CONNER: Now it's on. I'm sorry. I believe in  
12 the Treasure Coast area Rick Cotler (phonetic) with the Deaf  
13 Service Center of the Treasure Coast had worked out something  
14 with their emergency management system where they would provide  
15 pagers also. And, once again, the response from the community  
16 was rather weak. But you are right, there are some people who  
17 are very concerned. I think mostly if they are in a risky area  
18 where there is a good chance of evacuation, and that happened  
19 after the last near miss with a hurricane.

20 MS. SALAK: Why do you think the response is weak?  
21 Do you think it's just fear of new technology or why would they  
22 not be responsive?

23 MR. HARDY: Because with Hurricane Floyd many of the  
24 deaf people were stuck in high buildings. They had no  
25 communication because the power went off. You can't call 911,

1 you can't call anyone, you can't get anything off the TV until  
2 it hit, and then it was too late. I think in the Tampa area  
3 also there was a deaf person stuck -- it was a flood. His  
4 house was flooded. There was no information. The power was  
5 out. The issue was there that the electricity was off.  
6 Communication was off. You know, the pagers run by battery.  
7 You know, TVs and telephones run by power, by electricity.

8 MR. CONNER: The TTYs can have batteries in them,  
9 too. All they have to do is put them in. At least in our area  
10 we urge everyone -- we have just done a push, you know, the  
11 change of time, put batteries in your TTY. They may be not  
12 functional at this point.

13 I understand your concern. I think, though, that we  
14 really have to ask the question of I don't believe that when we  
15 passed the legislation that that is what we had in mind that  
16 this would do. So I would think the emergency management  
17 people would be the ones that would have the money and the  
18 resources to do that.

19 MS. SALAK: But, again, you mentioned that the  
20 response rate was low when the emergency management tried to do  
21 that. Is there a reason why it was low?

22 MR. CONNER: I think it's just a matter of the trust  
23 issues that are continuously a problem with the deaf community  
24 and the hearing community. They are not really sure that if  
25 they sign up if they are not going to be subject to some kind

1 of list of people. It's a throwback from 30 and 40 years ago.  
2 It used to be if you had a TTY the phone company would charge  
3 you extra money. And so everyone hid their old TTYs, so that  
4 people didn't know they had them so they couldn't be charged  
5 more for them. And that mistrust has carried on for  
6 generations.

7 MS. SALAK: Chris, did you want to say something?

8 MR. WAGNER: I wanted to say that I agree with Jerry.  
9 The concern of fear and trust because a lot of the deaf people  
10 are elderly, and they do not feel comfortable with a pager.  
11 However, I just want to make a comment that there are other  
12 alternatives. I wear a pager myself. I signed up through  
13 e-mail (inaudible) in Tampa Bay. You can ask them to page you  
14 with the information that they have, you know what I mean? You  
15 tell them where you live, or where you work, or where  
16 (inaudible), then it will show on the pager if there is an  
17 emergency or a traffic jam or whatever. I think we should go  
18 out to the community and educate them about other alternatives.

19 MS. SALAK: And, Steve, what you are requesting, is  
20 it getting the information out about pagers, or is it to  
21 subsidize pagers, or what is it exactly that you would want us  
22 to do?

23 MR. HARDY: No, that's not what I want for myself.  
24 No, I have a pager. It's what the community wants. The board  
25 and the community wants the Public Service Commission to work

1 with FTRI in providing pagers to TTY customers who qualify to  
2 give it to them and they would be responsible for the monthly  
3 fees. They are very concerned about the emergency information,  
4 gathering the information. It's what they want. That's what  
5 I'm bringing.

6 MS. SALAK: Okay. And would there be a difference  
7 between us doing it and the emergency management system doing  
8 it? I mean, if they could get the equipment, would it matter  
9 where it came from?

10 MR. HARDY: It doesn't matter who. My job is to  
11 bring it to you.

12 MS. SALAK: I understand.

13 MR. HARDY: That's my job.

14 MS. SALAK: And I guess what I'm saying is that I  
15 think legally we are prohibited from doing that. But if there  
16 is an alternative through the emergency management system, I  
17 think that would be worth pursuing. Now, I don't know how to  
18 pursue that, but it sounds like that might be the spot for it.

19 MR. HARDY: I can get some information information  
20 from you. Can I work with the Public Service Commission to get  
21 some information for that?

22 MS. SALAK: Information about what, like what?

23 MR. HARDY: What other options we have.

24 MS. SALAK: I mean --

25 MR. HARDY: If the Public Service Commission is not

1 responsible for coming up with other agencies, other options  
2 for the deaf community, can we work together on this?

3 MS. SALAK: Sure. We will do whatever we can to help  
4 you, support you. We will do that gladly.

5 MR. HARDY: Thank you.

6 MS. KING: I had a question for James. Are all the  
7 TTYs that you distribute, do they all have a battery capability  
8 or is that something new?

9 MR. FORSTALL: No, they have always had battery as a  
10 backup. They usually last for an hour. They are supposed to  
11 last two, but mostly on average an hour. And we do replace  
12 them if they break. We replace them.

13 MS. KING: Thank you.

14 MS. SALAK: Is there any more discussion on that  
15 issue? Any comments?

16 Jim, I thought I saw your hand up. No? Okay.

17 MR. CONNER: I may want to mention that from my  
18 experience, I think that most deaf people forget that even  
19 though your power is out most of the time your phones are still  
20 working, and that may be part of something that maybe FTRI can  
21 add to their advertising to say, you know, if you keep your  
22 batteries powered up, if there is a power failure, you will be  
23 able to use your machine for one hour before the battery dies.

24 Because I know that when we had a power failure in  
25 our facilities, I said, well, let me call the power company and

1 they said you can't, there is no power. Well, the phones still  
2 work. Deaf people don't make that connection because their  
3 machines require electricity and they forget that if they just  
4 simply unplug the electricity the battery will take over.

5 MS. SALAK: James, would that be something that you  
6 could add to your newsletter?

7 MR. FORSTALL: I was just looking to see if I had  
8 already done that. We can do that.

9 MS. SALAK: That would be great. At least a reminder  
10 to everybody. And actually I don't know how much space it  
11 would take up, but if you left it there all the time, it would  
12 be a friendly reminder to everyone. Thank you, James.

13 All right. I thought we would move on to -- we had,  
14 I think, four other topics that everyone wanted to discuss.  
15 Next was the quality of Relay Service. Has there been a  
16 perceived problem with it? Yes. Could you describe it, or  
17 what is happening?

18 MR. WAGNER: I just wanted to add that it's important  
19 that we address the issue of quality of Relay, express a  
20 concern from the community that I represent and the deaf  
21 professionals in the State of Florida. You couldn't understand  
22 me? Okay.

23 What I was saying is that I am expressing a concern  
24 for the community and from the deaf professionals in the State  
25 of Florida that they are concerned about the quality of the

1 Relay Service. I've lived here for eight years and the quality  
2 has not changed. And because in Miami, Florida -- that's where  
3 the call center is in Miami, Florida. And I have had concerns  
4 about the Relay, and I would like to know how are we monitoring  
5 the quality of the service? Because that is the concern I hear  
6 from the community I represent.

7 For example, we have operators who speak poor  
8 English, according to the hearing people I work with, and poor  
9 typing, you know. Poor language, poor spelling. We get that  
10 all the time. And I know yet most of the deaf people will not  
11 express their concerns to the customer service. They feel more  
12 comfortable talking to someone face-to-face. And it's my  
13 responsibility to bring it up to you that we need to find a way  
14 to monitor the quality of the Relay Service.

15 Now, think about this, most of the people who use the  
16 Relay Service are deaf professionals, like myself and Stephen,  
17 and you will find most of the grassroots in the community don't  
18 use it very often and they don't feel comfortable, that's why  
19 we have special Relays in our office. People will come in and  
20 we have a sign language interpreter. And that's because they  
21 are not comfortable with the Relay. They are just not pleased  
22 with the quality of the service.

23 So I'm here to ask Sprint or whoever is responsible  
24 for the call center, how do they monitor the quality of the  
25 service? Because to be honest with you, between MCI and Sprint



1 nothing has changed, because the same people are still  
2 answering the phones, the same people are doing the TTY calls.  
3 How do we monitor them? That is my first question.

4 The second question is, what happens with the  
5 customer survey, the customer satisfaction survey? That is the  
6 concern that we have. And I would like to hear the response  
7 for those two concerns.

8 MS. SALAK: Can we do it so that, Chris, you speak  
9 and then you speak? I don't think she can --

10 MR. WAGNER: I would like to make comment. I feel  
11 more comfortable speaking for myself, because I feel -- my own  
12 language, I can speak clearly rather than use an interpreter.  
13 So that I am letting you know I will be using my own voice.

14 MS. SALAK: All right. Let's do that, then. Let me  
15 just ask, Robert or Andrew, did you want to respond at all?  
16 Did you want to respond, or do you want me --

17 MR. GIUNTOLI: Yes, I would. Two things. First, the  
18 concern about quality. The feedback is so important. We need  
19 to hear feedback. We don't hear from the customers. This is a  
20 problem. We have strict training procedures. I sent Beth a  
21 letter last week that showed how we track the voice with the  
22 application. Did you get that letter?

23 MS. SALAK: I have the letter.

24 MR. GIUNTOLI: We have very strict procedures of how  
25 to train the operators. For example, we provide them with

1 three languages, English, French -- we provide three languages,  
2 English, French, and Spanish. So we want people who speak two  
3 languages, Spanish and English. It's our job to make sure they  
4 are understandable. So people who speak English and Spanish,  
5 we can't discriminate against them, but if we can't understand  
6 them, I want people to call and let me know that. We have 11  
7 call centers, 2,000 employees. We need feedback around the  
8 country. But in Florida traffic all can go through all the  
9 centers. Eighty percent of our traffic stays in-state, but it  
10 could go through our entire network, so we need the feedback.

11 MS. SALAK: Do you want to discuss your testing of  
12 your operator -- I mean, his complaint was spelling and your  
13 language and other items. Now, how do you monitor that  
14 in-house, and do you have testing requirements that you give?  
15 Would you like to discuss those?

16 MR. GIUNTOLI: Yes, yes. Let me go back a little  
17 bit. I encourage customers that have complaints to call the  
18 customer service office or call the supervisor on-line. The  
19 supervisor can come and see the screen and catch mistakes there  
20 and train the operator right there on the spot. If not, call  
21 the customer service and give the ID number, the date, and the  
22 time. And that's standard. That is standard procedure for all  
23 businesses. That helps us to do our job.

24 MR. WAGNER: Yes, I would like to respond to his  
25 comment. How did the deaf community know that? I mean,

1 letting them know how to proceed the way. Many of them to come  
2 to face-to-face and complain to any deaf person (inaudible).  
3 So are we informing people about customer service differently,  
4 because that's important.

5 MR. GIUNTOLI: That's a good question. Beth, do you  
6 want to help with that?

7 MS. SALAK: And the question was how do we tell  
8 people to respond to the customer service representative, was  
9 that the question?

10 MR. WAGNER: (Indicating yes.)

11 MS. SALAK: There is no mechanism within the Relay  
12 call, obviously. So part of it would be outreach. I will have  
13 to say that we need to be telling customers that if you have a  
14 problem that you need to report it right then and there. That  
15 seems to be part of the -- I mean, the complaints that I get  
16 that are unanswerable are because there are no specifics. You  
17 know, it's a generic complaint. And I think generic complaints  
18 that you receive continuously, I think that it is a signal that  
19 there is a systematic problem.

20 But say there is one operator that is the problem. I  
21 think that if you get the operator ID, I mean, you can call us.  
22 You can call Robert. FTRI will shift the call on, also --  
23 complaint on, also. But it is, I think, a matter of outreach  
24 again. Letting customers know that they do have a say in all  
25 of this. And outside of that, I'm not sure what else to do.

1 Because as I mentioned earlier, there are certain tests that  
2 they have to pass for spelling and they have to be  
3 understandable as far as language and everything else, but that  
4 is not to say that someone doesn't slide when people aren't  
5 watching them. But, again, just from my own experiences,  
6 without specific complaints and just a broad complaint, it's  
7 hard to deal with it.

8 MR. WAGNER: My question is how do we inform the deaf  
9 community of the procedure of complaining, you know, they don't  
10 know how to file a complaint? You don't get very many  
11 complaints at all. That's because most of the deaf people  
12 don't complain because they don't know how. They don't know  
13 the mechanics of where to go to file a complaint or what kind  
14 of information they need to make the complaint, you know, that  
15 is why. Because it's not my responsibility, nor any deaf  
16 service center's responsibility to become the complaint center.

17 MS. SALAK: Oh, I understand.

18 MR. WAGNER: So that's my question. Is there a way  
19 we can redirect them to some other -- you know what I'm saying?

20 MS. SALAK: James, didn't you have in your newsletter  
21 some information about how to file complaints at one point in  
22 time it seems to me, or --

23 MR. FORSTALL: No, the last time we printed the  
24 newsletter about the relay, we had the customer profile, but  
25 not specifically how to fill out a complaint. Now if we are

1 aware of it, we let them know about the complaint system, but  
2 we do not educate them on how and what steps to take to apply  
3 for that.

4 MS. SALAK: Right. Now, I will just make a generic  
5 comment. As you are all aware, we have a Consumer Affairs  
6 Department at the Commission. And as part of Consumer Affairs,  
7 you can get on the webnet and you can file a complaint with us.  
8 And just as in the hearing community, you know, they find out  
9 through the telephone book and everything else and PSAs on TV  
10 that we are here and will help them and everything else. That  
11 is the same sort of thing that is available to the deaf  
12 community. Now, beyond that there is no specific information  
13 about, you know, how to contact Sprint, per se.

14 Yes, Jerry.

15 MR. CONNER: I have a couple of specific things. One  
16 is that, for the most part, the deaf person is unaware that  
17 there has been a problem in the message until they later run  
18 into the person that they were talking to. And the person will  
19 say, well, I couldn't understand the operator at all. So the  
20 reason the information you got from me was bad was because that  
21 operator had such a thick Spanish accent I couldn't understand  
22 her, so I finally just hung up on her.

23 We recently went with a professional employer  
24 organization and our finance director is deaf, and she has to  
25 communicate with them on a regular basis. They became so

1 frustrated with the Relay system that they installed a TTY line  
2 directly with our office, and now our director calls them  
3 directly on their TTY line. While that is a good thing in some  
4 ways, it defeats the whole purpose of the Relay system.

5           Second, as a person who calls deaf people on the  
6 relay system, I get very frustrated when the operator keeps  
7 stopping me and telling me to repeat something or to slow down.  
8 Because thinking processes go at a certain speed, and if you  
9 slow me down too much, I lose my concentration and I drift  
10 away. But specifically -- and I realize I'm walking in some  
11 real dangerous turf here, okay -- I just finished trying to  
12 call someone on a payphone who was deaf. And when I finally  
13 got to talk to her, I said to her, I don't understand why you  
14 were having so much trouble understanding me. The operator  
15 seemed reasonably competent, but she kept stopping me.

16           So the person showed me the tape, and I was in a  
17 payphone, so every noise, every time a siren went by, every  
18 time a car honked, every time somebody spoke in the background,  
19 the operator was trying to type all of those noises in also.  
20 So the poor deaf person is so confused, baby crying, horn  
21 honking, siren going, but she wasn't getting the essential  
22 message which is what I was saying. So my frustration was stop  
23 giving them all that other useless information and concentrate  
24 on my voice. That is one specific kind of training I think  
25 that has to happen.

1           I realize that deaf people say we want to know what  
2 you hear on the phone, but if trying to get all of that  
3 information in -- a person can only type so many words a  
4 minute, and trying to do baby crying, siren, car honking,  
5 people talking in the background, television in the background,  
6 airplane flying over, and I'm using specific examples of what  
7 was actually on the tape. And I kept thinking, okay, I  
8 remember when that siren went by, I was giving them the time  
9 and the place that we were supposed to meet. The operator  
10 didn't get that, but they got the plane flying overhead.

11           So I think maybe if I can give some specific  
12 information, focus on the important information. And if you  
13 have to leave out that other stuff, as the hearing person  
14 trying to get a message across, that's fine with me. And I  
15 will defer to the deaf people as to whether they need to know  
16 that there was a car horn in the background or a baby crying.

17           MS. SALAK: I didn't know if anybody wanted to  
18 respond to Jerry about the background information. Or, Robert,  
19 you would?

20           MR. GIUNTOLI: Yes, I would. Thank you. As a Relay  
21 provider and as a customer myself, I said that he has a valid  
22 point. It is a valid complaint. The problem here is we do not  
23 get the information from the customer. So we need to focus on  
24 how we can teach people in Florida to file a complaint and make  
25 a successful complaint, and make it work successfully in

1 cooperation and improving our feedback process. And in the  
2 past I received complaints, Beth has got copies of every one I  
3 had during the months, and they were general complaints, and  
4 they would say some people complained, I called the relay and  
5 it just rang and rang and rang for five minutes and there was  
6 no answer. But we have recordings, we have a 30-second  
7 recording, the operator picks it up or says it's on hold, and  
8 maybe every five minutes a local phone company may have a  
9 particular problem and it gets rerouted. So, there is a lot of  
10 information that people need to know, and it's not necessarily  
11 being carried out. That is just one example of many lists of  
12 issues.

13 MS. SALAK: Let me ask, Robert, as far as  
14 instructions to your operators, are they told -- in the example  
15 that Jerry gave where there is a plane going overhead and there  
16 is speech going on at the same time, it would seem to me that  
17 they would concentrate on the speech and not on the airplane,  
18 per se. I mean, are they instructed to do that, or why would  
19 that scenario arise?

20 MR. GIUNTOLI: It's obviously the operator needs some  
21 training. It's obvious. Maybe they are new on the job or they  
22 do not have -- are not experienced in relay regarding  
23 background, but they missed the point that it is conversation  
24 that is the issue. And maybe the operator needs to be trained  
25 again or replaced with another operator. What do you think?



1           MR. CONNER: I understand what you're saying, but  
2 part of my point was that I didn't know until three days later  
3 what the problem was. By then, even though I know the process  
4 for filing a complaint, I didn't have the CAs number. And when  
5 the deaf person tore off the paper, the first few words got  
6 torn off, so we weren't able to file a complaint. But I would  
7 think that that seems to be a pretty consistent problem. When  
8 I talked to the other deaf service center directors at our last  
9 meeting, they all cited the same repetitive problem as they  
10 seldom miss the background noise, but they often miss the real  
11 text of what is being said.

12           MS. SALAK: Okay. Do you agree with that?

13           MR. HARDY: And I would like to add the complaint  
14 process -- I tried to file a complaint through the PSC, with  
15 their network, and the customer said -- okay, utilities  
16 categories, utilities, communication, and there was no such  
17 thing as that on the Relay. What I said was not there. And  
18 deaf people want it to be there. And regarding FTRI, they are  
19 understaffed. Sometimes they don't answer the phone, and  
20 sometimes you have to leave a message and they never call back.  
21 They are understaffed. And people are working very hard in  
22 outreach, and so there is no one there to take the complaint.

23           There needs to be a system in place. Possibly a  
24 website or an account manager someplace to express these needs  
25 in person. So, the person -- there is not really a process

1 regarding a specific person. As for me, I go to the deaf  
2 service center, and that is the wrong place to file a  
3 complaint. And obviously he is surprised. He did not know  
4 that this was happening, like Jerry is complaining. I think  
5 it's very important that that needs to be fixed. And I know  
6 that this has been going on, and there is no place to call to  
7 inform them of a complaint.

8           And last week I spoke with a group of deaf people,  
9 and they said they have had a problem with the Relay Service.  
10 You call the relay directly, and I want to know if they will  
11 understand my ASL. I am very deaf, and my English is not very  
12 good when I try to express to a hearing person my feelings, and  
13 that has been a problem that has continued. It's a high volume  
14 problem.

15           MS. SALAK: Martha, did you want to make some  
16 comment?

17           MS. BROWN: Yes. A couple of things. One, there are  
18 two ways to file a complaint right now with the Commission.  
19 You can call the regular Commission complaint number through  
20 the Relay Service. There is nothing -- no special provision  
21 made for Relay in taking down the complaint, and if there is  
22 something that needs to be done in our call center to  
23 facilitate the taking of Relay complaints, we will look into  
24 it.

25           The other way to file a complaint with the Commission

1 at the moment is through our website. We have an electronic  
2 complaint filing pilot project going. It's in the works. It's  
3 not perfect. I thank you for your suggestion that we have a  
4 special category on our on-line complaint, and I will get to  
5 the web mistress about that and see if we can include that.  
6 Because I would imagine that that would be helpful to a lot of  
7 the deaf community who use the computers a lot. And we will  
8 see what we can do with that.

9           On our website we have some information about Florida  
10 relay. It would be possible, perhaps, to put a little  
11 additional explanatory note in that Florida relay section that  
12 says if you have a complaint about Florida relay, call this  
13 number, or file an on-line complaint, something like that.

14           Now, the other suggestion I have is for the deaf  
15 service centers to contribute to the information delivered to  
16 people when they collect their equipment to say -- because I  
17 know you all do training -- during the training process to also  
18 have a little section where you train people on how to file a  
19 complaint if they have problems with relay, and either give  
20 them the numbers or tell them to call the Commission, or  
21 however you want to work it out. Those things might help.

22           MS. SALAK:

23           MR. WAGNER: I would like to add, Robert. You have  
24 some kind of form that would spell out the different agencies  
25 in Florida that we can give to deaf people if they have a

1 complaint? That they can fill out that form, a questionnaire  
2 form that the people -- whoever comes in the office wants to  
3 say something, we give them a form to do on their own and mail  
4 it themselves?

5 MR. GIUNTOLI: Can I answer that? We have looked  
6 into that, but we have decided it's not the best way. We need  
7 to talk to people ourselves and to get more information. Often  
8 people file complaints and they do not give enough information  
9 and it ends up using more of our time, more of our people's  
10 time pursuing the information.

11 Chris, the best way to file a complaint regarding  
12 Relay calls is call the supervisor and they will see it right  
13 there. And, secondly, call the customer service later with the  
14 information. We really encourage feedback, and we welcome and  
15 we want to hear them, but we don't really hear enough of them.  
16 Our statistics show that for the total number of calls the  
17 feedback represents only .01 percent. That is such a small  
18 percent. And we want to hear more from the customer so we can  
19 do our job.

20 MS. KING: Robert, can I ask you a question for my  
21 own education? If I'm using the Relay, and I am in a  
22 high-traffic area at a payphone like Mr. Conner was at, could I  
23 ask the CA not to include background noises in her transcript  
24 of my conversation? To transcribe my conversation verbatim,  
25 but do not include background?

1 MR. GIUNTOLI: Yes. The customers are always in  
2 control. Whatever the customer wants, we provide. If the  
3 customer says nothing, then we default by policy and we follow  
4 the contract until the customer makes a special request then we  
5 focus on that request, whatever they want. We will redirect.

6 MR. HARDY: That means that we have to train and  
7 inform our deaf people as to how to use this, because this is  
8 new information and it's great. We are going to have to go out  
9 to the community and tell them you are in control and you let  
10 them know what you want. Really it's a big problem. And  
11 people do not get the information and they feel stuck. So I  
12 wish I could get more information, but I'm really not qualified  
13 or knowledgeable about the Relay Service, so it's just a thing  
14 here. I just give them what I know, and it's hard. Uh-huh.

15 MS. SALAK: Anyone have any more comments about this  
16 issue?

17 MR. SMITH: Beth, just real quick. First of all, I  
18 see on the Florida Telephone Relay thing, I was looking at the  
19 very back of it, and it has FTRI's number for any problems  
20 regarding service or anything, and that's fine. It also has  
21 your number, Florida Public Service Commission, how to get  
22 there for TASA, the number, the TTY, how to go through that and  
23 even the writing, you have your address here. This is getting  
24 to all of the clients is the way I understand it.

25 Are we wanting to have the clients, the customers to

1 first go to Sprint Relay? I mean, is that the concept? I  
2 think Robert was saying to immediately say something to the  
3 supervisor, is that correct, and then go to the -- I guess what  
4 is the procedures and the step? And I would ask James, being  
5 he has this information in here, in maybe his next  
6 newsletter -- and this does go to every client, does it not?

7 MR. FORSTALL: Yes.

8 MR. SMITH: I mean, this is the place to get  
9 complaint handling information on a page, how it works, what  
10 your steps should be. Maybe you would be the last step. Just  
11 like we ask any of our local or business customers to first  
12 come to us locally to see if we can resolve the complaint. If  
13 it is not resolved, then obviously they have the alternative to  
14 call the Public Service Commission.

15 MS. BROWN: Jim, that is the procedure that the  
16 Commission does like to recommend to customers. They are  
17 always free to file a complaint with the Commission, but the  
18 Commission encourages them to try to resolve the problem with  
19 the company directly just because it's in their best interest.  
20 It gets accomplished sooner. It can get resolved sooner. And  
21 I think Sprint would like it that way, as well.

22 MR. GIUNTOLI: I have a comment. Can I say  
23 something?

24 MS. SALAK: Certainly.

25 MR. GIUNTOLI: I agree. That's a great idea. That's

1 a great procedure, to put all the information down, what is  
2 related and what is necessary. But I need to give you my  
3 professional observation from experience, because most of our  
4 TTY users are grassroots companies and they do not necessarily  
5 read or write -- customers, grassroots customers. And the  
6 newsletters they get, they just lay them aside or they throw  
7 them in the trash. Am I wrong? You're right, Jerry says  
8 you're right. And in my experience I have seen, deaf people do  
9 not read the newsletters. That's a challenge here, so we need  
10 a person to be able to go out to their community and talk to  
11 the person and teach them out there directly.

12 MR. WAGNER: One question. The contract with Sprint,  
13 is Sprint responsible for providing town hall meetings at  
14 certain amount of time each year around the state? I'll go  
15 back.

16 Is Sprint responsible for providing town hall  
17 meetings to the communities around the state in a certain  
18 amount of time during the year? Is that part of the contract  
19 or agreement between the Public Service Commission and Sprint?  
20 Because that is the only way you can do it if you want to get  
21 feedback from the community is through town hall meetings  
22 throughout the state. Is there a certain number of town hall  
23 meetings they need to do?

24 MS. SALAK: By contract, no, it's not required.  
25 Sprint has been very kind about coming to the state when

1 requested, but outreach by statute is FTRI's responsibility.  
2 So, no, we do not have a requirement for them to do town hall  
3 meetings.

4 THE INTERPRETER: Stephen said Richard Tudor removed  
5 that from the contract.

6 MS. SALAK: Jim.

7 MR. SMITH: Let me understand this. We are spending  
8 all of this money at FTRI putting out this literature, and I  
9 think I have just heard that we might as well throw the  
10 literature away.

11 MS. SALAK: Well, I heard that these that you have  
12 been doing are very helpful, and they have been using them, and  
13 it has gotten a lot of outreach done. As far as this  
14 literature, what I'm hearing is that they really want a more  
15 personal touch. That's what I'm hearing. They want someone  
16 there to talk to them and spread the word. But I agree -- Jim,  
17 I'm putting words in your mouth, but I agree that I think that  
18 this should be a tool that is used definitely. And, no, I  
19 don't think it should be put out the window, as you put it.

20 MR. SMITH: Let me ask another question. If for a  
21 period of time, say, for a month or something that every TTY  
22 that called into the Relay Center at the conclusion of the  
23 call, I'm not sure what ends that call, you say "end," if you  
24 put -- if you have any Relay Service problems, please call and  
25 thank you. What I'm trying to do is I'm thinking about using



1 the Relay to get that message or that number or the service.  
2 Is there a specific customer service number that -- no, there  
3 is not.

4 MS. SALAK: Robert, would you like to say something?

5 MR. GIUNTOLI: You should just move me over here.

6 MS. SALAK: We will put your chair right there.

7 MR. GIUNTOLI: First, I need to clarify something.  
8 FTRI's newsletter needs to continue. It is very important  
9 because the majority of their readers are hard-of-hearing  
10 people, correct? They are using amplified phones, VCOs,  
11 assistive devices. That is the majority of the people. The  
12 smaller group is a different user group. Those are the deaf  
13 people that use the TTY. Most of Florida, the grassroots folks  
14 are not, you know, skilled in English. It's a separate group  
15 that we are talking about, first.

16 Second, at the end of a conversation deaf people in  
17 the TTY when they are done talking say "bye, GA to SK." The  
18 other person says SK, that means hang up. The operator will  
19 type hung up, Florida relay operator and the ID number, GA. We  
20 try to remain as transparent as possible to provide functional  
21 equivalency use on the phone. We can't have our operators  
22 involved with the call. We need to educate the people to look  
23 at the ID number. It's given at the beginning and at the end  
24 of the call. So the customer has two chances to get the  
25 number, at the beginning and at the end to get that number to

1 file the complaint. We need to make the call as short as  
2 possible with minimal operator involvement.

3 MS. SALAK: I'm going to suggest right now that we  
4 take a break because I think that our court reporters need a  
5 break. But when we come back, another topic that you want to  
6 discuss and what we are leading into is the request for a  
7 specific account manager for Florida. So when we come back, 10  
8 minutes, 15 minutes, that's what we will start with, or  
9 continue with actually since that's what we have been alluding  
10 to, and we will continue the conversation.

11 (Recess.)

12 MS. SALAK: During the break staff got together and  
13 we had a discussion that we are going to work on an icon, first  
14 of all, for our web page that is specifically for relay and the  
15 deaf community. And our plan is on that website we will  
16 discuss how you do a complaint, helpful suggestions on, you  
17 know, about getting your call number and other items like that.  
18 Maybe even include information like if you request it the  
19 background noise can be -- just that kind of information. We  
20 are going to try to get that together for the web page, and I'm  
21 sure we will be passing it by you all before we officially  
22 adopt it for suggestions.

23 James, you had a question?

24 MS. BROWN: May I just add something? If you all  
25 have suggestions of what should be included, please e-mail Beth

1 and we will include them.

2 MS. SALAK: Definitely. James.

3 MR. FORSTALL: I wanted to add that FTRI, we are in  
4 the process of developing a new website also, and we will link  
5 to that FRS page for ease of filing a complaint.

6 MS. SALAK: Good. That will be great.

7 MR. GIUNTOLI: I have a comment, Beth. Sprint has  
8 our own web page, too. And with all the different explanations  
9 as to the features and everything is very detailed. Please  
10 feel free to at any moment look at our website. It has a lot  
11 of information there. It's [www.Sprint.com/relay](http://www.Sprint.com/relay).

12 MS. SALAK: Okay. And we may link to that, too, on  
13 our web page.

14 MS. BROWN: And one more thing. I was also thinking  
15 that the deaf service centers in training, or if you have a  
16 complaint that comes to you all and you need more information  
17 to be able to answer it, you could go there and it might help  
18 you answer your complaint.

19 MS. SALAK: And our topic of discussion is now an  
20 account manager for Florida. I wanted to make a few comments,  
21 and I don't think all of them will be popular, but I will make  
22 them anyway.

23 First of all, we did ask Sprint how much a specific  
24 account manager for Florida would be, and they are talking --  
25 and correct me if I'm wrong, Andrew -- but my recollection is

1 the quote was another penny per minute, per session minute for  
2 an account manager specific for us.

3 As you know, we have made several changes to the  
4 contract in the short amount of time that Sprint has been in  
5 Florida. Those were all items that we thought were necessary,  
6 items that we thought the community really needed. Some of  
7 them were because of FCC requirements, and we have hung our  
8 hats on the FCC requirements in changing our contract. At some  
9 point in time, it is impractical for us to change that contract  
10 any more, because why aren't we going out for a full RFP? If  
11 we change it so significantly then there are items that should  
12 have been considered in the RFP and items that are just not  
13 necessary.

14 I mean, I know that you feel strongly about an  
15 account manager for Florida, but, first of all, raising the  
16 cost another penny will not -- well, in my opinion will not be  
17 accepted by all the Commissioners readily. I could be wrong  
18 about that. I mean, I haven't gone to any of them and asked  
19 them about it, but there are always cost considerations since  
20 everyone is charged that surcharge.

21 In addition to that, I think that right now with the  
22 economy being the way it is, I think that people are more  
23 sensitive to increasing costs. I will tell you that from what  
24 I see, outreach is the responsibility of FTRI. In their budget  
25 this year, they did get additional funds to add a new outreach

1 person. Isn't that correct, James?

2 MR. FORSTALL: Correct.

3 MS. SALAK: Have you added that person yet?

4 MR. FORSTALL: Not yet.

5 MS. SALAK: But you will be. And that person will be  
6 traveling across the state, I assume?

7 MR. FORSTALL: As of now, that has not been presented  
8 to the board yet.

9 MS. SALAK: Okay. So we know that that is going to  
10 be happening. So there should be additional outreach coming  
11 from that, from FTRI. Their outreach program is relatively  
12 new, but it seems to be coming along. And from some of the  
13 percentage increases, I would say that it is being effective,  
14 and you all have said positive things about it today.

15 I think in addition that Sprint has been very  
16 cooperative, and if I'm not correct, you can tell me in  
17 private, about coming to Florida and joining in meetings and  
18 sharing information. I think that they have tried, when  
19 requested, at least, the experiences I know of, they have come  
20 to Florida, and they have been sharing information and will  
21 meet with people. And it is my personal opinion that that is  
22 in their best interest. They are a business that wants their  
23 customers to be happy. They want minutes to increase in  
24 Florida as a business. That's how they make revenue, that's  
25 what they want. I mean, from a business perspective that's

1 what they want.

2           So they should be wanting to explain to people how  
3 Relay works. They should be wanting to explain to people, you  
4 know, how to best make a complaint because they want their  
5 quality of service to increase. They want their customers  
6 happy. And I guess what I'm trying to say in a long-winded way  
7 is that my personal opinion right now is that there is not  
8 enough to warrant a new account manager in Florida, but that's  
9 my opinion, and it's to open up the discussion today, because I  
10 hear you strongly believing that you need one.

11           You mentioned town meetings. Now, FTRI, I'm sure,  
12 would be willing to attend them. I haven't asked Sprint about  
13 it. We can certainly send someone from staff, but to spend  
14 more money for them is really the key issue.

15           Jerry.

16           MR. CONNER: Can I ask when you say one cent per  
17 minute, what does that translate into in gross dollars?

18           MS. SALAK: Oh, golly. It really depends on the  
19 session minutes. That's one cent per session minute. Andrew,  
20 do you have a feel for that?

21           MR. BRENNEMAN: Not off the top of my head, no.

22           MS. SALAK: I don't know. James, where are you? How  
23 much caller ID -- what was the flat payment on caller ID?  
24 Because it translated into one cent also, but they gave us the  
25 flat payment option. It seems like it was half a million. I

1 think it was 500,000, but that was for a flat payment versus  
2 the one cent per minute. And I remember based on the usage, we  
3 thought a half million dollars was a good deal based on what we  
4 knew at the time of session minutes and everything else. So we  
5 are talking, I believe, in excess of half a million dollars a  
6 year. Now, we are halfway through Sprint's base contract, too.

7 MR. BRENNEMAN: There is one minor correction. For  
8 caller ID it's not 500,000 per year. It's 500 for life.  
9 That's based on the contract.

10 MS. SALAK: You're right. And that was based until  
11 the end of the contract. You're right, sorry. I wasn't trying  
12 to pour cold water on the conversation. I just thought I  
13 should give you some insight as to what I was thinking, and I  
14 would love to hear what everybody else is thinking after my  
15 comments. Chris, do you have something?

16 MR. WAGNER: Yes, I have a question. Can you  
17 specifically tell me what is the role and responsibility of an  
18 account manager? I mean, I don't see any job description with  
19 me. But I need someone to tell me exactly what is an account  
20 manager's role and responsibility for Florida.

21 MS. SALAK: Okay. When I was discussing an account  
22 manager, I had a specific definition in mind. And I was  
23 thinking of someone that would come to Florida who would  
24 specifically travel around and visit the customers in Florida  
25 and deal with customer complaints in Florida. Now, I don't

1 think that is the traditional definition of an account manager,  
2 and Sprint has a -- oh, that is the definition of an account  
3 manager? Well, that's what I was envisioning when I was saying  
4 that.

5 I mean, right now we have Robert, who works half of  
6 his time for Florida and takes care of our complaints and needs  
7 of Florida. And he only has two states. Well, not only. I  
8 don't mean to downplay it. That's a big job. But it's not  
9 like he has five or something is all I meant. So, any other  
10 comments?

11 MR. HARDY: This is a huge demand issue for the  
12 community. They pay for service, and it has been really an  
13 ongoing issue for many years. We have had it in the RFP, but  
14 we never knew that Richard Tudor removed it from the RFP. We  
15 didn't know that. Nobody consulted with us. They went ahead  
16 and did it without consulting with us, and I don't think that  
17 was fair. They should have asked us first before removing it  
18 from the RFP.

19 MS. SALAK: I wasn't involved in the RFP obviously,  
20 but, Jerry, you were. And were you consulted on that?

21 MR. CONNER: No.

22 MS. SALAK: Okay. I thought that -- it was my  
23 understanding that there was a meeting on the RFP and that  
24 everybody reviewed it and it was okayed.

25 MR. SMITH: I was just going to say we all went



1 through that RFP together sitting here. A couple of the folks  
2 weren't here at that time. One gentleman that filled in for  
3 one of them that was sick, but we did go through each and every  
4 page and item of that. I'm not saying right or wrong, but  
5 everybody has had a good shot at that RFP.

6 Now, I don't know that -- are they saying that it was  
7 in and we approved it, and I cannot verify this, and then it  
8 was pulled at a later date?

9 MS. SALAK: I don't believe that happened.

10 MR. HARDY: It was on the contract for many years  
11 when it was first established, but now it is missing out of the  
12 contract. What was up with that?

13 MS. SALAK: But you said that it was part of the RFP,  
14 and I think what --

15 MR. HARDY: It used to be we had an account manager  
16 from the first day, from day one of Relay, and now it's gone.  
17 I don't know why.

18 MS. SALAK: But when the RFP was done it didn't  
19 include it. You're correct. But it's my understanding that  
20 that was -- I'm sorry, I'm being corrected. It was never a  
21 part of the RFP or the contract, but MCI voluntarily provided  
22 the account manager.

23 Jerry.

24 MR. CONNER: You know, I'm over 50 now so things that  
25 used to be easily recalled for me are harder now, but I do

1 recall that the contract with MCI specifically said that there  
2 had to be 12 town hall meetings a year that Sprint or that MCI  
3 had to conduct in the last year of their contract. That was a  
4 point of great contention for us because we kept asking when  
5 are these town hall meetings going to start, and then they  
6 started up about the last eight months of the contract. So, I  
7 don't know how that did not translate into the next phase.

8 I do know that when they were drawing up the RFP,  
9 there was quite a bit of controversy because several of us  
10 could not make that meeting, and there was no way to get any  
11 suggestions in afterwards, so we had to live with the RFP the  
12 way it was.

13 MS. BROWN: Well, there was a meeting with the  
14 advisory committee when the proposed RFP was created, and that  
15 is the meeting you were talking about where people couldn't  
16 come. Then after that meeting and suggestions were made, the  
17 staff took the proposed RFP to the Commission in an open public  
18 meeting, agenda, and everyone had another opportunity to make  
19 suggestions at that point. There was plenty of opportunity, I  
20 believe, to participate in that process.

21 We also held bidders conference meetings. And as I  
22 remember also -- and, Andrew, maybe you can correct me if I'm  
23 wrong, Sprint proposed as an option an account manager. What I  
24 can't remember is whether the staff in its recommendation to  
25 the Commission to accept Sprint as the new provider, it

1 specifically identified as an issue whether or not that option  
2 should be accepted. There were some options that were  
3 specifically identified and the staff recommended that they  
4 didn't believe it was necessary and the Commission went along  
5 with the staff's recommendation. I don't remember whether the  
6 account manager was specifically mentioned.

7 I can surmise why the staff took that position, and I  
8 believe it is that they believed with Sprint's expertise and  
9 efficiency in the provision of Relay Service that had been  
10 demonstrated through the RFP process, that a specific account  
11 manager for Florida would not be necessary, and that could  
12 perhaps be considered in the future RFP or perhaps at a renewal  
13 period.

14 And I agree with Beth that it is probably somewhat  
15 problematic to go and try to change that contract again after  
16 Turbo code, caller ID, 711, expenses, and considering September  
17 11th and the economic crisis that this state is in. We have  
18 heard before from our Commissioners that they -- they also  
19 don't want to contribute to increased costs for  
20 telecommunications consumers unless it is something of quite  
21 significant substance. So I would also suggest that we keep  
22 this in mind, and if we can build a case where it is really  
23 needed, then we will take that to the Commission, but I don't  
24 think the case has been built yet.

25 MS. KING: That would be my fundamental question.

1 What do the groups see this manager doing in addition to what  
2 Robert is already doing? Would it be outreach? Which it's  
3 pretty clear that that is FTRI's job in the statute, so what  
4 would be the fundamental purpose of having a full-time Relay  
5 manager for Florida? I mean, would you see this person in  
6 Florida on a regular basis going to every meeting, every Relay  
7 type meeting, is that what you would want? If anyone has any  
8 input, that would be great.

9 MR. CONNER: Go ahead.

10 MR. WAGNER: My question is -- I understand your  
11 point. If we get an account manager, we will lose the FTRI  
12 outreach. It could happen --

13 MS. SALAK: No.

14 MR. WAGNER: -- that we would lose FTRI outreach if  
15 we get an account manager?

16 MS. SALAK: No.

17 MR. WAGNER: Though it seems like duplication -- more  
18 like duplication service if we have both here. Is that what  
19 you are saying?

20 MS. SALAK: I think it is duplication of service, and  
21 we would be paying additional expenses. And just from  
22 conversations with James, there were many years that FTRI  
23 didn't do outreach, James. I mean, it's basically a new  
24 phenomenon where outreach is happening. So we have that that  
25 is new. We may have the dropoff of the MCI account manager,

1 but we do have a hefty amount in the budget dedicated to doing  
2 outreach, and that is all built into your surcharge already.

3 In addition to that, it would be another penny, and  
4 I'm not sure of the benefit that we would receive. That's  
5 where -- I know that you feel strongly about it. I just don't  
6 see the benefits for the costs, and I think that we are in a  
7 mode where we are trying to see how the outreach for FTRI, how  
8 it's working. You know, and --

9 MR. CONNER: Interpreters are supposed to be  
10 invisible, but you can't see through them, for some reason. I  
11 guess what was running through my mind is what are the areas  
12 that are not being covered that are problematic at this point?  
13 And what I see as a major area, the outreach that FTRI is doing  
14 is primarily targeted at a statewide, the business community,  
15 the hearing community, and the outreach that is done among the  
16 deaf and hard-of-hearing community has been -- much of it has  
17 been subcontracted out to deaf service centers and regional  
18 distribution centers. But what is not happening is forums  
19 where we get the community that it's affected by the Relay  
20 system together to talk about ways to make the system better,  
21 what makes it work better.

22 We do know that in the hearing community and among  
23 professionals it is not that difficult to get them to speak up,  
24 but for the profoundly deaf community, the culturally deaf  
25 community, what we are doing doesn't work as far as getting

1 from them the real feedback on what it is that is keeping them  
2 from using the system more. And we are not getting feedback  
3 from the hearing community as to why are only 14 percent of our  
4 calls voice originated? Why isn't that 20-something percent  
5 like the rest of the country?

6 And I guess I'm envisioning who is going to do that?  
7 Would that be something that an account manager would do, and  
8 would that justify the expense? That's why I asked you for  
9 some real dollar numbers, because if you're talking about the  
10 lifetime of the contract of being, what, three years or two and  
11 a half years left.

12 MS. SALAK: It has been a year. Yes, a little less  
13 than two years.

14 MR. CONNER: So if you are talking half a million  
15 dollars, that is a quarter of a million dollars a year almost.  
16 So is that an effective use of our dollars? And will it, in  
17 turn, generate more usage of the system? And that's just the  
18 information I'm trying to assimilate in my mind, because I  
19 haven't taken a position as to whether we have to have an  
20 account manager or not. But I feel very much the way Chris  
21 does. I'm not quite sure what that person would do.

22 If they are going to be here based in Florida  
23 traveling around continuously at least five days a week  
24 focusing on making sure the Florida Relay System is working at  
25 its maximum efficiency and the community likes it and uses it

1 because it's good, then it might be a good investment. But if  
2 it's just another, you know, another half a million dollars for  
3 some nebulous return, then I would be opposed to it.

4 MS. SALAK: Let me just ask Robert or Andrew. Robert  
5 or Andrew, you have states that have an account manager that is  
6 specific to them. What is it that people get for their money?

7 MR. BRENNEMAN: That's a good question. Many of our  
8 states around the country that have either part-time managers  
9 or full-time account managers, those persons represent Sprint.  
10 And this person makes it accessible for the users: Deaf,  
11 hard-of-hearing, deaf/blind, hearing. They can come to this  
12 person and learn about the products, understand how the Relay  
13 Service works. If they have a problem with billing, with phone  
14 billing, or they have to give some feedback on improving the  
15 product, the person is there.

16 The consumer sees the benefit. 24 hours a day, seven  
17 days a week they have the assistance. They can give the  
18 assistance to the consumers as part of the responsibilities  
19 that Robert has in South Carolina and Florida. What do you do  
20 every day, Robert? What do you do on a daily basis?

21 MR. GIUNTOLI: In South Carolina I do everything  
22 generally from outreach, to personal one-to-one, to group  
23 presentations to schools, to organizations. I'm also the  
24 liaison between the customer and the service center, the Sprint  
25 service center in the South Carolina PSC. I do everything. I

1 do everything there except for outreach. I do everything here  
2 that I do there except the outreach.

3 If you are concerned about the account manager's  
4 role, we could say the PSC and Sprint could come together and  
5 agree on what the expectations would be of that person, so we  
6 can measure whether those are met to put them in the contract.  
7 We could negotiate that and work together on that.

8 Andrew?

9 MR. BRENNEMAN: I agree with that.

10 MR. HARDY: If we had an account manager in Florida,  
11 would that person help to coordinate an increasing use of the  
12 phone, like if businesses don't know about FRS, would it be  
13 part of that person's job to encourage FRS use?

14 MR. GIUNTOLI: Yes. It would make sense. It would  
15 be benefitting both. The company wants to see that grow and  
16 also the business would want to grow because of the increased  
17 customer service. The customer to use the Relay more, and then  
18 the business would know more. It would benefit us, it would  
19 benefit everyone. It makes good business sense.

20 MS. SALAK: Robert, if your job is the same as it is  
21 in South Carolina except for the outreach, then say we decided  
22 to have a town meeting in Florida or someone decided to have  
23 it, are you going to come to it?

24 MR. BRENNEMAN: FTRI is responsible for all the  
25 outreach right now as it is in the contract. If Florida chose



1 to have a full-time committed account manager, then he would be  
2 there at every meeting, many of the meetings around the state.

3 MS. SALAK: But I'm not considering this outreach.  
4 I'm considering a town meeting to be people would come, discuss  
5 their complaints, the problems they are having with relay, and  
6 basically be things that you would be interested in. It  
7 wouldn't be outreach, per se. It would be a person that they  
8 could talk to about their complaints, the problems they have  
9 been having, how to interface with you. Feedback, the feedback  
10 you want would be face-to-face feedback.

11 MR. BRENNEMAN: It depends on how many times a year  
12 that would be. The number of town hall meetings, that would  
13 help us to determine if it would be feasible or not.

14 MS. SALAK: Well, what if, for example, we decided to  
15 do an advisory committee meeting in Tampa, just off the bat.  
16 And you all were in town anyway to do the advisory committee  
17 meeting, could we extend that into the afternoon and have  
18 customers come in? I mean, it would put you on the spot,  
19 obviously, but they could discuss with you face-to-face what is  
20 going on. Would that be a problem?

21 MR. BRENNEMAN: No, I'm sure that would be fine. It  
22 would be the advisory council meeting and a town hall meeting  
23 right directly after that. Is that what you mean?

24 MS. SALAK: That sort of thing.

25 MR. BRENNEMAN: Oh, sure.

1 MS. SALAK: Okay, all right. So, okay. Thank you.  
2 Maybe we should try that. Of course, after being told this  
3 very morning that my travel voucher has been cut back, I can  
4 see what I can do.

5 Martha.

6 MS. BROWN: Well, I think we probably need to discuss  
7 this some more and let the staff consider it, but it doesn't --  
8 it seems like a good idea to me. What do you all think if we  
9 had advisory committee meetings around the state in attempting  
10 to accomplish -- kill two birds with one stone, accomplish two  
11 goals? It wouldn't happen very often. It would happen about  
12 the same time. One in Jacksonville, Tampa, Miami, Orlando.

13 MS. SALAK: Go to major cities, do it that way. Of  
14 course, then there would be the question of people knowing  
15 about it. Again, I personally don't have a budget for any kind  
16 of outreach. I can't place ads or anything like that. So it  
17 would be -- we do public notices for all of our public  
18 meetings, but you would have to get the word out yourselves.

19 Jerry.

20 MR. CONNER: I'm going to stick my neck way out here.  
21 I will go back to the Deaf Service Center Association and  
22 propose that if you have a public hearing along with an  
23 advisory council meeting in a particular location, the Deaf  
24 Service Center Association would help take on the  
25 responsibility for advertising and getting people to the

1 meeting.

2 If you come to the Tampa area, you don't have to pay  
3 mileage for Chris and I, either one, and that will pay your  
4 mileage. And we will have a crowd there, I can guarantee that.

5 MS. SALAK: Unfortunately, they take your money out  
6 of a little different budget than that, but it was worth a try.  
7 Thank you. Anyway, it is something we will go back and discuss  
8 and consider, definitely. If you all think it's a good idea.  
9 I can't think of any negatives.

10 James, do you see a problem with doing that? We  
11 would certainly expect FTRI to join us, too. So do you see a  
12 problem with that?

13 MR. FORSTALL: No, I do not.

14 MS. SALAK: Okay. Jim.

15 MR. SMITH: I believe we can make those kind of  
16 meetings. Now, James will have to bring his travel budget to  
17 the board.

18 MS. SALAK: And when we review it next year --

19 MR. SMITH: I think the industry will be fine with  
20 those kind of meetings.

21 MS. SALAK: Okay. That's something we will discuss  
22 in-house, I mean, among staff, and see what we can do.

23 All right. There was one other issue -- well, does  
24 anybody have anymore comments on the account manager?

25 Okay. The other issue is 211. Two of you wanted to

1 discuss 211, and I just wanted some brief background on the  
2 problems that you are seeing with 211. I know for those of you  
3 not -- probably most of you aware, but 211 is basically a  
4 number that you can dial to get informational services on  
5 emergency services, but not to the degree that they are  
6 imminent like 911.

7           It's information on how to get medical services, or  
8 help for abuse, or those type of items. So, there are certain  
9 areas that have 211 in place already. Some are getting geared  
10 up, but there is no grand scheme of coordination in Florida at  
11 this point.

12           Jerry, I know that was one of the issues you raised.  
13 Would you like to discuss it?

14           MR. CONNER: Yes. When the 211 system opened in  
15 Pinellas County, we immediately asked can TTY caller use it?  
16 We tried it. We could not. They indicated that they would  
17 designate a seven-digit number for Pinellas County TTY users.  
18 We were offended by that, so we went to Pinellas Cares, which  
19 is the organization that is running the 211 system, worked with  
20 the Center for Independent Living and the Florida Coalition for  
21 Disabled Rights. And we then met with Verizon and discussed  
22 why 211 could not be TTY compatible, because that was the  
23 message that all the 211 centers were getting. We pointed out  
24 that 911 and 711 and all the others are TDD compatible, why  
25 can't it be 211.

1           After protracted discussions between Verizon and us  
2 and Pinellas Cares, we were able to show Verizon that there is  
3 a computer program that makes it work and it was not a very  
4 expensive program and it could be installed. And as of  
5 September 1st, Pinellas County 211 is TTY accessible.

6           So we really have two issues to be concerned about, I  
7 believe. One is it would seem appropriate for this body to  
8 make a recommendation to the PSC or whoever to make certain  
9 that the 211 systems around the state are all accessible for  
10 deaf and hard-of-hearing people because it leads to a second  
11 problem, and that's the problem with the 711 Relay system that  
12 if you are in Brevard County and you call 711 and say connect  
13 me with 211, they can't. It would be like trying to call them  
14 and asking to be connected with 911. So, I felt like this body  
15 ought to say something and have the Public Service Commission  
16 take a position that a designated number like that should not  
17 go without TTY access.

18           MS. SALAK: Chris, was that the same issue you wanted  
19 to raise?

20           MR. WAGNER: Yes.

21           MS. SALAK: Robert, did you want to comment about 211  
22 at all?

23           MR. GIUNTOLI: This is very new. A lot of -- more  
24 information is needed. I agree that we need to look into the  
25 issue regarding more information. The question that we have is

1 quickly, right away now is if you dial 211, that would go to  
2 one point of contact for all the state? But he is saying it's  
3 not. It would go to each county? So that's a challenge. And  
4 we have to go back to the 211 responsibility under the law.  
5 The responsibility of the TTY accessibility should be pursued  
6 first as to who is responsible. And if people make a Relay  
7 call, we could sit down and discuss that more, and we need more  
8 information.

9 MS. SALAK: Okay. Just as a generic comment, I think  
10 that maybe 211 is what is critical to you right now, but we  
11 also have 511 coming up, which is traffic information, you  
12 know, that kind of information. So it might be better to  
13 pursue a generic kind of solution to all of this as opposed to  
14 a specific one to 211.

15 I can tell you that from our perspective as far as  
16 211, the Commission -- in general, we were requested to mandate  
17 who was going to do 211 for the state, and we have declined to  
18 do so because it was really an order with the local companies  
19 as opposed to the Commission. However, that is not to say we  
20 are still not in contact with people who are coordinating the  
21 211 effort. So it is certainly something that we will start  
22 making noise about that, you know, it needs to be -- needs to  
23 be considered.

24 Martha looks like she is ready to say something.

25 MS. BROWN: Yes. I think Beth sort of hinted at it,

1 and Robert did, also. It's a jurisdictional question to some  
2 extent on how much authority the Commission has to order it.  
3 211 stems from the FCC for use as this semi-emergency number.  
4 And in our state statutes, for instance, 911 has its own  
5 section and has a variety of local government and state  
6 government coordinators who are not answerable to the  
7 Commission on how they do it. And I think that 211 is probably  
8 going to be organized to some degree the way 911 is. And so,  
9 therefore, it is a question of how much we can really do. That  
10 doesn't mean we can't do anything, but we may not be able to  
11 just order everybody to do it this way. We will have to  
12 coordinate and work with other agencies.

13 MS. SALAK: But it's certainly something we should be  
14 looking at. Any other comments on 211 today?

15 Jerry.

16 MR. CONNER: So are you saying we really don't need  
17 to make any kind of a motion or recommendation to the PSC, that  
18 the staff will carry it back to them, or --

19 MS. SALAK: I'm not sure exactly what the  
20 recommendation would be at this point. I mean, I think we need  
21 to work on it and see what we can do and see what we can do  
22 behind -- I hate to say behind the scenes, but you know what I  
23 mean. Make contacts and see what we can do, and then do it  
24 that way first.

25 MS. BROWN: And we can keep you up-to-date on how we

1 are progressing. I think I agree with Beth. It doesn't seem  
2 quite ripe yet to do that. We need to get more information and  
3 we will do that.

4 MS. SALAK: Right. Is that satisfactory today?  
5 Okay. All righty. Anybody have any other topics? Those are  
6 the only ones I had E-mailed to me that I am aware of.

7 MR. HARDY: Yes, I have one topic. We need to add  
8 one more person and make a recommendation. Harry Anderson. He  
9 is a deaf/blind person. I think we need him on the panel  
10 because there is a lot of issues regarding deaf and blind that  
11 he could address. And I sent you an E-mail last July, and I  
12 have not heard anything since.

13 MS. KING: Has Mr. Anderson expressed a desire to be  
14 back on the advisory committee? Because I know he had resigned  
15 sometime ago, and I hadn't heard back from him in several  
16 years.

17 MR. HARDY: He is interested in being back on. There  
18 have been other people, too, I could recommend.

19 MS. SALAK: There are several names of people that  
20 have requested to be on the advisory board, and I just need to  
21 get it all together and do a recommendation. It does have to  
22 go before the Commission to make someone official -- I have to  
23 make a recommendation to the Commissioners and then they have  
24 to vote on it to make them official members of the board. But  
25 that is something I do need to do.



1 MR. HARDY: Thank you.

2 MS. SALAK: Anything else anybody would like to  
3 discuss today? If not, I am to remind you that there are blank  
4 expense vouchers that are provided on the table. Be sure to  
5 fill out all the areas that are highlighted in blue which  
6 are applicable to you. Return the signed copies to Susan, she  
7 is in the back, with any receipts for the processing. And,  
8 again, you will get your air fare, you get mileage if you  
9 drove. Again, if it's within a 24-hour period we won't be able  
10 to reimburse you for your meals anymore. But, anyway.

11 All right. If that's all, thank you all so much for  
12 coming. It was a pleasure to see you.

13 (The hearing concluded at 4:00 p.m.)

14 - - - - -

15

16

17

18

19

20

21

22

23

24

25

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

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

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

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

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

DATED THIS 19th day of November, 2001.



---

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