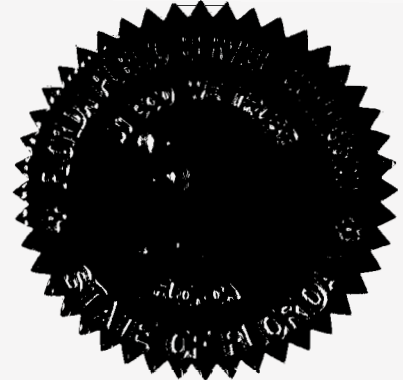


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 991222-TP

In The Matter of

IMPLEMENTATION OF FLORIDA
TELECOMMUNICATIONS ACCESS
SYSTEM ACT OF 1991.



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Friday, April 30, 2004

TIME: Commenced at 1:00 p.m.
 Concluded at 3:35 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
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IN ATTENDANCE.

RICK KOTTLER, Deaf Service Center Association.

KATHY BORZELL, Florida SHHH.

CHRISTOPHER D. WAGNER, Deaf & Hard of Hearing
Services of Florida.

NANCY SCHNITZER, Sprint.

CHRIS McDONALD, AT&T.

JIMMY PETERSON, Deaf and Hard of Hearing Services of
Northwest Florida.

HARRY ANDERSON, St. Augustine, Florida.

FOR THE FPSC:

BETH SALAK, PAUL VICKERY, BOB CASEY, BARBARA BAILEY,
FPSC Division of Competitive Services.

JASON ROJAS, FPSC Division of Legal Services.

P R O C E E D I N G S

1
2 MS. SALAK: I think we are ready to get started. All
3 right. As you know -- well, you probably don't know. Since
4 the last time we met at an advisory committee meeting, we have
5 changed staff once more. We had a reorganization at the
6 Commission, so we have traded out some of the people working
7 on -- traded out, doesn't that sound right -- we have changed
8 some of the people working on relay.

9 Rick Moses was going to be sitting here today because
10 he is now the official head of the program for us. Rick,
11 unfortunately, has vertigo and has to be home and remain very
12 still. Which any of you who know Rick know that will be very
13 difficult for him, but we are trying to ensure that he gets
14 well.

15 We will -- today Paul Vickery is part of Rick's staff
16 on the end. Paul Vickery is with our Commission staff and he
17 has been heavily involved in the quality of service testing for
18 relay, and so he will be discussing some of those results
19 later. So he will be here later. Bob Casey remains working on
20 relay and has brought a lot of new perspective to it, so we are
21 really glad to have him on relay. As you may remember, Jason
22 Rojas is our attorney. He remains with us. My only fear is
23 that he will be snatched up by industry one of these day and he
24 won't be with us anymore, because he is an up and coming bright
25 attorney with the Commission.

1 If you don't know, I'm Beth Salak. I happen to love
2 relay, so I will probably always keep my finger in it, right,
3 wrong, or indifferent. I want to introduce Barbara Bailey to
4 you. She's back here. She will be handling your travel
5 arrangements now. You will be receiving e-mails from her as
6 well as other people, you know, like Rick and myself. But she
7 is our new coordinator. Instead of Susan Howard, it is now
8 Barbara Bailey. And in between it was Della Fordham, but it is
9 now Barbara Bailey. So I think those are all the changes. And
10 if I could, we will go around and introduce ourselves.

11 I want to tell you, first of all, that Greg Gantt
12 couldn't be here today. So he does have Hector Brual sitting
13 in for him and able to answer any questions for Sprint, and he
14 will be giving us a discussion on CapTel today. And so if we
15 could, could we start and go around the room to everybody. We
16 have some new advisory committee members who haven't been here
17 before, and some that have been here but weren't official, so
18 they are now all official today. So, could we start with
19 Nancy.

20 MS. SCHNITZER: I'm Nancy Schnitzer, and I am
21 employed with Sprint here in Tallahassee. And I'm here
22 representing all the local exchange companies in the State of
23 Florida.

24 MS. BORZELL: I'm Kathy Borzell. I'm with the
25 Florida SHHH. I'm from Tampa, Florida.

1 MS. SALAK: Welcome, Kathy. This is her first
2 meeting today.

3 MS. BORZELL: Thank you.

4 MR. McDONALD: Hi. My name is Chris McDonald with
5 AT&T, and I'm a new member of the advisory board, and I
6 appreciate being here today. Thank you.

7 MR. PETERSON: Good afternoon. I'm Jimmy Peterson
8 from Pensacola, and I am serving for the Florida Deaf Center
9 Association.

10 MR. WAGNER: I'm Chris Wagner. I'm president of
11 Florida Association of the Deaf. Nice to be here today.

12 MR. KOTTLER: I'm Rick Kottler. I'm the Executive
13 Director of Deaf and Hard-of-hearing Services of the Treasure
14 Coast and President of the Deaf Service Center Association of
15 Florida.

16 MS. SALAK: Great. Then Mr. Anderson.

17 MR. ANDERSON: I'm Harry Anderson, a representative
18 of the deaf/blind community in Florida.

19 MS. SALAK: Thank you. And, James, would you like to
20 introduce yourself? I think we all know you, but --

21 MR. FORSTALL: My name is James Forstall, the
22 Executive Director of Florida Telecommunications Relay,
23 Incorporated.

24 MS. SALAK: Okay. Thank you. Welcome everybody. It
25 has been awhile, and we have had a lot happening in the relay

1 world, so we will hopefully share today, and I would like to
2 hear, you know, what has been happening with you all. I know,
3 Chris, you have been traveling about, and I would love to hear
4 about that, and anything else that may be going on.

5 We thought we would start with our quality of service
6 testing and just discuss that briefly. You should have gotten
7 some charts -- do they have the charts? The charts are on the
8 table. Barbara, do you have those?

9 MS. BAILEY: Anybody new that just came in?

10 MS. SALAK: Okay. So you should have these in front
11 of you. As you know, we have started an in-house quality of
12 service testing program on relay. We do approximately 300
13 calls a month.

14 SPEAKER: Could you wait until we get the
15 information? I couldn't hear you. What did you say about this
16 chart.

17 MS. SALAK: It is going to be discussed by Mr.
18 Vickery, however, it displays some of the results we have been
19 seeing through our test calls. And so we thought we would --
20 we discussed this briefly last time. We make approximately 300
21 calls a month, test calls right now. It was requested that we
22 add VCO and we did do that. And so that is some of the -- at
23 your request we have added that to our program.

24 Mr. Vickery is an integral part of that testing
25 process, and he has been involved in it from the beginning, so

1 I thought we would give him an opportunity to explain to you
2 some of these results and to see what we are seeing.

3 Mr. Vickery.

4 MR. VICKERY: Good afternoon, everyone. Like Ms.
5 Salak said, my name is Paul Vickery, and I'm an engineer with
6 the competitive markets and enforcement division.

7 We have been conducting tests, as the chart shows,
8 about nine months of data at this time. We are trying to
9 conduct 300 calls a month. And based upon each individual
10 call, we perform several analyses of that call. We perform a
11 test of whether the communications assistant is able to type at
12 a minimum speed of 60 words a minute. We also analyze the text
13 that is coming across the machine to see if it is able to be
14 understood.

15 And we also have the voice side that we listen to.
16 We have got two people involved, the tech side and the voice
17 side, and we analyze that to see if it is able to -- the actual
18 communications could take place. Was the message understood
19 between the two parties. And if there is not an understanding,
20 then we call it a miscue and we count it against them.

21 So basically we have in the month of -- let's look at
22 January -- or July, July of '03. We have 78 miscues out of 249
23 calls. And so we are tracking this data to see if the miscues
24 are going down over the months, and so far it looks pretty
25 good. There does seem to be a standard sloping toward the zero

1 line, which is a good sign that our testing is bringing about
2 some positive results. And the 60 words a minute is about --
3 it looks like one-third of the operators that we are testing
4 are not able to meet the 60 words a minute during the
5 conversation. Either they are typing too slow or they just
6 don't understand what you are saying, so they don't do very
7 well. So if you get -- if you have got three operators, two
8 are going to pass and one is not. So that is what it looks
9 like now. And there is not any real improvement on that right
10 now.

Going on to the next page. This is some answer time
statistics and how long that it takes them before they provide
you with feedback. The answer time, they have to answer the
telephone within 20 seconds. And everything looked good until
15 January, and then in March they had quite a few occurrences
16 where they failed to answer the phone in 20 seconds. And we
17 haven't got an answer back on that yet, but we are going to.
18 But normally it is a cause of some either catastrophic outage
19 where one call center is down and they are not able to route
20 calls equitably among all the different call centers.

21 And then the average dialing feedback is about five
22 seconds. You know, that is about normal for before. When we
23 are talking dialing feedback, we mean from the time that you
24 tell them what number to call, and then they tell you they are
25 dialing the number, or whatever. That is a feedback, and how

1 long it takes them to provide that feedback.

2 Going on to the next line, we have -- we make a
3 determination on whether the CA was unintelligible or not or
4 whether they weren't courteous. Whether they hung up on us or
5 something like that. So we are looking at that. The numbers
6 are relatively small on that right now, so we haven't really
7 run into that problem, those kind of issues.

8 Does anybody have any questions? Yes, sir.

9 MR. KOTTLER: Questions or comment, because we have
10 been going down this road for the last year and I can't
11 understand why they can't get operators that can type 60 words
12 a minute. Isn't it in their contract to do that?

13 MR. VICKERY: Well, that is the problem. We have got
14 a little disagreement on what constitutes 60 words a minute.
15 The FCC doesn't say how you determine 60 words a minute.
16 Because you can take and perform a typing test and type 60
17 words a minute very easily, but when you put it into a
18 listening and typing it context, it becomes much more
19 difficult, like a stenographer. It becomes very difficult, and
20 that is the problem because it is not couched in those kind of
21 terms.

22 MR. KOTTLER: Now, I am totally understanding that.
23 What I am not understanding is why Sprint is not obviously
24 dealing with the problem that is still here for a year. You
25 have got a year's worth of data, and it is the same every

1 month. And I see it, and I have talked to Rick about it every
2 time we get the monthly stats, and there just doesn't seem to
3 be any intention on their part of dealing with this issue.

4 MR. VICKERY: And I agree with you, sir.

5 MR. KOTTLER: It is a statement of fact is what I'm
6 thinking.

7 MR. VICKERY: Yes, sir.

8 MS. SALAK: Rick, let me just make three comments.
9 First of all, they are doing additional testing at Sprint.
10 Their results are totally different from ours. I will tell you
11 that. We have noted that and we have discussed that.

12 They disagree strongly that our testing methodology
13 is not right and that we are not counting right. We are
14 meeting about it in about a week and a half -- do you know the
15 date of that meeting?

16 MR. VICKERY: We haven't set it up, but it is next
17 month.

18 MS. SALAK: It's in May, early May, I believe.

19 MR. VICKERY: Yes, ma'am.

20 MS. SALAK: So we are going to be meeting and we will
21 be bringing it to a head. And we will either agree, disagree,
22 or not. And, yes, they understand that it has to be 60 words a
23 minute. We have continued to have discussions about this, but
24 you're right, it needs to be resolved and it will be soon.

25 MR. KOTTLER: Is that something that can be written

1 into the next contract, the methodology used?

2 MS. SALAK: I thought it was.

3 MR. KOTTLER: I don't know whether it is or not.

4 MS. SALAK: It should have been. Well, if not, if
5 you have suggestions of language that could go into the RFP,
6 then we can certainly include that language. But I thought
7 that there was some kind of recognition of that because we had
8 had a discussion about that.

9 MR. KOTTLER: It does say, I think, in the RFP about
10 60 words a minute, but it doesn't talk about the methodology
11 used to measure that. And what I'm saying is you might want to
12 clear that up in the beginning.

13 MS. SALAK: We do need to make that clear up front,
14 because that is issue we have been having ongoing.

15 Sprint, do you want to -- Hector, do you want to
16 comment at all?

17 MR. BRUAL: Good afternoon. I see that this is an
18 issue, the 60 words per minute, and we will resolve it as soon
19 as possible. I have been talking to Greg, who is responsible
20 for Florida, and we have been discussing to see what are the
21 possible solutions to this situation. And I will bring this up
22 again to our Sprint team, and to our management group, as well.

23 MS. SALAK: I believe everybody is aware it is a
24 problem. And we will be -- like I mentioned, we will be
25 meeting in May on it. Some of it is just methodology, your

1 testing versus our testing; and we think we are right, and you
2 don't, so there lies the underlying issue.

3 MR. BRUAL: Yes, okay. I will check on that.

4 MS. SALAK: Thanks. I don't know what else to tell
5 you, Rick. That's where we are.

6 Chris.

7 MR. WAGNER: I have a question. In the past meetings
8 we have discussed the meeting for VCO testing. Have they been
9 doing that? I haven't heard any results about it, about VCO.
10 I wanted to see if the PSC is sending all of the board members
11 the results every month. I understand that this gentleman here
12 has gotten a report; I haven't. So you have been sending some
13 of the results to some of us. And I would appreciate it if we
14 could all receive a copy of the statistics per month.

15 MS. SALAK: Yes, you can receive the results. And if
16 you haven't been getting them, I will correct that. We will
17 make sure the whole board is getting them. I didn't realize
18 just some people were getting them.

19 And, Paul, can you talk off the cuff about -- we are
20 testing VCO, yes, but do you know any of the results from VCO?

21 MR. VICKERY: It doesn't seem to have the problems
22 that the regular FRS does. It flows much smoother. The
23 operators are much better typists. We can't test the 60 words
24 a minute because of the fact that it is on the LCD, but my
25 experience is it is a much more pleasant typing speed and much

1 more easier to understand and communicate than a regular FRS
2 call.

3 MS. SALAK: So you are not encountering the same
4 problems?

5 MR. VICKERY: The thing that I'm seeing is they don't
6 type verbatim on a lot of things. They ad lib things. And the
7 typical misspellings. And that is the big thing is they are
8 not verbatim and, you know, they are supposed to be. And that
9 is what I have seen.

10 MR. WAGNER: What about the Spanish relay? Have you
11 been testing the quality of that? That is one big concern that
12 has been brought to my attention in South Florida. So have you
13 been doing quality assurance testing on the Spanish relay?

14 MS. SALAK: Not that I'm aware of, Chris.

15 MR. KOTTLER: That's a very good question.

16 MS. SALAK: No. No. That is a no, we have not been
17 doing that. Let me just ask, does Sprint do testing on the
18 quality of the Spanish relay in Miami, do you know?

19 MR. BRUAL: Yes. From what I understand, all in the
20 center have done more than 40 hours of training to become an
21 official CA. And the Spanish services that are provided, I
22 don't know if we have had any problems here in Florida with
23 that. And it would seem that, you know, if it is being
24 offered, it has been successful. I don't know. How do you
25 feel about the Spanish relay services? I'm curious.

1 MR. WAGNER: In my travels around the state, just
2 last week we were with a group of people in Orlando who speak
3 Spanish, a large group of deaf people who use Spanish, and they
4 had some concerns about the quality of the Spanish relay. I
5 can't test it, of course, because I don't know Spanish. But I
6 am wondering if the PSC had approached this issue at all in
7 their quality assurance testing to see about the 60 words per
8 minute. But I also am wondering about VCO and the Spanish
9 relay.

10 MR. BRUAL: I have a question. What kind of quality
11 are you looking for?

12 MR. WAGNER: Some of them don't understand each
13 other.

14 MR. BRUAL: Okay. I will bring that issue to Greg.

15 MS. SALAK: Don't understand each other -- just don't
16 understand what they are saying?

17 MR. WAGNER: Right.

18 MS. SALAK: Okay. James, you had a comment?

19 MR. FORSTALL: I have a question in regard to VCO
20 calls. Do you know if those calls are being handled in the
21 State of Florida, because there is a different toll free number
22 for VCO calls. Do you know if they are being routed to another
23 call center?

24 MR. VICKERY: When I tried to test the 711 for
25 Florida, the VCO does not work. They don't know how to handle

1 the call. So I dialed the 800 number, and it is always out of
2 state. There are no 9000 operators at all.

3 MR. BRUAL: Okay. I understand that the VCO calls
4 are all being routed to Minnesota. Excuse me, Missouri,
5 interpreter correction. And they have been handling all the
6 VCO calls there. Of course, I still need to check with Greg
7 about that part, though.

8 MS. SALAK: And it is my ignorance in not knowing
9 this, and I probably should, but how does that impact the -- I
10 believe 80 percent of your traffic is supposed to be routed
11 through Florida. How does that impact that statistic?

12 MR. BRUAL: 80 percent is supposed to go through the
13 Miami center or Missouri? I really need to know more about
14 Florida.

15 MR. WAGNER: 80 percent of the calls must go through
16 Miami.

17 MR. BRUAL: I'm sorry. With so many states, I'm
18 responsible for Mississippi and Oklahoma. I'm not aware of all
19 of the operations around the country. So 80 percent is
20 supposed to go through the Miami center; all the VCO calls and
21 TTY, as well?

22 MS. SALAK: There is no differentiation.

23 MR. WAGNER: Yes, all.

24 MR. BRUAL: Oh, okay.

25 MS. SALAK: Paul, we need to look at that.

1 MR. VICKERY: I have studied it. They cannot handle
2 it. When I dial 711, which connects me to the Miami number,
3 they cannot handle a VCO call.

4 MS. SALAK: Right. But how does that impact the 80
5 percent?

6 MR. VICKERY: If all of my calls were VCO testing,
7 then they couldn't meet the -- I don't know what the stats are,
8 you're right, because I haven't looked at the -- I don't even
9 know if they differentiate them on the sheet or not as VCO
10 calls or not, in Sprint's data or not. I don't know.

11 MS. SALAK: We just need to check it out. It's
12 something that we need to do. So a good question. The Spanish
13 is a tough issue for us because off the bat, I don't know of
14 anybody in our quality of service section that normally does
15 testing, if anyone speaks Spanish. I don't know that for a
16 fact. We can ask -- we do have several people around the
17 Commission that speaks Spanish, and sometimes we can get them
18 on loan to come over and help us out. But they have their own
19 responsibilities, so it may be limited. But we may be able to
20 arrange some testing. Can you all think of something else we
21 could do?

22 MR. VICKERY: We have to bring somebody in. My
23 Spanish is high school. That is a long time ago.

24 MS. SALAK: Mine, too, pretty much.

25 So it is a great issue, Chris. I mean, I have to

1 tell you no, that we haven't done it. But then the last time
2 we hadn't done any VCO calls, either. So we will see what we
3 can do by the next meeting. Jimmy.

4 MR. PETERSON: Now, with the new CapTel, will you
5 continue to monitor that, as well?

6 MS. SALAK: Yes, we will. We haven't started it. I
7 have to tell you we will probably give it an opportunity to get
8 it a little further up and running. But, yes, we will monitor
9 it. We will, of course, be looking for some of the same
10 issues. I mean, making sure that it is coming across
11 spelling-wise good.

12 I'm not sure, you know, if we are going to -- to the
13 degree the same criteria apply, then we will do it. But I'm
14 not sure it will be as intense as the other side, but I think
15 that we'll do some monitoring of it, yes. But it won't be for
16 awhile yet. We will probably concentrate on the Spanish right
17 now. Chris.

18 MR. WAGNER: I have a question about CapTel. I
19 haven't seen a new agreement or contract as of yet, but does it
20 require 80 percent calls coming from Florida, inside Florida?

21 MS. SALAK: Not for CapTel, no. It's not in there.
22 I don't even think Florida has a CapTel center, because they
23 had set up -- well, I should let Sprint talk about that since
24 they are going to be discussing CapTel.

25 MR. BRUAL: We have only one CapTel center. It is in

1 Wisconsin, but we are hoping to expand it. Remember that
2 CapTel is still very new, so we do plan to have several centers
3 in the future, yes, but there is only one in Wisconsin right
4 now.

5 MR. WAGNER: What about Spanish CapTel?

6 MR. BRUAL: We do offer Spanish relay CapTel, yes.

7 MS. SALAK: Hector will be giving, or discussing
8 CapTel pretty soon, but that is a great question.

9 Are there any more questions about the quality of
10 service testing? I know that we are continuing on. Actually
11 we think that we have seen some improvements. I think that --
12 hopefully you haven't been hearing as many complaints about
13 accents, have you? I mean, that was something we did
14 concentrate -- that was our initial focus in all of this. And
15 I believe that -- from our testing we believe that that has
16 improved. I know that there have been -- Chris, do you have a
17 comment?

18 MR. WAGNER: I would like to make a few comments
19 about our recent visit to PRC in January. And what I found
20 very interesting was that when we went in and saw the
21 operators, all of the complaints that you hear from people in
22 the community about the Spanish accent, but they are not really
23 Spanish people there. I only found -- saw very few Spanish
24 people working in that center. So I found that most of them
25 are from the Carribean and South America. So that was

1 interesting to note. And I would have to tell the hearing
2 people don't stereotype and label them that they are all
3 Spanish people, that they have a bad accent. But that was a
4 big concern.

5 MS. SALAK: And that was actually consistent with --
6 yes, we were hearing complaints about Spanish accents. But
7 that is totally consistent with what Sprint told us the first
8 time out, was that they had done their testing and they said
9 these are not Spanish accents, they are Jamaican accents,
10 Carribean accents, just as you stated. And that was what they
11 told us, so that is consistent with their data. And we
12 don't -- we actually don't differentiate by accent type
13 anymore. We just say, "Can you understand them? Do they speak
14 clear English?" and that is what we are really looking for.
15 And that is part of the contract that they must speak clear
16 English. So that is our concentration. We really don't care
17 why they don't speak clear English. That is our focus. I call
18 it accents, but it can really be for a number of reasons.

19 MR. WAGNER: One other comment. There is so much on
20 my list of things to talk about. First is the concerns that
21 were brought up from the PRC meeting about the lack of training
22 in the deaf culture and ASL comprehension.

23 MS. SALAK: In the PRC -- this is from your PRC
24 visit?

25 MR. WAGNER: That was a big concern that was brought

1 up from the open house in PRC, the lack of training. For
2 example, there is one staff person who was, quote, unquote,
3 providing training, but that person is not really qualified to
4 provide that kind of training for people.

5 Am I correct, Jimmy?

6 MR. PETERSON: Yes.

7 MR. WAGNER: And so there was some testing there, but
8 still there was a lot of misunderstanding. And I know that you
9 are doing test calls for English-to-voice, but not
10 ASL-to-voice. And so you need to do test calls from
11 ASL-to-voice, as well. And that is a big concern that I want
12 to bring up right now that has been brought up in our group
13 before from ASL-to-voice and from voice-to-ASL.

14 MR. PETERSON: I want to make a comment.

15 MS. SALAK: I don't think I really understand your
16 whole concerns, and so I hate to leave Chris yet. So you are
17 concerned -- the person wasn't qualified to do the training
18 because they didn't know ASL appropriately, was that the issue?

19 MR. WAGNER: Yes. Really the issue was that that
20 person does not really use the ASL mode of communication.

21 MS. SALAK: Okay.

22 MR. WAGNER: So he doesn't know, understand the
23 classifiers, the different parts of ASL, the structure, the
24 grammar and how to translate that into English. It is like
25 interpreting, you have to read it in ASL and then translate it

1 into English. It is very difficult. But the person that was
2 provided training -- is that right? Yes, four hours of
3 training, and that's it. And that is maybe why I don't see it
4 here on your testing objectives, but most people who use TTYs
5 are using ASL, so we need to test with ASL and also encourage
6 Sprint to push PRC to do more in-depth training in ASL with the
7 appropriate people.

8 MS. SALAK: I think that we are going to have some of
9 the same issues that we had with Spanish when we do our
10 testing. We have had a couple of our staff members attending
11 ASL classes because they are involved with relay, but I don't
12 know if you would consider them proficient or not yet. Bob?

13 MR. CASEY: No.

14 MS. SALAK: Bob is one of them and Rick is the other.
15 So that may be an issue.

16 MR. WAGNER: I was thinking maybe you could make a
17 contract with an interpreter who understands ASL, and deaf
18 people, and maybe make a contract with an interpreter, bring
19 the interpreter in once a month to test the ASL relay. I think
20 that would be crucial.

21 MS. SALAK: Well, that's a good idea. I would have
22 to look at our budget. You know, we actually are bumping our
23 budget just having the advisory committee meetings and the
24 budget for interpreters. But it is a great idea, and we have
25 done some other things to get money for budget, so we will see

1 what we can do. I think I understand your issue now, though.

2 Jimmy, you wanted to say something or make a comment?

3 MR. PETERSON: Yes, he already explained it a little
4 bit more. That is basically what I wanted to say.

5 MS. SALAK: Okay. Any more discussion on the ASL?
6 Has everybody else gotten complaints, the same kind of
7 complaints? This is the first time I have really heard the
8 issue.

9 Chris, you had more comments you wanted to make.

10 MR. WAGNER: It can wait.

MS. SALAK: While we are on the subject, I wasn't
part of the visit in January. How was the visit? Was it a
good open house? Was there a good exchange of information?

MR. WAGNER: Oh, yes, it was very positive. We got a
15 better understanding of how the relay center works, and I think
16 that they should do that more often for the TASA members. I
17 mean, they should do that annually so we can see and understand
18 before we bring our concerns to the table in front of you.

19 MS. SALAK: Okay. Jimmy.

MR. PETERSON: Like Chris said about the PRC going to
21 visit, I was very impressed with the services except for one
22 thing, I wasn't impressed with their training with ASL and deaf
23 culture issues. I think that really is the big issue is
24 training, and we are concerned about that. We need more than
25 four hours of training for their operators. It wasn't enough.

1 And they need continual training often.

2 Like with interpreters, you can't learn sign in four
3 hours and become an interpreter. So relay operators, they
4 should have basically the same training.

5 MS. SALAK: I'm thinking that our contract doesn't
6 require every operator to be proficient in ASL. That is what
7 I'm remembering off the bat. Do you remember, Bob?

8 MR. CASEY: No, I sure don't, but I can check on it
9 for you.

10 MS. SALAK: But it is certainly something that we can
11 look at for the RFP, I mean, since we do have the RFP coming
12 up.

13 MR. BRUAL: I'm curious. PRC, is that -- there is
14 just four hours of training? Are you serious, just four hours
15 of training? I believe that all the operators are supposed to
16 go through more than 40 hours of training. No, four hours of
17 training just in deaf culture, per se, in ASL. Oh, okay.

18 MS. SALAK: Hector, PRC is the group that Sprint has
19 contracted with to do the relay in Miami. It is PRC here in
20 Florida, in Miami.

21 MR. BRUAL: Yes, uh-huh.

22 MS. SALAK: So if you are familiar with the overall
23 training -- if you are familiar with the overall training, it
24 should at least meet those requirements of Sprint.

25 MR. BRUAL: Yes.

1 MS. SALAK: In all the relay offices, is that
2 consistent that it is four hours of deaf culture training?

3 MR. BRUAL: All 12 call centers are supposed to have
4 more than 40 hours of training. But specifically for ASL and
5 deaf culture, I'm not sure about exactly how many hours for
6 those topics. But I can let -- I can let you know, get the
7 specifics on it.

8 MS. SALAK: Thank you. We would appreciate that.

9 All right. Are we ready to move off of quality of
10 service, or do you have more comments? Because we can take all
11 the time we need.

12 I do want to introduce one more person to you.
13 Clayton Lewis is in the back of the room. He also is
14 instrumental in doing the quality of service testing and works
15 with Paul to get that job done for us. And obviously we all
16 appreciate the effort that they have been making on this issue
17 because, again, I believe we have made headway. I don't think
18 we are perfect yet, but we are at least making headway.

19 Chris, any more comments for quality of service?
20 Anything else that we have heard about statewide or anything
21 else on this?

22 MR. WAGNER: I will bring up as -- you know, as
23 subjects come up, I will bring up what I have learned on my
24 trips.

25 MS. SALAK: All right. I'm going to move on then.

1 The next topic that we were going to discuss was CapTel. As
2 you know, the Commission did approve adding the service to
3 CapTel. We have modified the contract and we are operating
4 under that contract.

5 Our first goal was to get the people that were in the
6 trial and still wanted to continue the service, that was the
7 original focal point, and then we will start making offerings.

8 Sprint was going to make a short presentation on how
9 CapTel is coming.

10 And then, James, if you want to make some comments,
11 we would love to hear from you, too. Okay. Just brief
12 comments. Thanks.

13 MR. BRUAL: Greg Gantt wanted me to share with you
14 some very brief -- some comments. Before the contract began,
15 we had 150 trials. After the contract was initiated, we gave
16 out 100 per month.

17 I believe that you have more information on CapTel.
18 I have a CapTel here to demonstrate, if you would like. I've
19 got the devices here, if you would like to see them. Would you
20 like to see a demonstration?

21 MS. SALAK: Does anyone want to see it?

22 MR. McDONALD: I don't want to slow down the rest of
23 the group, but I haven't seen it before. We can either do that
24 offline or --

25 MS. SALAK: We are going to be taking a break

1 shortly. Maybe we could set it up during the break and then we
2 can be looking at it then.

3 MR. BRUAL: No problem

4 MR. McDONALD: Thanks, Beth

5 MS. SALAK: Sure. Continue

6 MR. BRUAL: So CapTel is a very exciting device,
7 technology. It is a very new product. I believe we have got
8 it in 15 states. Florida is included in that number of
9 contracts. Many hard-of-hearing people are very pleased with
10 it. It is very different than the traditional relay services.
11 You saw the 60 words per minute compared to CapTel.

12 I'm really curious; how many of you are familiar with
13 CapTel here on the board? CapTel itself is a little bit
14 different than the traditional relay services. The operator is
15 not required to have any kind of typing skill. It is a verbal
16 recognition software, which means that it can be up to 150
17 words per minute.

18 Let's say, for example, a hearing person is speaking.
19 When it is said into the computer, the verbal recognition
20 software changes it into text and then it goes into the CapTel
21 machine. It is really nice. It is a new product. We have it
22 under Ultratech. That is the name of the company that does the
23 CapTel device.

24 So the CapTel training that is provided to our
25 operators, Sprint has a contract with them. Do you have any

1 questions about the CapTel specifically?

2 MR. WAGNER: Yes, I have one concern about CapTel
3 related to the 800 numbers because of the Wisconsin number,
4 because -- oh, the 800 reg. So sorry. 800 reg. In my local
5 community, my area has an 800 number for county services. I
6 can't use the CapTel to use that, it's not accessible. People
7 become frustrated and they have expressed that to us. So that
8 is something that needs to be addressed, the 800 reg. A lot of
9 the operators and PRC people don't understand the 800 reg yet.
10 It has had to be explained over and over. I have brought it up
11 here several times and they just -- I brought it up and it has
12 not been -- hasn't addressed it yet. CapTel is a real concern.

13 The relay itself, but CapTel can't do the 800 reg.

14 MR. BRUAL: Okay. I need to check on that. CapTel
15 is supposed to have resolved that issue, that 800 issue.

16 Is there any other questions?

17 MR. PETERSON: Would it be possible to reduce the
18 speed for the old people for their reading? It goes too fast
19 across the CapTel screen.

20 MR. BRUAL: I will check on that and see if it is
21 possible.

22 MR. PETERSON: I have gotten several complaints from
23 older people that said it is too fast to read. That would be
24 good to get an answer to that question.

25 MR. BRUAL: Maybe if the people would like them to

1 slow down, they can ask the operator themselves to slow it down
2 and the operator can do that.

3 MR. PETERSON: That is possible?

4 MR. BRUAL: Yes.

5 MS. SALAK: Okay. I have a question. I assume that
6 the customer is still in control of the call just like in
7 regular relay -- that they can --

8 MR. BRUAL: Yes, it is the same situation. Yes.

9 MS. SALAK: So any instructions they want to give the
10 operator, they can, even though it is sort of seamless and you
11 really don't know that operator is there?

12 MR. BRUAL: I believe, yes, that the operator will be
13 able to follow whatever the customer requests. I don't see why
14 the operator would not be able to follow it. They are able to
15 adjust the speed from slow to fast. So, yes, I believe so.

16 MS. SALAK: Well, I am just trying to figure out how
17 this would work. Usually you don't interface with the operator
18 during CapTel. So you would be talking to another person, so
19 then you would say, excuse me, this is for the operator. I
20 want you to know you are going too fast? Is that how you would
21 do it?

22 MR. BRUAL: Yes. It would be the same as traditional
23 relay services. The customer would have to tell the operator
24 to slow down, and then the operator would be able to themselves
25 slow the speed down. I believe that is the way it is. And

1 that the operator is able to manage the speed until there is
2 100 percent satisfaction.

3 MR. KOTTLER: I don't think that that is the case
4 because I have used CapTel, and I just believe that the
5 operator is totally out of the loop. You know, maybe you can
6 do that, but we are not training our clients to do that at all
7 because we don't know that they are capable of doing that.

8 The speed is a major problem. The people that are
9 taking advantage of this right now are normally in our groups,
10 Jimmy and I are both in the distribution in this, and they are
11 over 80 and that group has trouble reading fast. And these
12 operators, they are the exact opposite of relay operators on
13 the TDD. They are very, very fast, and it is a little tiny
14 screen. And if you get the opportunity to use it, try it one
15 time, because I have trouble keeping up with the operator
16 reading. That is really a problem that has to be dealt with.

17 The other problem with this thing, you can dial out
18 on it all day long and it is real easy, dialing into it is a
19 major problem because if somebody wants to call you on the
20 CapTel, they have to dial into an 800 number and hook-up with
21 the operator and then get in to you. Whereas, if you are
22 dialing out on CapTel, it is just like using a regular phone.
23 And that is a problem that is still an issue.

24 And the whole idea of this phone is to make it easier
25 for, at least from my perspective, this client group that can't

1 deal with the voice carryover phones because they are too
2 complicated. And that adds another level of complication.

3 CapTel is great. I don't think it is everything it
4 is cracked up to be yet, but it is coming along.

5 MR. BRUAL: I'm going to put down your concerns and
6 bring these issues up to the team and see if they have any
7 solutions for you for the customers. I believe it will be able
8 to be resolved because the operator will be able to make a
9 determination to see if the customer is not satisfied, some
10 tweaking can be done to match the speed that they need. I
11 believe that can be done.

12 MR. KOTTLER: Are there customer profiles being
13 provided in CAPTEL? I don't know if we do that.

14 MS. SALAK: I'm not familiar with any. Are there
15 customer profiles for CapTel users and they need to fill them
16 out?

17 MR. BRUAL: Yes, we have customer profiles set up.
18 Yes, that can be filled out.

19 MS. SALAK: And is it different from the relay one
20 that we have already been distributing?

21 MR. BRUAL: I believe they are similar. The only
22 difference is our traditional relay service has its operating
23 system, it's a DOS system that has some limitations to its
24 capabilities. But with CapTel, its operating system is a
25 Windows system, so it is much broader and it can make the

1 program set-ups that it needs that meets the needs of the
2 customer. It has more capabilities than the traditional relay
3 service has right now. Do you understand what I mean about its
4 capabilities?

5 MS. SALAK: Can you provide us a copy of the profile
6 that is being used for CapTel?

7 MR. BRUAL: Sure I will. Sure. Sure.

8 MS. SALAK: Thank you. Hector, I just was wondering
9 about your plans for additional centers for CapTel and the
10 operators right now. Right now you only have the one. So what
11 does it look like for when you are going to add more? Because
12 I am hoping that the 1-800 number issue will go away as more
13 were added. And do you know where you are planning on putting
14 those centers?

15 MR. BRUAL: No. I haven't received any updates. I
16 can ask the business development to see what the plans are and
17 I will let you know. But I haven't received any updates
18 recently.

19 MS. SALAK: Do you know when the next one will be
20 added, just the next one?

21 MR. BRUAL: Hopefully it will be in 2005. We've got
22 an expansion plan expanding our services, state contracts, I
23 believe we are adding centers at that time. I believe 2005.

24 MS. SALAK: Will it be Sprint people doing it, then?
25 Will it be Sprint's or Ultratec?

1 MR. BRUAL: It will still be Ultratec, yes.

2 MS. SALAK: And do you know when Sprint will take
3 over -- I thought the idea was for Sprint to take over some of
4 their centers?

5 MR. BRUAL: No, I don't know. I don't know.

6 MS. SALAK: Is that the plan for Sprint personnel?

7 MR. BRUAL: Yes, that is -- we are planning to have
8 several centers. But when that is going to happen, I just
9 don't know.

10 If you want to know more, I will ask the Sprint team
11 any specifics, any projections that they have about setting up
12 these new centers and we will let you know. But right now I
13 have no updates with me.

14 MS. SALAK: Okay.

15 MR. KOTTLER: Just one quick question. Is Sprint the
16 only service provider that offers CapTel, or do all the other
17 relay providers offer it?

18 MS. SALAK: Sprint is not the only one that can
19 provide it. Until we do the RFP, we are not going to really
20 see exactly who definitely will come in and do it. No. It was
21 understood from the beginning that Sprint is not the only one
22 that can provide it. That was -- I think we would have
23 hesitated a lot longer if Sprint was the only one.

24 MR. McDONALD: I wanted to address Rick's question
25 and make sure I understand what you are talking about. The

1 situation with an incoming call, is that an operator issue or
2 is that a technology issue?

3 MR. KOTTLER: It's technology. What happens is when
4 you pick up the phone on CapTel and call out, it automatically
5 puts you to the operator and it automatically goes to the party
6 you are calling. However, when somebody calls in to you, they
7 have got to call an 800 number and then punch in your number
8 which will hook them up to the operator. So they can't call
9 you directly. You can call out directly, which is great, but
10 you can't -- so everybody that is calling you has to be
instructed to call this 800 number.

12 MR. McDONALD: They have to know that ahead of time.

13 MS. SALAK: So that is your issue? I misunderstood
14 it, so thank you for clarifying it, Chris. I thought part of
15 your issue was that it was always busy and you couldn't get
16 through.

17 MR. KOTTLER: No.

18 MS. SALAK: It is just strictly a matter of dialing
19 more numbers?

20 MR. KOTTLER: Yes. It is more difficult for someone
21 trying to reach the client with this -- well, it is not any
22 more difficult than a voice carry-over phone. But it is the
23 same confusion. CapTel at this point has cleared up half of
24 the confusion, but it still has the other half to work on.

25 MR. CASEY: It was my understanding that if you had a

1 second line that could be cleared up. Is that true?

2 MR. KOTTLER: Yes.

3 MR. CASEY: You could dial right into the client?

4 MR. KOTTLER: Then that goes back -- should we make
5 our clients pay twice as much as everybody else, you know. And
6 so we don't push that. But, yes, I understand you can with the
7 second line, actually when you would pick up the phone and
8 answer it, if you had a second line, it would route to the
9 operator and you would have an automatic hook-up that way.

10 MR. CASEY: And that would alleviate the problem.

11 MR. McDONALD: Wait a minute, Bob. How does that
12 work?

13 MR. CASEY: It was my understanding that with a
14 second line someone could call a person with a CapTel phone and
15 you wouldn't have to go through an 800 operator.

16 MR. KOTTLER: Right. You would make the connection
17 to the operator as opposed to having them initiate the
18 connection to the operator.

19 MR. CASEY: I got you.

20 MR. VICKERY: Is there two lines on the CapTel phone?
21 Is that what you are saying?

22 MR. KOTTLER: I think there are. James, can you
23 answer that?

24 MR. FORSTALL: Ask the question again. I'm sorry.

25 MR. VICKERY: Are there two lines on the CapTel

1 phone?

2 MR. FORSTALL: There is a capability to receive two
3 lines on the CapTel. There are two jacks.

4 MR. VICKERY: Yes, but is it just a parallel jack, or
5 is it actually two separate lines? I would like to see it and
6 test it.

7 MR. KOTTLER: I think it is two separate lines.

8 MR. VICKERY: We will see after the break. Thank
9 you.

10 MS. SALAK: Well, I was going to suggest we have been
11 almost going at it an hour. I'm sure that everybody could use
12 a break. So, Hector, we are going to be looking to you to show
13 us the CapTel phone during the break, and perhaps answer some
14 of these questions on technology. If that is all right with
15 everyone, we will break now.

16 MR. BRUAL: Before I set it up, I would like to know
17 if you have an analog phone line here.

18 MS. SALAK: I'm looking at my engineers.

19 MR. VICKERY: I don't know.

20 MS. SALAK: We will find that out.

21 MR. VICKERY: We will find out.

22 MR. CASEY: We need to get ahold of Mike.

23 MS. SALAK: We will get ahold of our person who does
24 all of that. So we are going to tentatively break for 15 or 20
25 minutes. And we are going to see how it goes with CapTel and

1 start the demonstration and see how it goes time-wise. See you
2 in a bit.

3 (Recess.)

4 MS. SALAK: All right. Sorry, we don't have an
5 analog line in here, I guess you figured out, since we didn't
6 have the CapTel demonstration. I don't know how we did it last
7 time.

8 MR. VICKERY: We've got analog lines upstairs.

9 MS. SALAK: Right. We just don't have it in here?
10 So, for those of you who want to see it, I'm thinking we can
11 arrange to go to FTRI and take a look at it, Chris. Are you
12 the only one that hasn't seen a demonstration of a CapTel
13 phone? You have seen it?

14 MS. BORZELL: Yes, I have one.

15 MS. SALAK: Do you enjoy it?

16 MS. BORZELL: Yes. I go back between a voice phone,
17 a VCO phone, and a CapTel, so I use all three. I'm happy with
18 it. As a hard-of-hearing person who still uses a voice phone,
19 I find myself getting a little bit confused with going from
20 reading, to listening, to reading, to listening. That is a
21 little bit difficult. I have told myself today that I am going
22 to use it more so that I can be better educated to sit here and
23 comment on it.

24 MS. SALAK: That would be great. We appreciate that.
25 I didn't mean to cut off the CapTel conversation. I just

1 thought it might help if we could get a demonstration, but that
2 didn't pan out. So any other questions or any other thing we
3 wanted to discuss about CapTel?

4 James, did you want to make a few comments about
5 CapTel and how it is going with you?

6 MR. FORSTALL: All I have to report is that we have
7 been ordering 100 a month and distributing throughout the state
8 through different deaf service centers and RDCs, and some have
9 distributed all of them and some have them in stock to
10 distribute. It is going well as far as I am concerned.

11 MS. SALAK: Okay, great. So any other questions on
12 CapTel, or any other comments that we want to make today?
13 Okay.

14 Well, if we don't have any more questions on that, we
15 are going to move on to the FTRI budget presentation by James.
16 As you know, annually the Commission is supposed to approve the
17 budget, and that time is coming. And so we will -- I'm not
18 sure -- we will either make the May 18th agenda, or we will
19 make the first one in June, depending on if we are, you know,
20 if we are ready and comfortable. It is just -- this is a
21 slightly different budget because the surcharge would have to
22 increase to 15 cents.

23 So, James, with that introduction, if you could go
24 over your budget, we would appreciate it.

25 MR. FORSTALL: Good afternoon, everybody. Thank you

1 for having me here today. And today I am going to talk about
2 the FTRI budget for fiscal year 2004/2005.

3 Based on the best information available to us, the
4 FTRI board of directors has approved a recommendation to
5 increase the surcharge level to 15 cents for the new fiscal
6 year. We estimate that a surcharge at this level would enable
7 FTRI to maintain its current level of services plus growth for
8 the next year. This approach would also allow FTRI to maintain
9 a surplus at an approximate level of one month's expenses at
10 \$1.5 million as authorized by the PSC.

11 The budget as approved by the board projects total
12 revenues to be \$17,867,877, and total expenses to be
13 \$17,807,024.

14 As of March 31st, FTRI has over 291,947 individuals
15 in the client database. It is evident that FTRI and its
16 regional partners are reaching out to meet the
17 telecommunication access needs of residents who are deaf,
18 hard-of-hearing, deaf/blind, or speech-impaired. Outreach
19 continues to play a major role in FTRI's mission as we look
20 forward to another successful year creating awareness and
21 telephone independence for the more than 1.6 million potential
22 clients in Florida.

23 Please feel free to interrupt me and ask questions at
24 any time.

25 MS. SALAK: I have a question, James. Of those

1 291,947 people in your database, do you know if they are all --
2 I mean, that is from the inception of time, the way I
3 understand that number. So if that is from the inception of
4 time, do you know that all -- I assume when they are in that
5 database that means you have distributed equipment to them, is
6 that what that means?

7 MR. FORSTALL: Initially when FCHI (phonetic) had the
8 program, we tried to migrate some of those clients into our
9 database, but some of them may have gotten lost in the
10 transition. But that is actually what we have in our database
11 right now.

12 MS. SALAK: Okay. And does that mean that there are
13 still that many pieces of equipment out there and operating or
14 does that -- I mean, as people die off, what happens, I guess?
15 I mean, how do you know what is still active? How do you
16 differentiate whether that is an active database or what has
17 happened to those people?

18 MR. FORSTALL: These are active clients -- let me go
19 back. What happens is we have distributed over 400,000 pieces
20 of equipment since the inception of the program. We calculate
21 new equipment, so over the years equipment can break, be
22 replaced and some people can get two pieces of equipment. So
23 that will account for the over 400,000 pieces of equipment.

24 MS. SALAK: And when someone passes away?

25 MR. FORSTALL: They return it to us and we refurbish

1 it and put it back in inventory.

2 MS. SALAK: Okay. Do you count like if somebody
3 gets -- I can't remember what it is called -- something is
4 ringing, a piece of equipment that is auxilliary to a piece of
5 equipment, is that included as a piece of equipment?

6 MR. FORSTALL: Uh-huh.

7 MS. SALAK: So somebody could have a major phone and
8 then a side piece?

9 MR. FORSTALL: Well, each individual is allowed to
10 have one Category A and one Category B equipment. And the
11 Category A is a telephone, while a Category B is a ring signal,
12 or an auxilliary device. Now each client is eligible to have
13 two, one A and B, and if more than one person that lives in a
14 household has a hearing impairment, each individual is entitled
15 to one.

16 MS. SALAK: Okay. So if you have a married couple
17 and they are both hearing impaired, they could have two pieces
18 of equipment?

19 MR. FORSTALL: Right.

20 MS. SALAK: I'm trying to, I'm trying to figure out
21 if we can figure out exactly -- is there a way to figure out
22 how many households are using the equipment; or access lines;
23 or anything like that from the data that we have; or how many
24 customers actually use relay? Just how do we -- can you use
25 that information to relate it to other things?

1 MR. FORSTALL: We do have several ways of tracking or
2 producing a report, and I'm trying to think if we can track or
3 produce one that specifically reports how many households in
4 the State of Florida. I will have to go back and see. I'm not
5 100 percent sure. We can probably have it designed or
6 programmed in a way to track maybe addresses.

7 MS. SALAK: I bet you can do addresses.

8 MR. FORSTALL: We can do zip codes.

9 MR. WAGNER: I think that is going to be difficult,
10 because from my experience living like in a retirement
11 community, they have the same address. So you can't tell how
12 many households. I know that a lot of people live in apartment
13 complexes that have the same address. Maybe a bunch of deaf
14 people in the same complex. So I don't know how you would
15 track that. It's a little bit difficult, especially with
16 retired people like the retirement group, ALF, they all have
17 the same address, just different rooms.

18 MS. SALAK: Would your database have the room number?

19 MR. FORSTALL: Probably. No?

20 MR. WAGNER: No. I don't remember that on the
21 application.

22 MR. FORSTALL: On the ALF, if a person lives in an
23 ALF, do they put a room number in addition to the address that
24 you can recall?

25 MR. WAGNER: They change it all the time.

1 MS. SALAK: Okay.

2 MR. FORSTALL: The surcharge revenue for 2004 and
3 2005 are based on a 3 percent decrease in the total number of
4 access lines reported and estimated in the last fiscal year.
5 The rate of decline for the past several years has been between
6 .6 percent and 3.3 percent. In fiscal year 2001 and 2002 we
7 have seen a dramatic drop in the number of access lines
8 reported. And since then we have seen a constant decrease in
9 the number of lines being reported.

10 MR. ROJAS: I've got a quick question, James. What
11 was the decline in 2003/2004? Because we're going back to
12 2001/2002, and I was just wondering if you have the numbers for
13 2003/2004.

14 MR. FORSTALL: I believe the percentage that was used
15 for this budget was 3 percent. For this year's budget we base
16 it on 3 percent.

17 MR. ROJAS: Okay.

18 MR. McDONALD: And, James, is that based on data from
19 the Commission?

20 MR. FORSTALL: That information is reported to FTRI
21 in the surcharge report that every telephone company reports
22 with the surcharge amount. They complete a report and let us
23 know how many access lines.

24 MR. McDONALD: So there could be a number of
25 variables involved there in terms of it could be companies not

1 reporting to you, or it could be, you know, it doesn't
2 necessarily translate into that is how many lines are actually
3 decreased in the state, but that is the data that you are
4 getting in terms of what is being reported.

5 MR. FORSTALL: Exactly.

6 MR. WAGNER: But also you have to understand that
7 there is an increase in wireless phones, more and more people
8 are cutting off their land lines, and there is an increase in
9 wireless phones.

10 MS. SALAK: There is. But that is not part of our
11 surcharge. So a straight wireline -- while I agree with you
12 there may be an increase in wireless, and we may see second
13 lines going away -- well, I guess that wouldn't impact -- yes,
14 it would. We see second lines going away because people are
15 switching to cable modem or other things. But to answer your
16 question, Chris, I mean, it is not an answer to your question,
17 but you are correct in what you said. We are trying to do a
18 comparison to some of the information we have in-house for the
19 competition report and other things in reviewing this.

20 MR. McDONALD: I didn't know if the source was from
21 you all, but to James' point, it is based on data they are
22 gathering, which I know from work that your Staff is doing to
23 ensure that people are reporting, you know, that that would
24 help you get a more accurate number.

25 MS. SALAK: Yes. Thank you.

1 MR. FORSTALL: This is just a mathematical breakdown
2 of how we come up with the operating revenues. The total
3 number of access lines times 15 cents proposed surcharge level,
4 less the one percent administrative cost for the telephone
5 companies who collect the surcharge, plus the interest we
6 expect to earn equals the total operating revenues.

7 The relay, Category I, was based on the projections
8 submitted by the relay provider. The contracted rate is 73
9 cents per billable minute for TRS, and \$1.45 for the first
10 100,000 billable minutes for CapTel. Using that data submitted
11 to us, we estimated the Category I budget to be \$8,133,661.
12 And here is the breakdown to billable minutes for the regular
13 relay and CapTel.

14 Category II, equipment and repairs. During fiscal
15 year 2003/2004 it is estimated that FTRI will have distributed
16 over 66,000 pieces of new equipment. Of that total, 50,808 are
17 the VCPH, which is the telephone, and 11,748 are the ARS, what
18 we call the audible ring signal.

19 It is projected that in 2004/2005 the number of new
20 equipment distributed will be over 73,000. The total proposed
21 budget for Category II is \$5,174,233. This is an approximate
22 31.9 percent increase over the last year's budget.

23 MR. WAGNER: Is that increase because of the CapTel
24 charges?

25 MR. FORSTALL: Not entirely. A lot of the increase

1 is due to the new clients that we are seeing. We are
2 experiencing a 22 to 25 percent growth of new clients over
3 prior years. So that is all equipment. And based on the
4 historical data that we received, plus we factor in a
5 projection of what we expect to see in the next fiscal year.
6 CapTel equipment alone makes up \$478,000, because we can only
7 purchase 1,200 CapTels a year, so we know exactly what that
8 figure is.

9 Equipment distribution and training. And this
10 category represents our regional distribution centers
11 throughout the state who assists us with distribution of the
12 equipment and training. And it is estimated that FTRI will
13 have served approximately 32,016 new clients this year. And
14 that represents approximately 22 percent over the previous
15 year, and an additional 27,420 services will be provided. That
16 is an exchange of broken equipment, or more training, et
17 cetera. And most of these services, almost 80 to 85 percent of
18 these services are provided through the regional distribution
19 center.

20 In addition, we renewed our contract with the
21 independent living resource center located in Jacksonville.
22 They will begin distributing equipment May 3rd. And we have 17
23 contracted RDCs that provide services in over 30 different
24 locations throughout the state. The total proposed budget for
25 Category 3 is \$2,037,095. And that represents a 46.5 percent

1 increase over last year's approved budget.

2 Outreach. FTRI is proposing an outreach budget of
3 \$1,100,450 for fiscal year 2004/2005. And we have broken the
4 outreach category into two different portions. We have the
5 FTRI portion, which is \$764,450, with the liaison of 250,000
6 which represents our contract with the individual RDCs to
7 provide outreach in their area. Media represents the
8 purchasing of air time to promote the relay and FTRI programs
9 throughout the state. And the printing is the printing of
10 materials including brochures, applications, all the printed
11 materials that we handle for the equipment distribution
12 program.

13 And then the relay, Florida Relay portion of it is
14 \$336,000, which represents \$125,000 for media, education is the
15 development and design of a new kit that we hope to begin in
16 the next fiscal year that will be very similar to the business
17 partnership kit. And that funding is just for the development,
18 not necessarily the implementation of it yet. We hope that for
19 the next fiscal year we can get the development process rolling
20 and then distributed the next fiscal year. And then printing
21 is \$27,500. And that is just for printed materials for the
22 Florida Relay Service.

23 MR. ROJAS: I've got a quick question again, James.
24 And I'm still new to this, but I'm kind of confused. What is
25 the difference between an outreach budget for FTRI alone and

1 Florida Relay? Why is it split off into two different
2 segments?

3 MR. FORSTALL: The only reason we separated it is to
4 identify where the amount of funding is going. Although we do
5 it together, we never -- when we do presentations on FTRI or
6 relay we always do them together. But for budgeting purposes
7 we wanted to identify that we are spending X number of dollars
8 for the Florida Relay Service and for FTRI.

9 MR. ROJAS: And what is the distinction when you are
10 promoting FTRI versus Florida Relay?

11 MR. FORSTALL: Okay. FTRI is specifically for the
12 equipment distribution program; and the Florida Relay is the
13 relay service that Sprint provides for the services throughout
14 the state.

15 So when we promote the Florida Relay, we do not
16 promote the provider, per se. We promote the Florida Relay
17 Service and the different kinds of services that are provided
18 through this relay service.

19 MR. ROJAS: Okay. Thank you.

20 MR. FORSTALL: And the general and administrative
21 category for fiscal year 2004/2005 is projected to be
22 approximately 7.6 percent of the overall expense. The total
23 proposed budget for Category V is \$1,361,585.

24 If anybody has any questions, I will be glad to
25 answer them.

1 MR. McDONALD: Just looking at -- you have presented
2 a couple of different numbers. One is that you are seeing a
3 decrease in the number of lines reported to you. The other is
4 that you are indicating an increase in the percent of the
5 budget for different component parts.

6 Is the primary driver of the increase in the
7 surcharge to 15 cents the increase in the budget, the decline
8 in lines, or a combination of both?

9 MR. FORSTALL: Last year's fiscal year budget was at
10 12 cents per access line. It was increased in March for the
11 CapTel service to 13 cents, and the 15 cents increase, what we
12 want to increase it up to, is a result of the increase in new
13 clients and services that we have experienced over previous
14 years.

15 MR. McDONALD: Okay.

16 MS. SALAK: Are there any other questions? I know
17 that we have been -- we have sent a data request that we
18 received back, and we continue to ask questions, but this was
19 an opportunity for you all to ask any, if you have them. Yes.

20 MS. BORZELL: My question is I think 1,200 CapTels
21 will be distributed, is that correct? And that is a limit that
22 will not, that number won't change in the course of a year?

23 MS. SALAK: That was part of the Commission's
24 decision when they offered CapTel was that we would start at
25 100 a month.

1 I will tell you there are a lot of reasons for that.
2 One is it is expensive. Two is that actually there is not that
3 much -- I mean, I could be wrong and Sprint might want to
4 address this. But Ultratec is the only provider, they are
5 offering it in 15 states now, and there is a limit on how much
6 they are producing, also. So there is a couple of different
7 factors, and if you want to talk further on that, Hector, but
8 that is part of the reasoning why.

9 MR. BRUAL: Like I mentioned, we only have one call
10 center, and so we can't handle -- if we distributed it out to
11 everyone, we couldn't handle it all in our call center because
12 it has limits. So we set that up to control the number of
13 operators and how many we distribute as well with that
14 limitation. And when we add more call centers, then we will
15 also expand our distribution.

16 MS. BORZELL: I guess from a consumer point of view,
17 I am anticipating a huge demand once this gets out. The deaf
18 and hearing connection where I work has an RDC and a local TV
19 station is coming out Monday. So we will be inundated with
20 calls, and I just wondered how we are going to accommodate all
21 of this. Thank you.

22 MS. SALAK: I don't know -- I think waiting lists
23 will be -- and keep in mind in all this that every time we
24 increase that, there is pressure on -- well, in my mind there
25 is pressure on the surcharge. We have never gone over 12

1 cents. We are now up to 13 cents, which doesn't sound like a
2 lot, but we get calls all the time about why that is so much.
3 And then if this budget is approved, we will be up to 15 cents.
4 And thinking a couple of years down the road if wireline
5 continues to drop, it will automatically go up for other
6 reasons. There are several people that are vying for -- there
7 has been talk about other things being done with the surcharge.
8 I mean, I had a visit from some -- we had a visit from someone
9 the other day asking questions about using it for some other
10 services that aren't related to offering telecommunications for
11 the hearing impaired. So there is pressure on that, too. And
12 until the statutes change, then we really are constrained
13 somewhat.

14 But with that said, I mean, we thought we were doing
15 well getting 1,200 a year in and increasing it, and given the
16 limitations by Sprint. And add one more thing, we will be
17 doing an RFP this year offering a new provider for next year.
18 So we would hate to get too heavily invested in -- I mean, in
19 the RFP we will offer something, either CapTel or something
20 equivalent will be in there, but we hate to get too invested
21 with all our eggs in one basket if we change providers and then
22 we will have to do all of that, too. Chris.

23 MR. McDONALD: Under the current program, the CapTel
24 equipment is provided to a customer free of charge, then? I
25 mean, the surcharge covers that. If you had consumers that

1 wanted to purchase it directly from Ultratec, is that even an
2 option or -- this is just my lack of knowledge of the contract.
3 But to the extent you had a demand, as Kathy indicated, I mean,
4 can they get that product if they want it?

5 MS. SALAK: Again, there are limitations on the
6 equipment. And we are having a disagreement about how it would
7 be handled.

8 Yes, Chris.

9 MR. FORSTALL: I need to make sure I understand
10 something. It is my understanding that FTRI is limited to 100
11 per month, but if we get calls from someone who wants to
12 purchase the equipment direct, we are being told to refer them
13 to WCI. But that does not come out of our 100 per month.

14 MS. SALAK: Right.

15 MR. FORSTALL: Okay. I just wanted to make sure I
16 understood that.

17 MR. PETERSON: WCT?

18 MR. FORSTALL: Weitbrecht Communications,
19 Incorporated. Did I say that right? The last name is the man
20 who invented the TTY. His name is Weitbrecht. Weitbrecht
21 Incorporated.

22 MR. CASEY: It is spelled W-E-I-T-B-R-E-C-H-T, and
23 that wasn't from memory. I read it off a piece of paper.

24 MR. FORSTALL: What does the C stand for?

25 MR. CASEY: That I don't know, what the C stands for.

1 Does anyone know what the C stands for?

2 SPEAKER: Weitbrecht Communications, Incorporated.

3 MR. McDONALD: Is that the same as Ultratec or are
4 those different entities?

5 MR. FORSTALL: It is my understanding that WCI is a
6 subsidiary of Ultratec.

7 MR. BRUAL: Right.

8 MS. SALAK: Chris and Rick. Rick then Chris, either
9 way.

10 MR. KOTTLER: My question is if somebody can go and
11 buy this, are we paying for their minutes when they hook up?

12 MS. SALAK: That is what we were discussing.

13 MR. KOTTLER: And I'm guessing the answer is yes. I
14 don't know how they would be able to discriminate between --

15 MS. SALAK: I'm doubting they can, too. I know for
16 sure that if we didn't sign up for -- if we didn't sign a
17 contract, that for sure they couldn't -- they wouldn't be able
18 to use it at all. If Florida didn't -- there was a discussion,
19 you know, like, well, if somebody wants to go out and buy their
20 own CapTel equipment and we haven't signed a contract for
21 Florida, are they going to be able to use it? And the answer
22 was no. So that is why I am a little confused. But Bob
23 believes that, yes, the minutes will be subsumed, and probably
24 that is the case. But it is certainly not in our budget.

25 MR. FORSTALL: I would just like to add that our

1 projections on the billable minutes were based on 1,200 CapTel
2 users a year.

3 MS. SALAK: Right. I understand. Chris.

4 MR. WAGNER: I have a question. Looking at the
5 budget here for the Florida Relay, the outreach is \$336,000,
6 and you are telling me that we can't afford an account manager?
7 If you think about shifting that money to the provider for the
8 account manager of this, you would be saving money. And I
9 believe we are here to save money, right? But \$336,000, I
10 think that we should save money by putting it on the account
11 manager and making them do the work so that we would have a
12 person here 100 percent of the time to meet our needs.
13 \$336,000; come on. You should be able to find someone who can
14 provide an agreement for \$336,000 to take the responsibility as
15 the account manager for the relay.

16 But I want to ask James about the outreach for the
17 relay. Are you providing materials during that outreach, or
18 any materials?

19 MR. FORSTALL: What happens is we have a presentation
20 to do and we invite Florida Relay or Sprint to come and
21 participate in the exhibit or presentation with us, but that is
22 about the extent of what the involvement is.

23 MR. WAGNER: But it is by invitation, right?

24 MR. FORSTALL: Correct.

25 MS. SALAK: Has Sprint said no, if you invited them?

1 MR. WAGNER: I'm not speaking for myself, but I am
2 speaking from what my constituents have been telling me over
3 and over about they want to get it over with. But I was
4 wondering why Florida is a large state and why we don't have an
5 account manager. It is 1.8 million people. We should have an
6 account manager to address those issues all the time.

7 MS. SALAK: Let me ask you, first of all, when we
8 have asked Sprint to come, have they ever said no to you?

9 MR. WAGNER: They have declined a few times.

10 MS. SALAK: They have.

11 MR. WAGNER: Yes, they have declined a few times.

12 MS. SALAK: Did they say why?

13 MR. WAGNER: No.

14 MS. SALAK: They just said no?

15 MR. WAGNER: We are not a priority because we don't
16 have a full-time account manager. That is my assumption. But
17 my question is how do you calculate 50 percent of their time
18 here in Florida? How do you figure that out?

19 MS. SALAK: We just note if we feel ignored or not.
20 We don't have a formal way of doing it is the answer. I mean,
we know that somebody is assigned two states and that is about
all we really know. And we know that we expect responses back
to our questions, and complaints to be handled on a timely
basis.

25 MR. WAGNER: Would it be possible to add that in the

1 RFP, maybe just as a curiosity of how much it would cost to
2 have an account manager? Could we add that in the RFP?

3 MS. SALAK: Well, there are certain things that we
4 can make mandatory and certain things that they can address and
5 it won't be mandatory but something that can be a sweetener,
6 optional.

7 I would also -- and I am going on a limb here because
8 I'm not an attorney, Jason -- it is my understanding the
9 advisory committee is also an advisory committee and we talk
10 about Sprint and we talk about FTRI. So if you are suggesting
11 that some of these outreach monies should be used to pay Sprint
12 some money to do something for Florida, then that is something
13 you can ask James about, too. And in addition, these are
14 proposed dollar amounts, not final dollar amounts. I always
15 have to caveat everything that these won't be final until the
16 Commission approves them.

17 Jason.

18 MR. ROJAS: Yes.

19 MS. SALAK: Or, Doc, it is my understanding the
20 advisory committee is over the FTRI and -- or it makes
21 suggestions to both, is that correct?

22 MR. HORTON: (Indicating yes.)

23 MR. CASEY: I have a question for Hector. Are there
24 any states where Sprint has a single representative, a single
25 account manager?

1 MR. BRUAL: Yes. And we are the only one that
2 doesn't have a full-time account manager. We are the only
3 state that has no full-time account manager in Florida. No.
4 Some states don't have full-time account managers. Oh, large
5 states. Large states.

6 MR. WAGNER: But we have 1.8 million people, deaf and
7 hard-of-hearing people here.

8 MR. BRUAL: But it all depends on the individual
9 state. Really in Mississippi we have 500,000. We have an
10 account manager. But in Oklahoma they don't need an account
11 manager, but they have 250,000. So really it varies state by
12 state.

13 MS. SALAK: Chris, I hear you. Believe me, I do hear
14 you. And so I think you might be able to add that to the
15 optional section, if nothing else, to find out how much it is,
16 will be.

17 And so -- and, Sprint please -- Hector, if you could
18 carry the message back to Sprint that it has always been my
19 position that it is in the best interest of Sprint to make its
20 presence known in Florida, since it is their relay service that
21 is being offered. And that is how you create revenue, that it
22 is in your best business interest to be in Florida and take
23 every opportunity that you have to get the word out and make
24 your presence known and increase your public relations and your
25 customer satisfaction. So, I do -- I'm sorry. Yes.

1 SPEAKER: I'm sorry to interrupt. There is one
2 nistake. Mississippi actually has 50,000, correct, not
3 500,000. Sorry.

4 MS. SALAK: Thank you.

5 MR. BRUAL: Thank you.

6 MS. SALAK: James, can we ask you a couple more
7 questions. On your general and administrative, you didn't
8 state what that percentage increase was. Could you tell us
9 what that was for general and administrative?

10 MR. FORSTALL: It was 7.6 percent of the expense.

11 MS. SALAK: Right. But how much of an increase is
12 that from last year? And the others you gave, I was just
13 wondering what the increase was.

14 MR. FORSTALL: I probably will have to get back to
15 you on that. I have that information, but I just don't have it
16 calculated. Can I get back with you on that?

17 MS. SALAK: Yes. And just so that everybody knows,
18 can you talk about the five categories and why that means
19 something to you?

20 MR. FORSTALL: The five categories represents -- it
21 is how the budget was designed initially. We have a revenues
22 category which is not called a category, just revenues, and
23 then we have Category I which represents the relay service,
24 Category II is equipment, Category III is distribution and
25 training, and Category IV is outreach, and Category V is

1 general and administrative.

2 Category I, II, and III basically reflect services
3 demand, and Category IV and V basically are the only two
4 categories that FTRI has the flexibility to work with.

5 MS. SALAK: When you say the flexibility to work
6 with, what do you mean?

7 MR. FORSTALL: We can prepare the budget, propose it.
8 For example, outreach, what we see, if we need to increase or
9 decrease; whereas, for equipment we have to go based on what
10 the demand is from the clientele.

11 MS. SALAK: So can you switch your phones from one
12 category to another?

13 MR. FORSTALL: We have the flexibility to do that,
14 but we have not in the past ever had the need to do it.

15 MS. SALAK: So if you need to take Category IV money
16 and use it for Category II, you can do that?

17 MR. FORSTALL: Yes. But we would have to get
18 permission from the Commission.

19 MS. SALAK: Okay.

20 MR. McDONALD: James, can you help me distinguish
21 between Category II and III in the sense that II talks about
22 equipment and III talks about equipment distribution? How do
23 you differentiate those?

24 MR. FORSTALL: Category II is strictly all the
25 equipment that we purchase. Category III is the equipment

1 distribution, and that is when we contract with regional
2 distribution centers throughout the state to distribute the
3 equipment and train on it.

4 MR. McDONALD: Okay. Thank you.

5 MS. SALAK: Any other questions? Any suggestions?
6 Before we see you again, we will have taken this to agenda, and
7 that's why I want to make sure we have all of your input making
8 our recommendation on it.

9 Did everything seem fine? Okay. We were just
10 talking. We are going to make sure that their budget proposal
11 gets put in the docket file, which is 991222, which is the
12 docket that we all work under, so that you all can peruse it
13 and take a look at it. And if you have anything that you want
14 to bring to our attention, that would be great. Otherwise, we
15 will just assume that everything is fine.

16 All right. Under the agenda, they had us taking a
17 break now, but there are actually a couple of things I wanted
18 to ask about. Chris, do you have anymore comments from your
19 trip around the state of things that have been found, or
20 anything else, or issues?

21 MR. WAGNER: I think I have said it all.

22 MS. SALAK: So how many more -- do you continue on
23 with your travels?

24 MR. WAGNER: We have visited 16 cities. We have two
25 more to go. Right, two more to go. The next one will be here

1 in Tallahassee. We will be in Tallahassee May 21st. And there
2 has been a lot of comments that we have been receiving around
3 the state regarding accessibility, regarding interpreters,
4 regarding captioning and relay services. But a lot of concern
5 about relay.

6 Oh, there is one thing. I received one concern
7 regarding the relay and HIPAA. Does everyone know what HIPAA
8 is? The health information and privacy act. There has been a
9 lot of hang-ups from doctors that say they cannot receive the
10 call because of the HIPAA Act. Is there something the PSC can
11 do to address this issue in regards around the state? Because
12 it is a very serious issue with our elderly and with deaf and
13 hard-of-hearing people.

14 They have to have -- they may have to have a lawyer
15 research into it to show that it is okay for a third-party to
16 be involved because of this confidentiality that is already in
17 contract. So there has been a lot of concern, the HIPAA Act,
18 between the legal requirements, hospitals and doctors are not
19 respecting the relay calls.

20 MS. SALAK: May I ask, do you know when the HIPAA Act
21 became effective? I mean, is this a new issue or something
22 that --

23 MR. WAGNER: It has been going on, what, two years?

24 MR. KOTTLER: About a year and a half.

25 MR. WAGNER: A year and a half, two years.

1 MS. SALAK: Okay.

2 MR. WAGNER: So HIPAA is a really big issue with
3 doctors and medical professionals. Doctors are not accepting
4 relay calls and, therefore, we are faced with issues of access.

5 MR. CASEY: Well, that comes down to education,
6 educating the doctors that their conversations are
7 confidential.

8 MR. WAGNER: When I spoke with my doctor, my doctor
9 said his attorney said that it can't be involved. So the
10 attorneys are actually confused, as well. So we need to make
11 sure -- maybe from the PSC to put out an update. I don't know
12 how they might be able to find a way to resolve this, to work
13 together to resolve this.

14 MS. SALAK: I think we will have to start by --

15 MR. WAGNER: Or the Department of Health possibly.

16 MS. SALAK: But there has to be some group -- sure,
17 Harry.

18 MR. ANDERSON: Good afternoon. I was just listening,
19 and I thought it was about time for me to speak up a little
20 bit, too. (Inaudible) a quarrel between a deaf consumer and a
21 doctor office is really a surprise to me. I think that the
22 doctor would prefer a relay service than having an interpreter
23 in the office. This is a real surprise.

24 And the second thing, there is increasing numbers of
25 deaf people using VRS. And through the grapevine I've heard

1 deaf people prefer to use VRS than the relay service, and also
2 that doctors prefer to use the relay service. I mean, this is
3 a surprise to me. I don't know what is going on.

4 MR. WAGNER: I understand, Harry. More specifically
5 I am talking about the complaints. It is not the people that
6 have VRS. It also depends on which doctors they have. Some
7 doctors are very understanding, they understand relay and they
8 are able to put aside the HIPAA law. It is just a big problem.
9 HIPAA has created a problem with relay. That is one thing.

10 And in addition, on my road trips I have had --
11 providing the credit card numbers over relay, there has been
12 some concern, some screw-ups on the numbers. And the companies
13 don't accept a third-party to submit credit card numbers.
14 Those two are big issues.

15 I haven't heard a lot of complaints lately about
16 accents, though. But those two, the HIPAA and credit card
17 numbers are concerns that I am hearing.

18 MS. SALAK: But the credit card number issue is
19 related to video or relay?

20 MR. WAGNER: Relay. I don't talk about the video. I
21 know we have no control over the video relay. This is
22 specifically traditional relay.

23 MS. SALAK: Okay. The national group has been
24 talking about it, but we didn't realize we had a problem,
25 per se. We haven't received any complaints about it, so that

1 is good to know -- well, it is not good to know that we are
2 getting complaints about it, but it is good for us to know so
3 that we can follow the issue.

4 So, on the HIPAA, Jason, do you have any suggestions?
5 I mean, I guess we need to get --

6 MR. ROJAS: I would actually have to look further
7 into that. I have never heard of that Act.

8 MS. SALAK: I know we haven't studied it. So nobody
9 has a legal opinion that they can share with us so we can
10 figure out exactly what the issue is. I know the whole HIPAA
11 act deals with patient confidentiality.

12 MR. WAGNER: You might want to check with the FCC and
13 also with RID, the Registry of Interpreters for the Deaf. RID
14 also may have a position paper or something regarding HIPAA.
15 You may want to check with the FCC. I'm sure they have
16 addressed this issue and done quite extensive investigation on
17 it already. Maybe you can go in the back door to find out what
18 is going with that.

19 MS. SALAK: We will have to do that. We will do that
20 and do some research into that and see what we can find.

21 All right. So anything else you found out?

22 MR. WAGNER: No, that's it.

23 MS. SALAK: That is actually quite a bit you have
24 shared with us today, Chris. So obviously you are being
25 effective.

1 MR. McDONALD: Chris, I was wondering if you could,
2 if board members could attend your May 21st meeting. I'm
3 interested in getting a little more --

4 MR. WAGNER: It is open to the public.

5 MR. McDONALD: If you have any more details on it, we
6 can talk afterwards in terms of the location or time.

7 MR. WAGNER: It's at Railroad Station. I'm not
8 exactly sure where that is. Our town hall meeting will be at
9 5:00, but we are going to have an expo, a demonstration from
10 2:00 to 8:00.

11 MR. McDONALD: Great. Thank you.

12 MS. SALAK: That was May 21st?

13 MR. WAGNER: Yes.

14 MS. SALAK: Do you think you could e-mail us all and
15 tell us?

16 MR. WAGNER: Oh, yes.

17 MS. SALAK: That would be good.

18 MR. WAGNER: I will do that.

19 MS. SALAK: I think all the board members are on --
20 if you don't already have them, you can get them off our
21 website, their e-mail addresses.

22 Was there anything else you thought we needed to
23 discuss today? We have covered quite a bit of ground today,
24 but is there anything else?

25 Can someone give me -- there was a deaf commission

1 that was set up. Was it set up? Did it pass the legislature?
2 Chris.

3 MR. WAGNER: Oh, yes. That is what I have been doing
4 for three months. I have been living here. Right now --

5 MS. SALAK: You haven't been to visit us, Chris.

6 MR. WAGNER: Right now it is on the floor. No, I'm
7 sorry, I have been so busy. Right now it is on the floor for
8 final vote in the House. The Senate passed it last Friday and
9 today before midnight hopefully there will be a vote in the
10 House, on the House bill. If it passes, there will be an
11 entity under the Department of Health with seventeen members on
12 a council, a coordinating council. And the council will be
13 involved in different aspects, different organizations will be
14 represented on the council. Its goal, its mission will be to
15 make the state more accessible.

16 MS. SALAK: To make the state more accessible, is
17 that what you said?

18 MR. WAGNER: Yes. One of the parts of the plan that
19 is in the legislation, in the bill, will be to make the entire
20 state government accessible and also some private entities.
21 You know, there will be penalties if private entities are not
22 providing captioning, or interpreters, things like that.

23 One good news that just did pass. We received
24 funding approval for captioning of the Florida Channel, 365
25 days a year, 24 hours -- 365 days a year, 24 hours a day. So

1 the Florida Channel will be fully captioned from now on
2 starting in July.

3 MS. SALAK: That's great. Good. Well, thank you. I
4 guess I asked the right source. Was there anything else that
5 anybody wanted to discuss today? Oh, Jimmy.

6 MR. PETERSON: Since the relay service is having
7 problems with people from another country? Relay calls from
8 another country -- Chris? Hector?

9 MR. BRUAL: Are you having difficulties from other
10 countries? I don't know if Florida is having the same
11 difficulties, but there has been, you know, international
12 difficulties. We are having problems with international calls.
13 There is a lot of fraud going on. A lot of business owners
14 have lost a lot of money because the international calls are
15 being made through the credit cards, the credit cards are
16 stolen, they are missing, and they have been using the credit
17 cards through the relay. So now they have become a little
18 resistant to accepting those international calls. I know that
19 that is a problem.

20 We need to explain to the business owners that you
21 are deaf and hard-of-hearing and you are using the relay to
22 make these calls, and it might be that, you know, if you are
23 ordering things that you need, you know, if the owner knows
24 about the relay service it will be better, smoother. Do you
25 know about any of these fraudulent telephone uses?

1 MS. SALAK: I know information about it in general.
2 I don't know anything Florida-specific. But if you have
3 additional information you would like to send to us, all the
4 better.

5 MR. BRUAL: Okay. That was the second letter that
6 you received. Did you receive that update?

7 MR. CASEY: We received an update from Greg regarding
8 what Sprint is doing, and saying that they are working on the
9 problem, and hope to come up with some kind of block for it.

MS. SALAK: Is that the second letter you were
referring to?

MR. BRUAL: Yes. That is the most recent update.
And that applies to the international calls. You know, it may
14 be that we will be able to resolve it. We're hoping that it
15 won't be that we will have to block international calls.

16 MS. SALAK: Any other topics or anything else we need
17 to discuss today?

18 Chris.

19 MR. WAGNER: What's the update on the RFP? I have a
20 copy of the RFP, but what is the next step for us? You know,
21 Rick asked who would be interested, who wanted to express an
22 interest on being on the committee, the RFP, but I have heard
23 no results past that.

24 What is the next step? What are the plans? What is
25 the status?

1 MS. SALAK: We have to take it to agenda. You know
2 we have the draft together. I think a couple of you have given
3 us some comments on it. We need to meet, incorporate some of
4 those comments and look at it again.

5 We have a time line for when we have -- and Bob is
6 going to tell you about it.

7 MR. CASEY: I didn't make a note that -- I don't know
8 about the agenda. We are going to have a bidders conference on
9 September 16th at 9:30 here in this room. September 16th will
10 be the bidders conference here in this room.

11 MS. SALAK: And we will have to go to agenda and get
12 the RFP approved by the Commission. And we are hoping -- you
13 know, last time Jerry Connors actually looked at all the RFPs
14 with staff, and so we will obviously be looking for a volunteer
15 to help us out in that capacity, somebody from the advisory
16 committee.

17 MR. WAGNER: I can do that.

18 MS. SALAK: Great. And if there is someone else
19 interested, I'm sure we can make it two. But then we will be
20 making the recommendation. Rick, you want to do that?

21 MR. KOTTLER: I will.

22 MS. SALAK: So we do have a list of dates and we can
23 project the dates of where we think we are going, because
24 obviously we have a target of when we need to get the contract
25 finished and finalized by.

1 I am thinking that we were going to go to agenda or
2 we were hoping to get our recommendation, the final
3 recommendation in the early part of the year. I'm thinking the
4 January or February time frame we should be totally finished
5 and the Staff recommendation on who we think it should be so
6 that we can make the transition, if there is one, starting in
7 May.

8 But, actually, we already -- I didn't bring it with
9 me, but we do have a list of projected dates of when we think
10 everything will happen. So we can certainly send that out and
11 tell you where we think we are going. And obviously it is
12 subject to change if something happens along the way, but we
13 can send those dates to you. So, all right. That was a great
14 question because I meant to bring that up to ask for volunteers
15 to look at it.

16 MR. KOTTLER: Will we get to look at the RFP one more
17 time when you have made the revision, or not?

18 MS. SALAK: I know some of you have seen it.

19 MR. KOTTLER: No. Once the revision --

20 MS. SALAK: I have the dates now. Probably, the
21 answer is probably. We are planning on releasing the RFP on
22 September 9th. And, again, these are all subject to change,
23 but this is what we are thinking about right now.

24 We are planning on having the bidders conference on
25 September 16th, deliver final questions about the RFP to the

1 PRC Chairman September 28th, check price proposal due dates and
2 times will be October 18th, the recommendation presented to the
3 PSC on January 4th, the letter of intent by January 7th, and we
4 would -- well, the rest are all -- and we would begin service
5 June 1. So in there there would be the transition that would
6 be taking place, if there were to be one. That is our current
7 schedule.

8 MR. WAGNER: So we have time to make other
9 recommendations and add an account manager as an option?

10 MS. SALAK: There is plenty of time. As fast as Rick
11 Moses' fingers can type, since he is the one that has doing all
12 the manual labor associated with this. Poor guy. Which has
13 been quite a task.

14 Yes, of course. If you have any suggestions, you can
15 send them to us and we will consider them. But, again, I will
16 tell you the RFP is only finalized by the Commission, and they
17 could add or take away things in the RFP. And if you don't
18 like what we come up with, you can come tell the Commission why
19 you need an account manager. But I don't see a problem with
20 adding that as an optional service and to get an estimate of
21 how much it would be. I don't see a problem with that at all.

22 Anything else today? Again, thank you for bringing
23 up the RFP, because I meant to bring it up.

24 We need to ask you if there are certain future topics
25 that you want put on the agenda and we need to set a date.

1 Historically our next meeting has been out of town. Again, my
2 budget is not back in yet, and, you know, always us going out
3 of Tallahassee and visiting the community was based on budget.
4 But if we were to be able to swing going out of town, where
5 would you like to go this time? We have been to Tampa and we
6 have been to West Palm. So where would be the next logical
7 place to go?

8 MR. WAGNER: Jacksonville?

9 MS. SALAK: That's possible, yes. Any other
10 suggestions on what would be a good location?

11 Okay. So Jacksonville. Then we need to look at the
12 next meeting date time. And can you -- Bob has a calendar, so
13 he will lead us through that.

14 MR. CASEY: Can you give me a hint, what month or
15 anything. Month? Six months?

16 MS. SALAK: August and beyond. September,
17 August/September time frame.

18 MR. CASEY: Any suggestions from the board?
19 September?

20 MS. SALAK: Since we will be starting to get very
21 active with the RFP, so maybe that would be a good time frame.

22 MR. CASEY: Any suggestions from the board, a
23 September date?

24 MR. McDONALD: Not the week of the 11th through the
25 18th.

1 MR. CASEY: And the bidders conference is on the
2 16th. You may want to have it after that.

3 MR. McDONALD: I don't know if there is value in
4 trying to have it before that or to have it immediately
5 thereafter. You all would probably be better versed on that
6 than I am.

7 MR. CASEY: How about the last week in September?

8 MR. PETERSON: No.

9 MR. CASEY: Jimmy says no. The last week in
10 September is bad for you, Jimmy?

11 MR. PETERSON: It is National Deaf Awareness Week.

12 MR. WAGNER: Friday.

13 MR. PETERSON: The 24th, is that what you were asking
14 about?

15 MR. CASEY: The 24th or the next week, the following
16 week.

17 MR. PETERSON: October 1st is fine, but not the 24th.

18 MR. CASEY: Okay. October 1st is a Friday. Any
19 objections to October 1st?

20 MS. SALAK: Is that -- Chris, do you have an
21 objection or yes, that is okay?

22 MR. WAGNER: Oh, no. That's fine. I'm fine with it.

23 MR. CASEY: Okay. Let's tentatively set it up for
24 Friday, October 1st in Jacksonville.

25 MS. SALAK: And then the last thing we need to decide

1 is are there any topics that anyone has right now that they
2 would like to discuss at that meeting?

3 The account manager, we will -- and then we will try
4 to follow up and take notes and follow up on some --

5 MR. WAGNER: Also we need to see how the minutes have
6 been decreasing.

7 MS. SALAK: I'm thinking we can probably put
8 together -- we can probably put a chart together on some of the
9 data that we have in-house on the billable minutes. We
actually have it in the relay report that we put out in
December. We will have last year's and then we will see how
the months are going so far this year. We keep track of that
and we actually have charts upstairs. We just need to get them
14 out to you, billable minutes.

15 Is there any way you want that broken down, just
16 relay versus CapTel, or how would you like that broken down,
17 the minutes? I think we just want total relay minutes.

18 MR. WAGNER: I want to see the total minutes for the
19 past year since VRS and the Internet relay have come in, and
20 also CapTel to see the difference, what has been happening.

21 MS. SALAK: Okay. We can do that. Jimmy.

22 MR. PETERSON: If it is possible next time before the
23 meeting if you could e-mail us this chart, because I don't have
24 time to read it, and I can't keep looking back and forth with
25 the interpreters. So if you had it ready before we arrived,

1 that would be very helpful.

2 MS. SALAK: Okay. Well, two things. We can send you
3 the monthly results. I don't know, is this an ongoing project,
4 Paul, or is this special for this meeting?

5 MR. KOTTLER: He gets those results, because Rick
6 sends them to me and I send them to all the DSCA members. So
7 he gets it from me.

8 MS. SALAK: So it's not in this usual chart format?

9 MR. KOTTLER: It is not in the chart. It is on
10 Excel.

11 MS. SALAK: We did these charts special for today.
12 Is this something that you want to see again? Is that what you
13 are saying?

14 MR. PETERSON: Yes.

15 MR. CASEY: You would like to see them in advance of
16 the meeting, is that correct?

17 MR. PETERSON: Yes.

18 MR. CASEY: Okay.

19 MS. SALAK: Okay. Again, we will be meeting with
20 Sprint in May about the difference in how we do per minute,
21 words per minute. So I will ask Rick Moses to send you an
22 e-mail telling you how that all went and if we had any kind of
23 agreement.

24 I'm thinking follow-up on a lot of these topics,
25 obviously we will make it an issue or an item next time.

1 Chris, you raised some great issues, you have all raised some
2 great issues today and we will do our best to follow up on all
3 of them before the next meeting.

4 But is there anything in addition that you want
5 covered that you know of now? And, you know, send us topics
6 any time. We have that ongoing agenda that we try to put out
7 there, it is not always up to the minute, but we try. So
8 anything you have that you want to add, just e-mail any of us
9 and we will make sure it gets added. Anything else we need to
10 do today that you are aware of?

11 Don't forget to give your travel to Barbara so you
12 can get reimbursed as quickly as we can do that. I really
13 appreciate you all coming today. I know that it is a Friday
14 afternoon, and I know you don't have anything better to do.
15 But thank you for coming. Be safe going home. And we really
16 appreciate it. Thank you.

17 (The meeting concluded at 3:25 p.m.)

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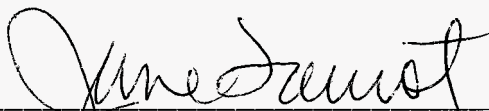
COUNTY OF LEON)

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 27th day of May, 2004.



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