

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 04 0763-TP

In the Matter of

REQUEST FOR SUBMISSION OF PROPOSALS
FOR RELAY SERVICE, BEGINNING IN JUNE
2005, FOR THE HEARING AND SPEECH
IMPAIRED, AND OTHER IMPLEMENTATION
MATTERS IN COMPLIANCE WITH THE FLORIDA
TELECOMMUNICATIONS ACCESS SYSTEM ACT
OF 1991.



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PROCEEDINGS: ADVISORY COMMITTEE MEETING

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

DATE: Friday, April 15, 2005

TIME: Commenced at 1:00 p.m.
 Concluded at 3:30 p.m.

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

REPORTED BY: JANE FAUROT, RPR
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1 APPEARANCES:

2 RICK KOTTLER, Deaf Service Center Association of
3 Florida.

4 CHRIS WAGNER, representing Florida Association of the
5 Deaf.

6 NELLIE POHLMAYER, representing Deaf/Blind of Florida.

7 NANCY SCHNITZER, representing Local Exchange
8 Telephone Companies.

9 KATHY BORZELL, representing Self-Help for
10 Hard-of-Hearing People.

11 JIMMY PETERSON, representing Florida Association of
12 the Deaf.

13 RICK MOSES and JASON ROJAS, ESQUIRE,
14 representing the Florida Public Service Commission
15 Staff.

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19 INTERPRETERS:

20 Stevie Fenton, Betty Dean and Teresa Richards

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P R O C E E D I N G S

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2 MR. MOSES: Okay. If we can go ahead and get
3 started. I think we have got all the technical difficulties
4 worked out, I hope. If not, if any of you run into problems,
5 please let us know and we will get it corrected for you. My
6 name is Rick Moses with the Public Service Commission. We are
7 here today to have the meeting for TASA to get advice from you
8 on relay and for us to update you on various relay matters and
9 get your input.

10 To my right is Jason Rojas. He is our attorney that
11 handles the relay matters here at the Commission. Our court
12 reporters are Linda Boles and Jane Faurot over to our right.
13 And if you will, please today when you are making presentations
14 or addressing us or anything, please speak slowly so we can
15 make sure we capture everything. And those that are needing
16 the screen here can get every word and kind of be up to speed
17 with us.

18 And with that, I would like to do housekeeping
19 matters. Barbara Bailey sitting over here behind you is the
20 one that is going to be responsible for getting all of your
21 expense reports. If you would please make sure you get with
22 her before you leave today so we can get that taken care of for
23 you. And our interpreters today, I'm sorry, I don't know all
24 of your names. If you would please introduce yourselves.

25 MS. DEAN: My name is Betty Dean.

1 MS. FENTON: Stevie Fenton.

2 MS. RICHARDS: Teresa Richards.

3 MR. MOSES: Okay. We have got a couple of different
4 members with us today. So if we will start over here with
5 Nancy, if you will introduce yourselves and the organization
6 that you are with representing the board today.

7 MS. SCHNITZER: Good afternoon. I'm Nancy Schnitzer,
8 and I'm employed with Sprint here in Tallahassee. And I'm here
9 today representing all of the local exchange companies in
10 Florida. Thank you.

11 MR. KOTTLER: I'm Rick Kottler. I'm from Stuart,
12 Florida, and I am representing the Deaf Service Center
13 Association of Florida.

14 MR. WAGNER: I'm Chris Wagner. I'm from Bradenton,
15 Florida, and I am representing the Florida Association of the
16 Deaf.

17 MR. PETERSON: I'm Jimmy Peterson, and I'm from
18 Pensacola, Florida. I'm representing the Florida Association
19 of the Deaf.

20 MS. BORZELL: Is my microphone on?

21 MR. MOSES: Yes. I'm Kathy Borzell, and I am here
22 representing Florida Self-help for Hard-of-Hearing.

23 MS. POHLMeyer: I'm Nellie Pohlmeier. I'm sitting in
24 for Harry Anderson who is on a cruise with his wife, and I'm
25 representing the deaf/blind of Florida.

1 MR. MOSES: Nellie, welcome. We appreciate you
2 coming. Thank you.

3 As usual with most agendas that I put out, we are not
4 going to stick with the one I put out. There is going to be a
5 change right off the bat. Sprint is here to make their
6 presentations and they are going to go first. There are some
7 flight conflicts that they ended up with.

8 Mr. Paul Rutowski is here from Sprint. If you will
9 come forward and make your presentation.

10 MR. RUTOWSKI: Okay. Can everyone see me okay? All
11 right.

12 Well, first of all, Rick, thank you for being
13 flexible. I originally thought that this was a morning
14 meeting, and so I made my flight reservations accordingly, and
15 then the schedule got changed around. So thank you again for
16 your flexibility. And thank you to Chris and Rick for giving
17 me some of the politics over lunch. I appreciate that.

18 Okay. Well, it is my pleasure to be here once again,
19 and I'm just going to touch on a bit of the information about
20 the new contracts for Florida and the implementation portion of
21 it. And we can go ahead and go to the next slide.

22 This is just a rundown of what I'm going to cover
23 today. You can see I'm going to talk a bit about the Sprint
24 team, and I will mention some of the key players that will be
25 working with the state of Florida. And I will also give you

1 two updates on the recent improvements of our platform. And
2 then next I will focus on the new contract and the requirements
3 that Sprint is able to comply with for the Florida contract,
4 and just touch briefly on what those are. And then also the
5 new call center, the new position, the new features. And,
6 lastly, we will talk about outreach and what we have been doing
7 and what we intend to do. All right.

8 Can everyone hear me and see me okay? All right.

9 Next.

10 Our relay team is growing. We have got hundreds of
11 different employees that we work with, but the names of the
12 people that you see listed here are the ones who work closely
13 with the Florida contract. There are, of course, more people
14 that are not mentioned, but these are the main players.

15 This is me, and my responsibility is for all of the
16 account managers within my group. I'm responsible for the
17 eastern half of the United States, and I have 15 account
18 managers that report to me. You may be familiar with Greg
19 Gantt. He previously reported to me and then his predecessor,
20 Andy Leffler, who -- this is good news, we will actually be
21 hiring a full time account manager for Florida soon, so that is
22 something that we are very excited about. And next you will
23 see Andrew Brenneman, and he replaced Maggie Schoolar.

24 We had some small reorganization that happened within
25 our group, and moved some folks around. So Andrew Brenneman

1 will now be back with Florida. He previously did take care of
2 Florida for a while, but then it went over to Maggie, and now
3 it is back over to Andrew again. I guess he just can't get
4 away from this state. He wasn't able to join us today because
5 of vacation plans.

6 All of you are familiar with Andy Leffler. He was
7 the interim account manager part-time for Florida until the new
8 person is hired. Okay. And then we have Angie Officer, and
9 she is the program manager. She is the ring leader or ring
10 master for all of the implementations. She has set up the
11 new -- she will be setting up the new call center, scheduling
12 the feature installation, installation of the platform,
13 specifically 711, the ability to be able to call 711, and the
14 routing of 800 numbers within the state of Florida and so
15 forth. Not just Florida, of course. She has several states
16 that she handles on the eastern side of the country. And she
17 handles the product, and she is the program manager that
18 handles the logistics of the contract.

19 We rely heavily on her for updates on what is
20 happening with the products, what the contract requires, what
21 specifically Florida requires. She gets into the details
22 there. So she will have a pretty significant role that she
23 will play behind the scenes of what happens with the contract.

24 And lastly you see Mary Cole, and she is our quality
25 manager for the state of Florida. And this is actually the

1 first time that we are trying this approach. Mary, basically,
2 will be focused on quality issues. And she will work with the
3 relay service. She will be actually housed in the Jacksonville
4 center, and so she will be working there closely with the
5 agents and with the supervisors and trainers and so forth. So
6 she will be working right out of the Jacksonville center making
7 sure that we are not only meeting, but exceeding the quality
8 expectations.

9 James, do you have a question?

10 MR. FORSTALL: Did Mary used to work for Sprint?

11 MR. RUTOWSKI: Yes. Actually I will get into that.

12 I have a slide that addresses that later. Any other questions
13 so far?

14 First, just to touch on a couple of the upgrades that
15 we have done to our platform. Caller ID is one of them. And
16 what you have been using is called a work-around solution. And
17 I can't remember exactly which one Florida has or what you have
18 had in the past, but it was a macro that was sent to the caller
19 and then sent over that looked like Caller ID. Some of the
20 states require that there was a macro sent, some don't. That
21 was kind of our old Caller ID solution, and it didn't have the
22 ability to block for privacy or anything like that. But the
23 new system that we have does allow that. So it is like what
24 we -- it is like what we call true Caller ID, a true Caller ID
25 solution. And that was released as of March 8th. And that is

1 for both local and long distance calls.

2 How is my pace, Rick? Am I doing better?

3 MR. MOSES: You're doing better. Just keep in mind,
4 just keep it nice and slow. I'm an old man. I don't hear so
5 fast, you know.

6 MR. RUTOWSKI: Okay. So now that we are done with
7 Caller ID, I want to go ahead and hop down to the prison abuse
8 situation. The other new feature that we have installed that
9 many of you are probably not aware of, but we have expanded
10 this just a bit, we have seen an increase of late of prisoners
11 abusing the relay services. And I'm not talking about deaf or
12 hard-of-hearing inmates, I'm talking about regular inmates who
13 have found a loophole to be able to get around and use the
14 relay services. And so what they are doing is they are calling
15 711 or the 800 number and getting to one of our relay agents.

16 And when our agents receive that call, a few things
17 can happen. Either the inmate will give the agent a hard time
18 with cursing or other inappropriate vocabulary, or even just --
19 and they are doing it just for the simple pleasure of it. We
20 try to encourage our agents to redirect them and ask them if
21 they need to make a call. They will ask three times. If they
22 are still not able to get the appropriate answer, then they are
23 allowed to disconnect. And so we have seen an increase in this
24 type of situation, and it is really taking our agents away from
25 processing appropriate calls.

1 Another problem that we are finding is that the
2 inmates will say I do want to make call, they will give them
3 the number, and then once they are connected -- and the agent
4 doesn't recognize the fact that they are not a legitimate
5 caller, but then the inmate will send some messages to whoever
6 is on the other end, to the call-to party, that are not
7 appropriate and cause them to disconnect or hang up.

8 And so the inmates are also using VCO services to be
9 able to call another number. And once they connect, then the
10 inmate will find a way to be able to speak directly to that
11 person without even having the agent involved. So it really
12 puts our agents in an awkward position a lot of times when
13 handling these types of calls. So the reason why they are
14 doing it, of course, is because the calls are free.

15 And so what we have had to do is enhance our platform
16 so that we prevent these calls from taking place and forcing
17 them to have to pay or make a collect call rather than a free
18 call in hopes of discouraging them from using our service for
19 these types of reasons.

20 MR. MOSES: Paul, this is Rick, can you identify the
21 inmate facilities that this is occurring from for us? If you
22 can provide us with that list.

23 MR. RUTOWSKI: Well, it kind of depends. Info
24 datings, we do have some information on the screen so that the
25 agents are able to see two lines of information, typically

1 numbers. It is not part of the phone number, but there is some
2 information that is on there. Like if you are making a pay per
3 call type thing, they would be able to see a code that would
4 show up there on the screen, or if you are calling from a cell
5 phone it would show up. If you are calling from a public
6 place, or you are calling a public service, it would have
7 their -- there are some info digits that are listed on their
8 screen. And there is a variety of different info digits, and
9 one of such is prisons. And so it would identify that somebody
10 is calling from a prison system, and then you know that that is
11 where the call is initiated from. I'm not sure that I answered
12 your question, though, Rick.

13 MR. MOSES: No, what I'm asking for is can you
14 identify the problems that you are having? In other words,
15 what I want to do from our end of it is we can contact these
16 inmate facilities and find out why the inmates have access to
17 this system to begin with, unless they necessarily need the
18 service, and that might help prevent some of the fraudulent
19 calls.

20 MR. RUTOWSKI: Okay. Based on our experience -- and
21 it's not just Florida, I mean, this is happening nationwide, so
22 it is not just something that is happening in Florida. We are
23 aware that some of them are coming from particular prisons, but
24 oftentimes what will happen is we will get a number and it will
25 just show prison system. So it just shows it at a state level.

1 It doesn't necessarily identify the specific location of the
2 prison. And so finding out which particular prisons are being
3 effected by this would be quite a feat.

4 Now, there are some, of course, that we can tell, but
5 some of them we just honestly do not have any idea. I can
6 follow up with what information I do have about Florida. And
7 if it does identify the particular prisons that have given us
8 trouble, I can certainly pass those along to you.

9 MR. MOSES: Okay. Yes, Chris.

10 MR. WAGNER: I have a question. What you said, as
11 well, but you don't have any economic impact on Florida. Can
12 you screen so that it is only deaf prisoners? You know, how
13 are you going to do it so that deaf prisoners are not impacted,
14 and it is not an abuse when deaf people are using the phone for
15 that purpose.

16 MR. RUTOWSKI: That is a good question. The deaf
17 inmates will make relay calls, and we are able to go ahead and
18 process those calls as normal. It is the hearing inmates that
19 we don't want to allow to make calls, or to be able to
20 terminate the calls that they have been making. So what was
21 happening was that they were going over -- they were voicing in
22 the middle of a call, so we were able to identify that they
23 were not a legitimate call.

24 MR. KOTTLER: That's where I'm confused as to how
25 exactly are they making these calls? Obviously they don't have

1 access to the TDDs. At least at the jails that we are dealing
2 with in my area, you know, they keep the TDDs under lock and
3 key and, you know, you have to be escorted to a separate room
4 to do it. But if they are just dialing in voice-wise on 711,
5 then what happens with the call? This is what I'm not
6 understanding.

7 MR. RUTOWSKI: You would be surprised what they can
8 accomplish. It is not as bad as what you see in the movies. I
9 mean, honestly, prisons are a pretty liberal place. If they
10 want to use the phone, they can use the phone. Most of the
11 time in most places there will actually be a TTY phone booth,
12 and the guards and the prison system really, they don't monitor
13 the usage of that device, and it is just sort of left there to
14 be used as needed. And so that is where the abuse is taking
15 place.

16 We have also been working with the prison enforcement
17 system to be able to identify if -- well, for most of the
18 states, they are contracted with a phone company to provide
19 phone services for inmates, and the prison guards would point
20 to the phone company having accepted those calls versus them
21 being liable for having had inmates who made the calls. And so
22 as part of the contract of the phone system, they have a
23 certain agreement as to how phone calls can be made.

24 Now, those aren't always followed. For example, in
25 Texas we have had a bad problem wherein we have worked with a

1 few of the prison systems there and really have had limited
2 success. And what we found was that Southwestern Bell had a
3 contract with them, the state of Texas, so that we found that
4 there was actually one person who works full-time and is
5 dedicated to prison telephone service. And so they are the one
6 who monitors the inmate calling and works for Southwestern
7 Bell. So once we were able to find that person we were able to
8 come to some solution, but finding that person is what is the
9 difficult part.

10 And working with all of the local and long distance
11 companies, I mean, we have kind of learned this through trial
12 and error with the one phone company, but you can imagine how
13 many could be contracted with the prison systems across the
14 United States, and it just really requires quite a bit of
15 follow-up. Are there any other questions?

16 Okay. Next. We won the new contract, and we are
17 quite excited to be able to build our second call center
18 located in Jacksonville. And we are continuing to maintain the
19 Miami center, so we will have the Jacksonville center in
20 addition to the Miami center. Construction has already begun
21 as of the beginning of March, and we are subcontracting with
22 Communication Services for the Deaf, CSD.

23 We have already begun to hire there for the staff for
24 the call center, and we also have hired a center manager and we
25 have hired a manager who is deaf, Christy Burlinson (phonetic).

1 She was a group supervisor for the South Carolina call center,
2 and now she has moved up and accepted the center manager
3 position at the Jacksonville center.

4 We have also hired an HR person, Hazel -- and there
5 is the last name, Gieotto (phonetic). We will also have 17
6 leaders, which are, in essence, group supervisors. We will
7 have 105 agents. We will begin training on May 16th, and then
8 we will continue training as needed, and hope to open by June
9 1st. And that is what we have on the schedule so far.

10 Actually we are ahead of schedule, which is good
11 news. Things are going along very smoothly and have been to
12 date. And we are actually planning an open house, and this
13 will happen to coincide with the Florida School for the Deaf's
14 homecoming, which is sometime during October, a weekend in
15 October. And we are expecting a large number of people to be
16 around at that time. We are hoping that they will be relay
17 users from St. Augustine. And so because of that event, we are
18 hoping that we will get some folks over to the Jacksonville
19 center that same weekend.

20 MR. MOSES: James.

21 MR. FORSTALL: I have a question. Is two weeks the
22 normal time for training to get the agents ready?

23 MR. RUTOWSKI: Yes. Although I'm not sure if you all
24 have seen our proposal. Within our proposal it is very
25 detailed. It has the training schedule, what training is

1 involved, what the agents go through and so forth. So I do
2 have that information.

3 Any other questions?

4 MS. SCHNITZER: Yes. I am interested in knowing how
5 the calls will be divided between the two calls centers,
6 between Jacksonville and Miami.

7 MR. RUTOWSKI: That is a good question. The Miami
8 center will continue to function and the Jacksonville center
9 will -- it is not an exact science. But if you are in the call
10 center business, you know that there is no way to really dump
11 all of the calls into one center overnight. That is just not
12 the way it works. And so what we need to do is figure out a
13 way to transfer that traffic there.

14 Eventually the Jacksonville center will handle most
15 of the Florida calls, and the Miami center will actually become
16 the overflow center. And that will function for the overflow
17 for both Florida and the rest of the United States. And I
18 believe that the contract required that 80 percent of the
19 traffic be handled in-state and 25 percent of the overflow
20 could be out of state.

21 MR. MOSES: No.

22 MR. RUTOWSKI: Is that wrong, Rick?

23 MR. MOSES: We removed that from the requirement.
24 But it was my understanding that the Jacksonville center was to
25 be up and running and was going to be handling Florida's

1 traffic, and the Miami center would be strictly acting as an
2 overflow. Now, from what I'm hearing you are saying now that
3 is not going to happen June 1st, this is going to be
4 transitioned?

5 MR. RUTOWSKI: Right. There will be a transition
6 period. And what it depends upon is how many agents we have at
7 that time as of June 1st, are they ready to handle all of the
8 traffic and to process it at the level we need them to.
9 Remember, we don't want to put the agents out on the floor if
10 they are not able to meet the minimum standards and
11 requirements, like the 60 words per minute typing speed, the
12 accuracy requirements, and so forth. We are not going to put
13 them out on the floor until they are ready to be able to
14 maintain that quality, and then we will transfer them out onto
15 the floor and be able to increase the numbers of calls that
16 they handle. June 1st, to dump all the traffic for the state
17 onto them, it wouldn't be wise, and so it will require a
18 transition period.

19 MR. MOSES: Well, we will talk about that a little
20 further later.

21 MR. RUTOWSKI: Okay.

22 MR. WAGNER: I have a question for you. Spanish
23 calls, is that going to stay in Miami or will that transition
24 over to Jacksonville, too? Because I know that we have had
25 some ongoing concerns about Spanish relay and where that will

1 be housed.

2 MR. RUTOWSKI: You know what, I'm going to have to
3 look at the implementation guide for that and get back with
4 you. I know that there are some specifics in there, but I'm
5 going to have to look for that.

6 MR. KOTTLER: I'm sure I read this in the proposal,
7 but how many operators do you plan on having at any one time
8 accessible?

9 MR. RUTOWSKI: Well, there isn't a simple answer to
10 that question. The first thing that we will look at is the
11 historical data, how many calls were processed on that day, and
12 the staffing that the center would need to be according to the
13 number of calls. Like Mondays are typically the busiest days,
14 Sundays are typically the lightest days. And so the exact
15 number of agents really will fluctuate based on call traffic.

16 A rough number of agents at any one time may be
17 between 20 or 50, maybe even more. And so really there
18 wouldn't be a specific number that I could give you. And I'm
19 not sure that our proposal specified that information or not,
20 but I highly doubt it. Any other questions?

21 Okay, next slide. Okay. These are some pictures of
22 the new call center. And as you can see, some of the walls
23 haven't been painted yet. These pictures were just taken
24 recently, a few days ago.

25 Next. The Florida account manager, as I just

1 mentioned, is something that we are very excited about. We
2 will be hiring a dedicated Florida account manager who will
3 focus on Florida full-time, not like what you have been
4 experiencing over the past several years where we have a
5 part-time account manager that is shared between a couple of
6 states who doesn't reside in Florida.

7 So now this is one big change with the account where
8 we will have a permanent resident of Florida being the account
9 manager, and this person will be able to go out to different
10 events, be more visible to the community. And if you have
11 concerns, or issues, or anything that you need to address, that
12 person will be available and ready to address those concerns.

13 This person will work closely with FTRI. And they
14 will work with outreach, and in support of the outreach efforts
15 that they are doing. And then also there is a job posting that
16 is open for this position. I have received a pretty good
17 number of applications so far, and I'm waiting to offer just a
18 couple more days to make sure I have everything, then I will go
19 ahead and begin interviews and be able to get a person in place
20 before June 1st.

21 We do have an office ready for this person in the
22 Jacksonville center, but it depends upon the person and their
23 qualifications as to what would be the best for the state of
24 Florida. We are not requiring necessarily that the person live
25 in Jacksonville; it could be in Tallahassee, it could be any of

1 the other locations throughout the state. We are just leaving
2 that open and seeing who comes along.

3 Any questions about the account manager for Florida?
4 Nope. Good.

5 Next, just a little bit more on the quality manager.
6 As I had mentioned before, you will have a dedicated quality
7 manager focused on quality issues, and she will be based in the
8 Jacksonville center to be able to monitor that activity. It
9 will be Mary Cole. She has been with Sprint operations for 23
10 years. And to be honest with you, we could not ask for a
11 better person than her. I have worked with her myself and she
12 is fabulous. She is understanding, she is knowledgeable, she
13 knows the business through and through. Mary right now is
14 based out of Texas, in the Dallas area, but she has worked
15 there for a number of years. She also worked in the Kansas
16 City area at our old corporate Sprint center. She has been in
17 several different areas of relay. And, I mean, to be perfectly
18 honest with you, she knows her stuff. We are real excited that
19 she is going to be working with the state of Florida.

20 As of right now, actually, she is looking for houses
21 in Jacksonville. So she wasn't able to come with us today
22 because she is busy doing that, but she is expecting to come to
23 the rest of the meetings. And she will have the account
24 manager and herself come as representatives for Sprint to be
25 able to hear first-hand any feedback or discussion items that

1 may come up.

2 All right, next. Some of the new features that will
3 be provided for the state of Florida. I'm not sure if you are
4 familiar with these. One of them is relay conference
5 captioning. And this is actually a perfect example of this
6 would be if a deaf or hard-of-hearing person is working in an
7 office with primarily hearing people, probably 50 people in
8 that office, and they are not often able to participate in team
9 meetings or join other conference call situations, and this
10 would be a good way as an alternative for the person to be able
11 to log into the web and then they would enter in a code that
12 would allow them to join the conference call, and the
13 conference call would be translated into text so that they
14 could read the conversation as it is happening.

15 It is really quite cool. The only disadvantage or
16 downside of it is that it is not very participatory. For
17 example, if I use RCC myself and I want to join in on a staff
18 meeting in that way, if I have got a question to ask, my
19 question will come up a little bit later in the conversation.
20 So there is a bit of a lag, of course, because of the time it
21 takes to translate from voice to text. And so if you are
22 typing 150, 175 words per minute and RCC, you know, is trying
23 to keep up with the natural speed of speech, but at the same
24 time there is a bit of a lag.

25 But there are many people who have really enjoyed

1 using this, and it really is the best alternative to hiring an
2 interpreter. Sometimes there isn't any other way to be able to
3 join a conference call, and this would allow for that.

4 MR. PETERSON: And this starts June 1st?

5 MR. RUTOWSKI: Yes, I don't have it up there. It is
6 not actually ready quite yet. We will have the URL available
7 soon. Right now we are in the process of creating the home
8 page for Florida.

9 MR. PETERSON: And I am curious, who is funding that?

10 MR. RUTOWSKI: This is part of the proposal that we
11 had. This is a one-year trial, and so they are giving it to
12 Florida to be able to test it out to see if they like it.

13 MR. FORSTALL: So after one year Florida is going to
14 decide to add it to the contract? What would the pricing be if
15 we do decide to add it to the contract?

16 MR. RUTOWSKI: That would be a question for Andrew
17 Brenneman. He works on pricing and figuring out all of those
18 things. I wouldn't be able to say anything to that here.

19 Okay. Next slide. Part of the new contract requires
20 that we hire a third-party group to be able to do testing and
21 test calls as well as surveys. And that group is the Paisley
22 Group, and they will be focussing on agent quality as well as
23 accuracy. And very similar to what is identified in the
24 contract, we took a look at that and we are making sure that
25 all of the agents are not only meeting the requirements, but

1 exceeding them if possible. And also they would be testing on
2 a monthly basis and producing results for use on a regular
3 basis. And we will be taking steps towards making
4 improvements, additional training as needed or even dismissal
5 as needed. And those reports will be handed over to the FPSC.

6 MR. WAGNER: Now, Rick, I remember sometime ago, we
7 met, what, probably a few months ago, and had said something
8 about evaluating the accuracy of the typing of ASL versus
9 English, and we talked about -- oh, no, no, you were sick that
10 time, and I think Beth was here. We did talk something about
11 that, though, quite in-depth, I thought.

12 Oh, hi.

13 But we had talked about how the staff would be --
14 whether the staff would be qualified to be able to translate
15 ASL to English, and as well with the Spanish and the Spanish
16 calls. Do you remember us talking about that in the past?

17 MR. MOSES: Chris, I remember.

18 MR. WAGNER: My question for you then, Paul, is will
19 this company have the training that they need be able to handle
20 those areas? I mean, because those are areas that haven't
21 necessarily been tested, and we have been getting some
22 complaints in those areas in the past about the translation.
23 So what type of experience will the Paisley Group have with
24 those two areas?

25 MR. RUTOWSKI: First of all, this is the first time

1 that we have done anything like this, and so this will be a new
2 experience for all of us. That is a good point that you do
3 bring up, though, that we will have to follow up with Mary Cole
4 and our operations group to see if there are some detailed
5 plans in place for those. I do know that they are going --
6 that they have taken a look at the Florida proposal and they
7 know what services we are supposed to provide and the minimum
8 standards for those, and the scores that are required for
9 provision of the services.

10 Okay. Anyone else? Is everyone with me so far? All
11 right. Another unique request that we had, which is also
12 something that we are working on, is in-state long distance
13 calling only. For example, if you are calling from Tallahassee
14 to Miami, having a 60 percent discount and having a rate that
15 would be -- oh, actually this is in here.

16 The MTS rate, there is a schedule that has a listing
17 of rates per call, whether it is a minute or two minute from
18 one point, from Point A to Point B, there actually is a
19 schedule that we would use, a standardized schedule. For
20 example, if you see an advertisement for five cents or a nickel
21 a minute, something like that, that typically is not the MTA
22 service. It would be, like, five cents per minute only for
23 that situation. So this is based on just a regular schedule
24 of -- like, for example, you have your phone company call them,
25 and then you would have a particular rate fee schedule, and it

1 would be discounted from that schedule, not the MTA schedule.

2 And I don't have any examples here with me because
3 every situation varies, but it would be 60 percent off of that
4 rate. And, of course, the first three minutes are free to
5 allow the agent to be able to set up the call, educate the
6 call-to party and so forth, so we do waive the first three
7 minutes. And we will start this June 1st, as well. I do want
8 you to keep in mind from Miami to Washington does not apply
9 here. This is only within the state.

10 Okay. Next. This is just a snapshot of where we
11 have been outreach-wise, just a quick run-down here. Andy
12 Leffler met with FTRI to review the outreach plans and events
13 planned for the year. That was in January. And in February
14 they did have a forum in Sarasota, and I was thinking there was
15 also one in the Tampa area. And then in March the FCCDHH
16 public hearing, we were represented there in Fort Lauderdale.
17 And there was a large event in Miami, Deaf Nation, the deaf
18 EXPO event, and there was, what, 2,000, 3,000 people that
19 attended that. And then in April in Pensacola there was an
20 event, as well.

21 And plans for the future, next slide. You can see
22 these here. This is just our rough plan for the rest of the
23 year, and it would depend upon community feedback, the account
24 manager, when we get that person into place that would dictate
25 some of the details as to what we will or will not attend or

1 our presence in those different events. You can see the relay
2 open house is listed in October.

3 All right. Any questions related to outreach?

4 Okay. Next slide. Oh, that's it. Jimmy?

5 MR. PETERSON: The open house, is it planned on a
6 Saturday or a Friday?

7 MR. RUTOWSKI: I think that we are open both days,
8 but the biggest event will be on Saturday. But we will be open
9 on Friday, as well.

10 MR. PETERSON: And I would and imagine that a lot of
11 people will be going to the football game, so they are going to
12 have to have it be counter to that.

13 MR. RUTOWSKI: Right. We will be open Friday and
14 Saturday because we want to get as many people coming as we
15 can. We need to work with the call center staff, though, and
16 make sure -- remember, we don't have everybody onboard yet, so
17 we need to be sure that we get our ducks in a row there, but we
18 will definitely be able to have it during the homecoming
19 weekend.

20 MR. KOTTLER: Since you asked.

21 MR. RUTOWSKI: I did.

22 MR. KOTTLER: This is as much of a comment, I think,
23 as it is a question. In the past, and you have missed a lot of
24 my rantings and ravings when it comes to Sprint, anytime we
25 have had a problem -- and this was Greg and before -- you know,

1 we got a response more like, "I wasn't there, I didn't do it,
2 and I have an alibi for the whole thing." Instead of saying we
3 have got a problem here we need to address it and let's sit
4 down and try to figure it out. Sprint has always been very
5 defensive. Can you please assure me that our new manager will
6 be a little less defensive and a little more cooperative when
7 it comes to resolving problems?

8 MR. RUTOWSKI: If you have a problem with the new
9 account manager, I want to be the first one to know about it.
10 I will give you my personal contact information, and you can
11 call me any time. If you have got a concern, if you are not
12 satisfied with something, definitely give me a call. And I
13 will give that to whoever needs it. I want to be sure the
14 people of Florida are happy with our service.

15 MR. KOTTLER: The other thing I would like is if the
16 account manager could at least come to two, maybe two meetings
17 a year of the deaf service center association just to
18 discuss -- because we are the basic service providers of the
19 group, and just to discuss any problems and what is going on
20 and get him involved in that area.

21 MR. RUTOWSKI: Yes, we would expect that. And I
22 would expect that the account manager would be traveling
23 throughout the state of Florida and making themselves very
24 visible, not only to your group, but to the other groups, as
25 well. We will definitely give them a good enough travel budget

1 to be able to support them traveling wherever need be.

2 Now, Florida in the past has been a little bit
3 different, it has been a little different story, because we
4 have our other states that are able to brag about having an
5 account manager that is fully dedicated to that state, and
6 oftentimes the results are very productive and positive. They
7 are happy with our service because the account manager is right
8 there. They are meeting their needs immediately and able to
9 really keep their finger on the pulse of the state and get the
10 information coming in and going out very quickly.

11 Now, with Florida we haven't had that luxury.
12 Unfortunately that hasn't been the case here because we are
13 finding out much later that there is a problem rather than
14 finding it out right away because we didn't have strong
15 visibility in the state. And so I tell you, based on my
16 previous experience with other states, having a dedicated
17 account manager really changes things around. Plus, having a
18 quality manager for the state of Florida, which is required in
19 the contract, I am honestly really looking forward to the
20 changes that are going to be made. Chris?

21 MR. WAGNER: Can you tell me a little bit more
22 specifically about what you expect from the account manager
23 regarding outreach, because I think that -- I know that we are
24 a little bit odd because we already have an outreach that is
25 established, so what are you envisioning will come out of this?

1 I mean, I understand that they are there to support the other
2 organization, but how are you going to foresee -- how is that
3 going to work?

4 MR. RUTOWSKI: I don't know that it is odd. It is
5 different. I don't know that I would use the word odd, but
6 different.

7 MR. WAGNER: Well, I think we are odd. I think we
8 have been considered odd all these years.

9 MR. MOSES: Can I slow you all down just a little
10 bit.

11 MR. RUTOWSKI: Okay. And, you're right. You're
12 right, Chris, that I don't expect the Florida account manager
13 to do as much outreach maybe as in another state because that
14 is FTRI's responsibility. And the Florida account manager will
15 be there to support their efforts, whether it is with
16 materials, or information, or contacting people, and anything
17 that is related to the relay and issues that may come up with
18 that we would want them to be available for.

19 Now, the other thing that I envision for them is to
20 offer visibility in the community. Go out to the community
21 events, have their ear to the ground asking the people what is
22 going on. Hosting events themselves or participating in other
23 groups' efforts.

24 I know that Florida has this road tour, and I know
25 that there are different events that take place along that road

1 tour. And so with that, I would imagine that the account
2 manager would participate in most of those, as well. And, you
3 know, if there are several different things happening at the
4 same time, I can't expect one person to split themselves into
5 several different locations, but that they would certainly make
6 themselves available.

7 And then that person is also responsible for contract
8 compliance. So they are there to make sure that everything
9 that we had committed to is met. And everything that is in the
10 state of Florida's contract is their top priority. So are our
11 agents meeting the service levels, are the features that we had
12 written in our proposal to the state, are those being provided
13 and are we able to deliver those features? Whatever; whatever
14 it may be. Whatever is asked from us for Florida, making sure
15 that we are following to the letter or even exceeding the
16 expectations that we have as requirements in the contract.

17 And the small part -- you know, that is, of course, a
18 small part, but, again, a big part as well as the community
19 participation, and participating with the Public Service
20 Commission, and FTRI, and making sure that we are more visible
21 across the state. Is that clear? Okay. Great. All right.
22 Any other questions for me?

23 MS. BORZELL: I have a major concern about the
24 CapTel, the quality of captioning on CapTel. And when I poll
25 my members, that is our major concern. It doesn't seem to be

1 moving in the right direction. And I personally use CapTel
2 quite a bit now. I have had a drop in my hearing, and I rely
3 more on text. And the quality is inconsistent and very poor.
4 What can we do to improve this?

5 MR. RUTOWSKI: I probably would need some more
6 specifics on that. I'm not sure exactly which areas you are
7 saying are declining. Is it quality or response time or -- I
8 would just need something a bit more specific in order to be
9 able to give you some specific answers on that. I would be
10 happy to work with you on this topic, though.

11 MS. BORZELL: Errors in captioning, not response
12 time. I don't have a problem with that.

13 MR. RUTOWSKI: Okay. So accuracy.

14 MS. BORZELL: It's poor quality, not understandable.
15 And many times I can hear pretty well on a call while I'm
16 seeing all of the inaccuracies. Other calls are good. But I
17 would say overall I think it is poor quality captioning. Does
18 that give you a better idea?

19 MR. RUTOWSKI: Oh, yes. Yes. It will at least give
20 me something to start with so I can talk with my people and see
21 what we can do to get right on it. Thank you for sharing your
22 concern.

23 MS. BORZELL: One other question.

24 MS. SALAK: I got a CapTel for my mother-in-law and
25 so I had the opportunity to observe and use it, and I will

1 second what she is saying. The spelling is really bad. And
2 many times they misrepresent what is said, and they change
3 words in what is said, and the accuracy is not very good at
4 all. There are some operators where it is fine, but others it
5 is somewhat dismal.

6 MR. RUTOWSKI: Thank you. James?

7 MR. FORSTALL: Is Ultratec still the provider of
8 CapTel?

9 MR. RUTOWSKI: Yes. James was asking me if Ultratec
10 is still the provider for that service, and the answer is yes.
11 I don't know that that will continue forever. We are hoping to
12 make some changes, but that doesn't necessarily mean that the
13 quality issue that you are raising is something that we are not
14 going to take a look at. We will definitely look more closely
15 at that and see what areas we can improve there.

16 MR. WAGNER: (Inaudible).

17 MR. FORSTALL: This is Paul here. No, not yet. That
18 is still kind of a gray area right now. Sometimes, some days
19 the wind is going one direction and we think we are getting
20 there, and then all of a sudden the winds will change and it
21 seems like we have to put it on hold. So business is very
22 transitional right now, and I don't have any specifics on that.
23 I do know that it is coming, and it will come one day sooner or
24 later. But, no.

25 MR. PETERSON: And I use a TTY, and I use TTY relay

1 service occasionally, and I hate using a TTY to call like a
2 company that has an automated system or automated answering
3 system where you have to hang up and call back. It seems we
4 have to do that quite often. Is there some way to resolve
5 that?

6 MR. RUTOWSKI: Actually for the operators those are
7 the biggest challenge calls. Those are the biggest challenge
8 to their job. You know, with these different companies, if you
9 can tell the agent ahead of time when you get there, press one
10 and then press three, then they can navigate through them more
easily and your calling experience will be much easier. But if
you call that company for the first time and have to go through
the system, it can be quite a challenge.

But, yes, I mean, there are alternatives to using
15 that. If you would go through video relay, of course, then
16 that will resolve the issue, or if you go through Internet
17 relay, with Internet relay it is nice because you can have a
18 large chunk of instructions there, and you can copy and paste
19 it so that you can read it before the call is made. But on a
20 TTY, it really depends upon which TTY you are using and whether
21 or not they would be able to have all of that pre-set within
22 their macro. Most TTYs don't have that feature available. You
23 have to have everything explained as it is happening and maybe
24 if you have an idea of what to expect out of that call that
25 would be different. But we are encouraging users in order to

1 make their call experience easier to explain what to expect out
2 of that call ahead of time.

3 MR. WAGNER: I can't remember what was said within
4 the proposal or the contract, I have reviewed it so many times
5 I can't remember the details. But I was thinking to respond to
6 Kathy's concern and Beth's concern, I was wondering, now, is
7 CapTel included in the quality testing? Is that included in
8 the quality testing? Because I thought that you guys had been
9 doing testing but not related to CapTel. But in the new
10 contract is it in the quality testing?

11 MR. MOSES: No.

12 MR. WAGNER: Why not?

13 MR. MOSES: I didn't think to put it in there to be
14 quite honest with you. But that doesn't preclude us from doing
15 testing on it.

16 MR. WAGNER: Because that is a pretty large
17 population of hard-of-hearing people across the state of
18 Florida, and it is not being fair to them if we are only doing
19 testing for TTY calls. I think we should do testing for the
20 hard-of-hearing community, as well. So we should be addressing
21 that now, not waiting until the next several years down the
22 line when we have a new contract.

23 MR. MOSES: Okay.

24 MS. BORZELL: At the last presentation, at the
25 October meeting, Sprint really stated how successful CapTel

1 was. And I asked the same question: What kind of quality
2 control testing are you doing on CapTel? Why shouldn't that be
3 along with the relay service? We are marketing a wonderful
4 technology here, but if we are not going to stay consistent
5 with testing the quality of the captioning, why have it on the
6 market?

7 MR. RUTOWSKI: Yes, Beth.

8 MS. SALAK: It was my understanding that for CapTel
9 operators or whatever you want to call it, that they would
10 keep, if they made mistakes or their software turned up with a
11 misspelled word or wrong word, they would keep correcting it
12 until they hit at least 95 percent accuracy level. Is that
13 still happening?

14 MR. RUTOWSKI: It is supposed to be. And it was
15 supposed to be better than 95 percent, actually. And I haven't
16 gotten my hands real dirty on this, so I guess I will have to
17 go ahead and get more involved and see what is happening on
18 that front.

19 I haven't really heard these comments from other
20 states. But, again, they don't have an advisory board like you
21 have here where I hear it directly from all of you, which is
22 really nice. So when I go to other state offices or
23 organizations, working with them, I mean, they really don't
24 have the association with the CapTel users themselves. So that
25 is why I really appreciate your feedback. I will take this

1 back home and put it on the top of my to-do list and see what I
2 can get taken care of to improve that.

3 MR. MOSES: Beth.

4 MS. SALAK: It doesn't take away from all the
5 positive things CapTel offers my mother-in-law. She is
6 ecstatic with it and it has offered her a new way to
7 communicate she didn't have before. It is me standing there
8 looking over her shoulder.

9 MR. MOSES: Well, I tell you what we can do to maybe
10 help this along. I have got staff that already do test calls.
11 We can do test calls using CapTel and see what the accuracy is
12 and provide that information to the board and also Sprint to
13 get the ball rolling on this to acknowledge any problems that
14 may exist. And it may end up being one or two machines that
15 are not interpreting the person that is speaking into the
16 software, or it may be a software problem, I don't know. But
17 we will be certainly glad to do some testing.

18 MS. BORZELL: One last comment. I have been told by
19 my regional distribution center to call the customer service
20 number to complain if there are problems with a call. How
21 effective is that? Should I be encouraging SHHH members,
22 hard-of-hearing people in Florida to do that? Does that have
23 any effect on --

24 MR. RUTOWSKI: (Indicating yes.)

25 MS. BORZELL: Okay. I will have to say sometimes the

1 hard-of-hearing population just doesn't advocate for themselves
2 like the deaf do, so I guess we are just going to have to get a
3 fire underneath them. Thank you.

4 MR. RUTOWSKI: I mean, one complaint probably isn't
5 going to do as much as numerous complaints. But, again, for
6 any service provider, if the people take the time to file a
7 complaint, or the nature of the complaints, or find out what
8 was wrong with the experience that you had, it helps us be able
9 to improve the service. And talking among yourselves and
10 complaining and having it not get to us really doesn't help us
11 improve the product.

12 Now, when you have the account manager for Florida, I
13 would expect that person will be involved with CapTel
14 complaints or CapTel issues, as well. They would handle any of
15 those types of issues, whether it be relay services, or CapTel,
16 or whatever we are providing for the state of Florida, they
17 would be your contact person for all of those features and all
18 of the different groups that it touches.

19 MR. KOTTLER: Actually this is a question for Kathy.
20 We in the past had had problems with dialing 711 and getting a
21 CapTel operator. Are you still experiencing those problems, or
22 has that situation been resolved? I know that was a big issue
23 for us. We were told by Sprint that we could call 711 and ask
24 for a CapTel, but the operators weren't informed enough to do
25 that at the time. And I just have lost track of that issue and

1 whether it has been resolved or not.

2 MS. BORZELL: I'm not even aware of that. 711 for
3 CapTel?

4 MR. KOTTLER: You can call in -- you should be able
5 to call 711 and ask the operator to put you into a CapTel
6 operator.

7 MS. BORZELL: I'm happy I'm here today.

8 MS. SALAK: I have used that several times. It
9 works.

10 MR. KOTTLER: It's working? Okay.

11 MR. MOSES: And I'm pleased to say we did do tests
12 for those.

13 James.

14 MR. FORSTALL: Paul, you said that you were going to
15 take the issue back with the CapTel -- what do you mean by
16 doing that. Will you be willing to report back to us maybe in
17 30 days?

18 MR. RUTOWSKI: Sure, absolutely. All right.

19 Are you expecting me to say something? No. Anyone
20 else?

21 We have taken the 711 issue and we have trained, we
22 did training across the board for all of the agents who
23 received 711 CapTel requests, and all of them have received the
24 necessary training. From what I have heard, everything is
25 going all right. If you experience some disconnects or

1 something through that, please let me know or call customer
2 service, actually, and let them know that there is still a
3 problem with that.

4 MR. MOSES: Thank you, Paul.

5 MR. RUTOWSKI: My pleasure. It is really good to be
6 here again, and I will try to come to these meetings as often
7 as I can. You won't see the last of me. Thank you very much
8 for your time.

9 And thank you, Chris, for letting me use your
10 computer.

11 MR. MOSES: Okay. If any of you have not already
12 done so, have gotten the handouts, there are a couple of charts
13 that look similar to this. It is about the testing results
14 that we have done as far as the testing since the last meeting
15 we have had. I think you all should already have them.

16 Let's take a break for about 15 minutes. We will get
17 started back at 25 after 2:00.

18 (Recess.)

19 MR. MOSES: Let's go ahead and get started again. I
20 would just like to briefly talk to you about the results of our
21 service quality testing on typing speed. The charts that you
22 have right there in front of you are fairly self-explanatory.
23 We have continued to do testing, Sprint has done testing, we
24 have each met with each other in their respective work places
25 to try to compare how we are doing testing.

1 We are using the same scripts, we are doing it the
2 same way, and as you can see in the chart, there is about a
3 five word per minute difference consistently all throughout.
4 If any of you can explain it, you are better than I am. We
5 have tried every way in the world, and we can't come up with
6 why there is a difference, but it is a consistent difference.

7 So when the new third-party testing program kicks in
8 starting in June, we are going to continue doing some testing
9 and see how our results come up with them. And, hopefully, we
10 will resolve it. We have tried everything we can to determine
11 what the cause is, but as yet we have not been able to find the
12 difference.

13 The good part is the results have improved
14 continually. The words per minute have improved consistently,
15 and I think we are in the right direction. This is really a
16 statistics problem we are trying to figure out now, but we are
17 continuing to push to improve the service, and I think Sprint
18 has done a good job of improving it. Any of you have any
19 questions on the testing? Yes, Nellie.

20 MS. POHLMEYER: This is Nellie speaking. I asked
21 Harry before I came here if he had anything he wanted me to
22 voice to you people, and this is concerning 711. And I am
23 reading the e-mail that he wrote to me.

24 He says 711 is still doing well, although I don't use
25 it much. It seems to me that more and more deaf consumers are

1 using VRS, VRI, and DLINK. I'm not sure of deaf/blind being
2 able to use such services unless a sighted person is with him
3 or her. Elaine -- that is his wife -- uses such services and
4 often voices to me what the interpreter is saying on the
5 screen. Perhaps TASA may wish to work with us on finding ways
6 to make such services available to deaf/blind consumers.
7 Perhaps TASA could explore new ways to close the gap in this
8 area.

9 MR. MOSES: Okay. Thank you. Any of you have any
10 suggestions in that area or can offer some suggestions or work
11 with Mr. Anderson in this area? Chris.

12 MR. WAGNER: I know that VRS right now does control
13 with the FCC, and I know that we have also submitted concerns
14 in relation to video relay service to the FCC, and at this
15 point, we have not raised the issue regarding the deaf/blind
16 and Spanish VRS. Those have not been addressed at this time
17 and I don't think that they will at this time. It is not
18 mandated, so we are still pushing for that. And I think it is
19 a national issue.

20 MR. MOSES: Thank you. Any questions about the
21 testing, or any suggestions on anything on that? Again, like I
22 was going to say earlier, we will add CapTel to this so we can
23 identify quality issues on that, and we will give you the
24 results on that. I'm trying to think how we can capture the
25 data on the screen, but I'm going to work with the manufacturer

1 of the telephone and see if we can't work out something on
2 that. We will come up with some way of capturing the
3 information and we will report to you on that.

4 Okay. If there are no further questions on that,
5 next up is Mr. Chris Wagner on the future of wireless.

6 MR. WAGNER: Hi. I'm here representing the Florida
7 Association of the Deaf, and I am also the chairperson for the
8 Coordinating Council for Deaf and Hard-of-Hearing, the
9 legislation that was passed last year.

10 We are receiving concerns from the community in the
11 last year, we have been gathering data, and we have submitted
12 several reports to the governor. One report addressed the ADA
13 working group, one was from the coordinating council. So those
14 two reports have been critical. They have been submitted to
15 the governor and the legislature. Included in the report is a
16 lot of this information regarding telecommunications, so I
17 thought I would bring it here to TASA, as well as addressing
18 some of the issues that have been brought up in the community,
19 in the deaf and hard-of-hearing community, and also to include
20 deaf/blind.

21 Historically, we have had more than five years that
22 the community has been repeatedly asking for assistance. They
23 want to see a cellular wireless program instituted. They have
24 been asking for it, requesting it. They have talked to SHHH,
25 they have talked to FLASHH, FAD. Deaf/blind groups have all

1 been talking about this issue. They want to have wireless
2 equipment. FTRI clients have been asking, as well. They are
3 wanting to know about wireless devices. They are seeing this
4 as a barrier because of how the law is written that says they
5 can't do it.

6 We are still facing issues of access to telephone and
7 telecommunication in public entities. So where I go into this
8 area like in Florida, I would be -- if there is construction or
9 some problem in Florida, we can't get to use a relay -- we have
10 no other device to use on the highways to be able to
11 communicate. California has -- are you okay? Yes. Other
12 states have these wireless devices. More and more people are
13 using cell phones to be able to make calls for help if they
14 break down on the highway, for example. We don't have access
15 to that. Hard-of-hearing people can't hear on the cell phone,
16 they can't make calls. So these are concerns that we have. So
17 these two concerns were brought by these two groups and
18 submitted to the legislature. Next slide, please.

19 Right now we are noticing that there is more and more
20 people making relay calls through cell phones or through
21 pagers. They are making calls to the relay using these
22 devices. My pager, I can call Sprint relay. That is a
23 different feature. It is in the national system, it is not in
24 the state program. It is a national office. I have that
25 opportunity, too.

1 People with cell phones can make 711 calls from TTY
2 or any other telecommunication devices need to be able to
3 use -- they can use their devices to call 711 to call to a cell
4 phone. We have noticed an increase in these type of calls, VRS
5 calls, where deaf people are using ASL on their relay calls.
6 The number of those calls have significantly increased, but
7 understand that VRS here, the Florida Public Service Commission
8 doesn't handle, doesn't work with those calls.

9 The law says that there is a surcharge to land lines
10 only, if you have noticed. I'm sure you would all agree that
11 the number of land lines are decreasing while the number of
12 cell phones and wireless devices are increasing. Remember,
13 when we wrote that law in 1991, when TASA, when we wrote this
14 law in 1991, it is completely outdated at this point. It is
15 time for us to look at these issues.

16 The question is what is the future for us? The
17 technology has significantly changed here. We want to show
18 other states what they can do as well so that they can look at
19 it and say, you know, I know we are different. Okay. We are
20 not odd, we have established that. We are not different, but
21 we don't want to be behind other states. These are some of the
22 issues that I wanted to bring.

23 Nebraska, you're talking about the cornhusker state.
24 There is not many deaf people there. Since 1991 they have had
25 a 20-cents per month for land lines and for wireless since '91.

1 They were ahead of the curve; they saw it coming. The
2 surcharge has been collected and it is used to pay for relay
3 service.

4 The state of Wyoming, another state there are very
5 few deaf people. In '91 as well a 16-cent surcharge on all
6 wireless users, and it pays for relay service.

7 The state of New Mexico, this is a new legislation,
8 2003, half a cent tax on all land lines and wireless users.
9 And this has generated \$3 million during this fiscal year 2005.
10 Their entire state -- in their state, their entire population,
11 we have more deaf and hard-of-hearing people in our state than
12 their population as a whole. They provide free distribution,
13 equipment distribution and relay services with those funds.

14 North Carolina, again, another recent development for
15 them, 11 cents. And with a cap of 25 cents per month, they
16 have a cap on how much they can pay up to 25 cents. And their
17 services have expanded really. I like this program. It has
18 also expanded to emergency warning systems, as well. That is a
19 big issue for us in our community. Within Florida, the
20 Coordinating Council for Deaf and Hard-of-Hearing, FAD,
21 deaf/blind, SHHH are working on the emergency warning systems,
22 and that is included in North Carolina.

23 In the state of Nevada, it is 8 cents a month. It
24 was really nice when I was reading that. It does relay
25 equipment and two deaf resource centers. It is a small state

1 compared to us, I understand.

2 I want you to get an idea of what other states are
3 doing. Montana, we are talking about all these rural states.
4 Since 1989, prior to the ADA, they had a ten-cent surcharge on
5 every line, including wireless, and they get a million dollars
6 a year revenue from that, and they fund their relay and
7 equipment distribution service.

8 Louisiana, since '94, five cent surcharge on land
9 line and wireless. That tax money originally went to relay and
10 equipment, but now the relay service itself has its own
11 funding. And the Commission, I'm not saying that the
12 Commission here in Florida wants money from the surcharge, but
13 in Louisiana that's how they use their money, for their
14 Commission, as well.

15 The state of Maine, theirs is a little odd. They use
16 a percentage, .02 percent of each of their companies have an
17 annual revenue that they have to provide.

18 The state of Indiana is very nice. In '94 they had a
19 surcharge for land line and also for wireless, and they were
20 very successful in fighting with the cellular companies to get
21 funding, as well. They use another percentage for their cell
22 phones, for their cell calls, because they have got such a high
23 percentage of their calls are cell phone calls.

24 The state of Oregon, since 1995, it started as 25
25 cents and it went down to 13. Forty-six percent of their

1 revenue is made up from wireless. They have a big deaf
2 community in Oregon, understand.

3 In Minnesota, it has been since '94, and they can
4 charge up to 20 cents, and it is land line and wireless.
5 Forty-six percent of their revenue is from wireless.

6 Vermont, they follow a percentage procedure, as well.
7 Two percent of all the charges that are billed to people; 24.4
8 percent of the revenue is from wireless customers.

9 The state of California, since 1990, prior to the
10 ADA. Up to 5 percent. They do equipment distribution. And
11 the last thing here, wireless funding is 35 percent of their
12 revenue. It is \$20.7 million of a \$59.5 million budget.

13 Okay. Now, let's talk about Florida, since that is
14 the point of our meeting. In our entire state we have nearly
15 16 million people. We have 1.8 million plus deaf,
16 hard-of-hearing, late deaf and deaf/blind people. Thirteen
17 percent of our state is in this population. We are one of the
18 largest populations in the United States. Our state is one of
19 the largest, and we are one of the most active groups, our
20 deaf, deaf/blind groups have been -- you know, my point for
21 today is that the law is needing updating. It is very
22 old-fashioned.

23 If we look at the benefits, if we could add wireless
24 to our program, to our equipment program and also these
25 surcharges, you know, to wireless, think about what we could do

1 for our population. And it would also be a fair share. The
2 land line companies are the only ones funding this, and
3 wireless companies are using the services but not funding it.
4 And it would provide equal access to everyone.

5 It would also be convenient because we would have the
6 equipment. If you break down on the side of the road, you
7 would be able to page to get help. Especially if you think of
8 cell phone for hard-of-hearing people. And I want to emphasize
9 the emergency preparedness, emergency warning. If the phone
10 lines are down, we have access to information through our
11 wireless, and that is information to emergency information.

12 We just recently had four hurricanes. This was awful
13 to our state. The pagers were our life saver. They were able
14 to tell us what was going on. We were able to get the
15 information that we needed. Unfortunately, less than 20
16 percent of the people in the deaf and hard-of-hearing
17 communities have these devices. A very small percentage of our
18 hard-of-hearing people have the specialized cell phones to be
19 able to use their cell phones. Those are the issues that we
20 have.

21 I really think it is time for us to get ahead of the
22 game with our technology. We are still looking at an
23 old-fashioned legislation for this new technology. What we
24 need is support. We need FTRI support and the Public Service
25 Commission support to become active in this issue. We need the

1 support of deaf and hard-of-hearing, deaf/blind and late deaf
2 consumers. And our state organizations need to be involved;
3 SHHH, FAD, ALDA (phonetic), deaf/blind, all of us, AG Bell, all
4 of us need to cooperate and to push for the legislation for
5 next year. This is something that we want to try for next
6 year. We need to try and educate the legislation. Well, as
7 you can see from the other states, it is not fair. We want to
8 see that we have the technological advances that are available
9 to us.

10 The Florida Coordinating Council for the Deaf and
11 Hard-of-Hearing, I am the Chairman for that organization, and
12 we strongly support this. We have public hearings every two
13 months, and we have heard over and over and over, Rick sits on
14 our Commission, as well, and he hears these issues, he hears
15 these comments about telecommunications and these devices. And
16 we haven't been able to address it because we feel we can't do
17 anything because of the law, the way the law is written. It is
18 preventing us from doing anything. But now it might be
19 possible with the Public Service Commission's support and the
20 community support from the state organizations, we will be able
21 to push for the equal access and get us to add the legislation
22 for wireless and cellular into our surcharge so that it can get
23 into our program and it can be a benefit to the
24 telecommunication programs that we run.

25 There are two other things. These are results that

1 may impact. We may see that the land lines and the wireless at
2 the same time decrease. You know, if it goes down by one cent.
3 I'm just saying one, two, three, four, five cents, you know, if
4 everybody went to two cents across cellular and land line, to
5 be honest, people would be able to justify it by the decrease
6 in the land line surcharge by equalizing it across all the
7 bills, and FTRI would be able to meet the communities more
8 equitably to get equal to the hearing people. They get the
9 VCPH equipment or whatever.

10 We haven't talked yet about all of that, but we are
11 trying to catch up with all these options that we need. I
12 strongly believe that the deaf and hard-of-hearing, deaf/blind,
13 and late deaf communities need more options. Some people can
14 afford the land lines, but with 77 percent of deaf and
15 hard-of-hearing people unemployed, how can you expect them to
16 afford the land line, let alone any of these devices for
17 wireless, or cell phone, you know, any of those devices?

18 It is a big challenge, yes, we are expecting a big
19 challenge from the phone companies who have been providing, you
20 know, who provide this, like Sprint and other companies. We
21 expect a challenge from them. We are hoping that we are able
22 to find some resources, some support from here at the PSC, from
23 other organizations, so that when we go to the legislature and
24 we are working with them, we want to develop a partnership and
25 get this whole system moving towards the change.

1 You know, we are looking at 1992 when it was written.
2 This is 2005, we need to catch up. It could be an initial
3 burden on FTRI because of new equipment, but I'm thinking that
4 they are expert enough, and with their ability to work with all
5 the equipment they have so far, they have had equipment
6 changes. So I feel that, you know, with training --

7 I'm signing slowly. Maybe they are talking fast.

8 MR. MOSES: She is talking 90 miles an hour.

9 MR. WAGNER: She gets so excited when she is voicing
10 for me, what can I say.

11 It is a burden, yes, but I think we are up for the
12 challenge. I'm really wanting to plant the seeds in your mind
13 so that you will be prepared to face these issues, because we
14 are here sitting on this advisory commission and we are
15 representing the people that we are talking about that need
16 these services.

17 Beth.

18 MS. SALAK: You mentioned that you have done two
19 reports and they discussed telecommunications in those reports.
20 Did you address this issue in those reports that went to the
21 governor?

22 MR. WAGNER: Yes. The reports include issues of
23 technology, access to communication, yes.

24 MS. SALAK: Did you mention Statute 427 and that you
25 needed changes in the law, you thought?

1 MR. WAGNER: No, that is not in the report. No, that
2 was not written into it, no. But that is one of the things
3 that we want to talk about, yes.

4 MS. SALAK: When you say talk about, are you going to
5 issue another report and will that be included in what goes to
6 the Governor?

7 MR. MOSES: Beth, could you come up to a mike.
8 They're having difficulty hearing you. You thought you were
9 going to escape this, didn't you.

10 MS. SALAK: I'm just trying to figure out where you
11 are in the process. Have you gained any support from
12 representatives or senators at all? Do you have anybody that
13 is willing to sponsor your statutory changes to 427?

14 MR. WAGNER: We have a legislative committee through
15 the coordinating council, and it will be in the 2006 report
16 that will be sent January of 2006 to the Governor. Part of the
17 concerns for the 2005 and 2004 reports will be carried over to
18 the -- it will be emphasized in the 2006 report, yes. And now
19 our legislative committee has addressed -- is addressing the
20 telecommunication issues and discussing them right now.

21 MS. SALAK: Have you all discussed the language that
22 you would change in 427? Have you drafted new language?

23 MR. WAGNER: Oh, I'm not writing the language, no.
24 But right now I am still gathering the data from other states
25 and the language from other states so that we can look at all

1 of them. I don't want us to proceed without knowing that we
2 are getting the support from the people we need the support
3 from. We want to make sure that we are all on the same page.

4 MS. SALAK: I don't know if anyone shared with you, I
5 think there was a survey that was done in all of the states
6 that they collected on wireless that was done. Rick? I don't
7 know, it was the -- what is the national group?

8 MR. MOSES: The NASRA group, or --

9 MS. SALAK: It was done by them. I don't know if you
10 have those results. I'm sure we could get those up and share
11 them with you. It was a survey of who collected for wireless
12 or not.

13 MR. MOSES: I will see if I can obtain a copy of that
14 report for you.

15 MR. WAGNER: I would appreciate that. Because we
16 have been finding some of the barriers and getting some of the
17 information. So if I can get it from you, that would be great.

18 MS. SALAK: We will look for it definitely.

19 MS. BORZELL: I just want to make sure that I
20 understand all of this. The surcharge that is now applied to
21 land line phones and pays for the relay service, I mean, the
22 FTRI distribution program, you're talking about a similar
23 surcharge to be placed on all wireless devices and cellular
24 phones, is that correct?

25 MR. WAGNER: Yes.

1 MS. BORZELL: Okay. Now, the point you made about a
2 potential of a decrease in the surcharge on all lines, that
3 means that a surcharge for cell phones and wireless devices
4 introduced would offset the lowering of the surcharge on land
5 lines; is that what you mean?

6 MR. WAGNER: Yes.

7 MS. BORZELL: Okay. Thank you.

8 MR. FORSTALL: Can I clarify? Kathy, the funding for
9 the surcharge also pays for the relay service.

10 MR. WAGNER: Right.

11 MR. KOTTLER: One of the things that we are
12 noticing -- and this is strictly from the equipment
13 distribution program, is we are getting more calls and it
14 increases monthly from people who want phones and we say, okay,
15 well, you have got to have a land line. I don't have a land
16 line, I have a cell phone. We are finding more and more people
17 are dropping their land lines and only using their cell phones
18 because they can use it for long distance, they can carry it
19 with them. And the expense of a land line and a cell phone
20 gets up there a little bit when you have got to do with one or
21 the other.

22 So we are really looking, I think, in the next two
23 years -- I will bet you, easy, 50 percent of the phone users in
24 this state are going to be cell phone users and they are not
25 going to have land lines. So if we don't tap into that, I

1 think we are going to lose out.

2 MR. WAGNER: Also, what is more here is that the cell
3 and wireless devices are cheaper than the land line devices.
4 For example, the TTY, you think is like \$400 for that device.
5 But if you look at some of the devices, you can get them for
6 \$150 to \$200 or less. Cell phones, as well. Well, depending
7 on the VCPH, of course. Some of the phones, people just want
8 options, that's all.

9 MS. SALAK: There was a statistic you threw out
10 earlier about the percentage of people that don't have
11 wireless -- I mean, don't have phones, period, or land lines at
12 all. It was, like, 80 percent.

13 MR. WAGNER: That is from NIDRR, the National
14 Institute of Deafness Rehabilitation and Research. NIDRR. It
15 is very interesting. I was just learning last week when I was
16 in Chicago, I found that 23 percent of deaf and hard-of-hearing
17 people have Internet access. Only 23 percent have Internet
18 access according to -- this is deaf, deaf population. NIDRR
19 says that -- has the statistics to say this, 23 percent.

20 MS. SALAK: But did I get the 80 percent correct,
21 that only 20 percent have a telephone connection?

22 MR. WAGNER: I'm sorry, say that again.

23 MS. SALAK: Twenty percent do not have a telephone
24 connection. Is it because of --

25 MR. WAGNER: I said 23 percent have Internet

1 connection, and that is a national statistic. And national
2 statistics shows that 20 percent of deaf people can afford to
3 have pagers and, therefore, they can't afford to have Internet,
4 a land line and --

5 MS. SALAK: You are saying they can't afford a land
6 line, and I'm curious to know if our outreach -- I will call it
7 the Commission's, the companies', they have a Lifeline program
8 where you get discounted basic service relatively
9 inexpensively, and I was wondering if they are aware of the
10 Lifeline program. Is there awareness?

11 MR. WAGNER: No, they don't.

12 MR. KOTTLER: We give out that information when
13 somebody comes to the RDC, and I think most of the RDCs are
14 aware of that program. And if this situation arises, we hook
15 them up with it. I have not come across that much of a need
16 for it, to be very honest, in our neighborhood.

17 MS. SALAK: There is no need because people can
18 afford telephone service, or there is no need because they are
19 using wireless service or something?

20 MR. KOTTLER: No, we have not come across that many
21 people that can't afford phone service that don't have phone
22 service.

23 MS. SALAK: Okay. Thanks.

24 MR. KOTTLER: And I think this is a question for Rick
25 and Beth. From our perspective on the Commission, the

1 coordinating council, what do we need to provide the Public
2 Service Commission to get them on board? I mean, what would we
3 need to do, I think, is where we need to go.

4 MR. MOSES: Well, as far as you are saying get us on
5 board, do you mean to get us on board to push legislation?
6 See, we work for the legislature, and we don't normally
7 initiate legislation or anything by that nature. We certainly
8 give them feedback whenever we are asked by them to interpret
9 what has been written as to what effects it will have on
10 whatever it is written about, but we don't traditionally
11 initiate legislation.

12 MR. KOTTLER: I understand. I guess what I'm asking
13 is what do we need to provide to the Commission so that when
14 the situation does occur and they say, well, what do you think
15 about this, that the Commission is going to go for it?

16 MR. MOSES: Any data that you would have available,
17 such as the decline of land lines like you suggested or the
18 increase of the wireless lines, any statistics that would
19 support the reason for making the legislation happen, I think
20 would be very helpful. Certainly it would help us if we are
21 asked to do an analysis of a bill to have that information
22 available so we can include that in the analysis and supporting
23 documentation back to the legislature, if it is asked for.

24 MS. SALAK: I will tell you most of the legislative
25 decisions, and there is a specific legislative group at the

1 Commission and they work on our legislative issues and they do
2 the analysis and provide the information that is requested. I
3 mean, certainly this is an issue that we have actually
4 mentioned to them before that we thought would be rising and
5 coming to the forefront.

6 I mean, just through knowing the people that are
7 asking for wireless equipment from FTRI, understanding that
8 there is a pressure being placed on the surcharge, especially
9 with the increase in the surcharge that we have seen and the
10 increase in the use in CapTel, which is an expensive service.
11 And we understand that we have the quarter cap, and we
12 understand that it only goes to wireline, and we understand
13 that wireless customers are using it. And we also understand
14 that other states have it. So we feel your pain. How's that?

15 MR. WAGNER: I don't want you to expect that you are
16 going to be taking the lead. No. We are definitely taking the
17 lead. But we wanted you to be aware so that while we are doing
18 this, and we are hoping that you will provide us with the
19 support, the technical support. We have lined up some
20 legislators who are interested in this issue, and they have got
21 a lot of consumers that they have met with their legislators
22 and they have asked their office and they have asked our
23 office, asked FTRI, why aren't you charging the wireless? And
24 they can say it is because of the way the law is written. So,
25 no, we have to look at it. Okay. Thank you.

1 MR. MOSES: Thank you, Chris.

2 James, would you like to come up and make your
3 presentation, please.

4 MR. FORSTALL: I need just a minute to make a switch.

5 MR. MOSES: Certainly.

6 (Pause.)

7 MR. FORSTALL: Good afternoon. Thank you for
8 inviting me to be here to share this information with you, the
9 PSC staff, and, of course, the TASA Advisory Committee members.
10 Today I plan on talking about the budget for fiscal year
11 2005/2006.

12 Based on the information that was made available to
13 us, the board of directors has approved a recommendation to
14 maintain the surcharge at the current level of 15 cents for the
15 next fiscal year. We estimate that this surcharge will allow
16 us to maintain the services, maintain the services that are
17 currently provided.

18 I also wanted to point out that we are required to
19 submit this budget to the Public Service Commission on April
20 1st every year, who will then review the budget and present it
21 to the Commission for approval. Now, anytime between now and
22 that time the budget can change, but right now this is the way
23 we propose it, and it is what I'm going to present to you. We
24 are projecting total revenues to be \$17,114,765, and total
25 expense to be 18. The difference will be offset by the

1 surplus.

2 As of March 31st, we have over 315,000 individuals in
3 the client database. It is evident that FTRI and the regional
4 distribution partners are working closely together to serve and
5 meet the telecommunication access needs of the Florida
6 residents who are deaf, hard-of-hearing, deaf/blind and
7 speech-impaired. Outreach continues to play a major role in
8 reaching the audience.

9 Surcharge revenue. Revenue is derived from a monthly
10 surcharge assessed to all land lines in the state of Florida.
11 The telephone companies are responsible for collecting the
12 surcharge and submitting it to FTRI. The number of access
13 lines that we use to generate or project what the revenue will
14 be comes from the reports that the telephone companies submit
15 to us. As of April 13th, there were 460 telephone companies
16 that have been certificated by the Public Service Commission.
17 Out of those 460 companies, 117 submit or remit surcharges to
18 us every month. It is obvious that not all the telephone
19 companies that have been certificated provide telephone
20 service. All these companies that do report report based on
21 land lines and not wireless.

22 As you can see here, as Chris had mentioned already,
23 we are seeing a decrease in the number of land lines which can
24 be contributed to the increase in wireless, e-mail, faxes,
25 different other ways that people can use to communicate.

1 However, since 2001/2002, we have seen a consistent decrease in
2 the number of access lines that are reported to us.

3 This is the breakdown of how the surcharge is
4 collected. We have total access lines of 114 million, and that
5 is per year, times 15 cents, less 1 percent cost for the
6 telephone companies for administrative costs for collecting the
7 surcharge and submitting it to us.

8 Now, I wanted to mention also that of all the
9 companies that are certificated to provide this service, every
10 quarter we do a follow up. We contact each company asking if
11 they are providing telephone services and land lines, and if
12 they do, then submit a report and the collection of the
13 surcharge to us. If they are not collecting any surcharge,
14 then we ask them to sign a document and send it to us letting
15 us know that they are not. That is the only way we can assure
16 that the company is providing the information accurately to us.

17 Relay. The information that we used to project the
18 budget is based on the information that the relay provider
19 gives us. And this year the projection is total billable
20 minutes of 10,822,670 minutes, which is broken down to both the
21 regular relay service and CapTel. The new contract which
22 begins June 1st, the rate will go up from 70 cents a minute to
23 75 cents. However, CapTel has dropped from \$1.45 a minute to
24 \$1.40 a minute for the first 100,000 billable minutes, and then
25 the second 100,000 is \$1.37, and then anything after 200,000

1 minutes is \$1.33.

2 Equipment and repairs. We are projecting an overall
3 decrease in the budget amount compared to last year's budget;
4 however, we are not seeing a decrease in the number of
5 equipment total distributed or purchased for that matter. And
6 the reason being is because the XL40 or the volume control
7 phone for the hearing impaired continues to be the number one
8 product. We have seen an increase in that. But as Chris
9 mentioned earlier, the number of TTYs are decreasing as well as
10 other equipment.

11 The TTY, the VCO phone, HCO, TTY and the Telitalk,
12 which is the telephone for persons with laryngectomy, those
13 particular equipment costs more. So the number or the budget
14 decrease in that particular area, the numbers will pretty much
15 remain the same or increase a little bit, and that is why you
16 will see the decrease just for that particular category. As
17 you can see, we distribute, we will have distributed over
18 76,000 pieces of equipment at the end of this fiscal year.

19 Distribution and training. We are projecting a 6.6
20 percent increase for the services overall for that category,
21 and the reason being is because we are seeing an increase in
22 new clients total, plus we have added two new RDCs, CIL in
23 Gainesville and CIL in Tamarac, which is in the Fort Lauderdale
24 area. And we currently have nineteen centers, RDCs that are
25 contracting with us to provide the services. And one other

1 line item in this particular category that will increase is the
2 training and workshops.

3 FTRI has an annual conference that we host, and
4 recently we have decided to conduct some regional workshops
5 which we have found to be very beneficial because it provides
6 for a closer training environment for the centers in the area
7 that do come, and we are finding also that this just keeps us
8 in contact with the centers on a regular basis. And some
9 centers have turnover, so we are able to provide that training
10 information to them quicker. So we are planning three regional
11 training workshops in a year, plus the annual conference.

12 Category four is outreach. Pretty much the outreach
13 services will remain as currently provided; however, we are
14 experiencing or we will have a decrease in the budget because a
15 lot of the projects that we proposed last year have been
16 completed so, therefore, we won't have to do them again this
17 year. However, that is not to say that we won't bring them
18 back in the future.

19 And the last category is general and
20 administrative, we are projecting to be about 7 percent of the
21 overall expenses, which is about \$1.3 million. That covers the
22 administrative office, staff, insurance, the office, et cetera.
23 That's it for my presentation.

24 Anybody have any questions?

25 MR. MOSES: Thank you, James.

1 MR. FORSTALL: You're welcome.

2 MR. MOSES: Okay. Now we come to the section of the
3 meeting here on open discussion of any topics that you may want
4 to discuss, or if you have got any future topics that you would
5 like to see discussed at the next meeting, which will probably
6 be in October which we will discuss in a little bit.

7 Chris?

8 MR. WAGNER: I would like to see a follow-up on the
9 testing of the calls, not only the CapTel, but also with the
10 ASL testing and the Spanish to find out if there is more in
11 that situation. Because I am concerned about what I'm being
12 told, that these two issues have not been addressed. So I
13 would like to find out more discussion regarding ASL to English
14 testing and the CapTel testing and the Spanish testing of
15 calls.

16 MR. MOSES: I can answer your question on CapTel. I
17 think we can easily do that. I do not have any idea how we can
18 do any testing on the ASL to English or the Spanish.

19 MR. WAGNER: That's why we are here. I'm happy to
20 give you some new ideas.

21 MR. MOSES: I'm not sure -- have you got suggestions
22 how we can do that type of testing?

23 MR. WAGNER: You can ask deaf people to once a month
24 go through a testing using ASL and see how it is coming out in
25 the English voice. They need to look at how the translation is

1 happening. They need to develop something. It would be easy,
2 I bet, to find deaf people, like certified deaf interpreters,
3 people who themselves have training in, how should I say,
4 interpreting minimal language. I'm sure there are people here
5 in the state of Florida we can find. Find people in Miami who,
6 through the Deaf Service Bureau, who can test the Spanish
7 relay.

8 MS. SALAK: Are you talking about people volunteering
9 to help us test; are you talking about people volunteering to
10 do testing; or are you talking about -- I'm not understanding
11 your proposal, I'm sorry.

12 MR. WAGNER: Yes. I was saying that you need to find
13 people and ask them to go ahead and become testers so that they
14 can give you the reports of their tests. And we can help you
15 identify those people, you know, the people who would be good
16 to do the ASL to English, and also identify people who would be
17 good to do the Spanish relay.

18 MR. MOSES: Is this something that you could do when
19 you interface with these people in your activities of the RDC
20 Centers, asking them to do some tests and give us the results
21 where we can then interface for you with Sprint?

22 MR. WAGNER: We can discuss it next week, right?

23 MR. MOSES: I think that would be a better way of
24 going about it.

25 MR. WAGNER: We have a meeting on Friday, so I don't

1 think that will be a problem. We could do that.

2 MR. MOSES: Because you are in the trenches with
3 everyone out there that uses these services, and you know more
4 about these people than we certainly do, and I think that would
5 be very beneficial.

6 MR. WAGNER: I understand. But I am wondering if you
7 will accept our testing. You know, like we are doing tests for
8 the emergency warning system, but we are just wondering will
9 you accept our results.

10 MR. MOSES: Well, as you can see by the typing
11 results, we haven't been able to match Sprint, so certainly we
12 will take your tests and forward it on to them and see what
13 they can do in reaction to it.

14 MR. KOTTLER: We have a DEC meeting next Friday and
15 we will bring it up. Because everybody is in the RDC there,
16 and see what they would like to do. Maybe we can come up with
17 a script or something and try to run some tests and see what
18 happens.

19 MR. MOSES: We have got scripts that we can provide
20 to you to save you that trouble, and you can use those for your
21 testing, if you so desire. We have got a book of them like you
22 wouldn't believe.

23 MR. KOTTLER: That will be fine.

24 MR. MOSES: But I think if you could discuss this
25 with the people. And if they are willing to do the tests, and

1 if you can provide us with the results we would certainly be
2 glad to forward it on to Sprint and work with them to get
3 improvement in that area.

4 MS. SALAK: May I ask, so are we talking about just
5 translation or are we talking about -- what are you talking,
6 accuracy, speed, what are you talking about for testing?

7 MR. WAGNER: Okay. Let me see if there is an easy
8 way to explain it. While someone is typing ASL, it doesn't
9 match the English grammar. So many times deaf people will be
10 misunderstood when the relay operator -- there are many
11 misunderstandings between the operator doesn't understand what
12 the deaf person has really meant by what he types, so the
13 communication to the person on the other end of the line --
14 there is a lot of frustration, it builds in those calls. So
15 I'm wondering if there is some way -- Jimmy, help me explain
16 this. You know what I'm talking about. Help me explain this.
17 I'm trying to think of a perfect example.

18 MS. SALAK: But you are talking about translation,
19 just getting the message across accurately.

20 MR. WAGNER: Not just translation. It is not signed
21 English to written English. It is actually interpretation.

22 MS. SALAK: Right. So you want your message to be
23 conveyed as you mean it essentially.

24 MR. WAGNER: Right.

25 MS. SALAK: We are not talking timing, we are not

1 talking any of those sort of things, it is strictly getting
2 your message across, which is a lot easier than other types of
3 testing.

4 MR. WAGNER: Yes, that exactly.

5 MS. SALAK: Okay. I'm just wondering if Sprint has a
6 reaction to this idea of testing. Any thoughts?

7 MR. RUTOWSKI: This is Paul here. And I have missed
8 some of the discussion. I'm sorry, I couldn't see what
9 everyone was saying. Could someone summarize briefly what was
10 said?

11 MR. WAGNER: For two or three years we faced an issue
12 of concerns that have been brought here to the panel that there
13 has been ASL typed and there has been major miscommunication
14 from the CA to the hearing person. So I'm wondering why there
15 has only been testing for TTY. They are using their own staff
16 on the TTY, and so they are typing English, but you know how
17 often that really happens. You know the acronyms that are
18 used, there is a lot of miscommunication with the CAs. I'm
19 very concerned that their testing are for people whose English
20 would be quite good on the TTY.

21 We have been hearing quite a bit that things have
22 been coming up again and again about this ASL translation. I
23 would go to the Miami center, and I would look at their
24 training, and their deaf culture training was quite limited.
25 So I've been trying to emphasize that issue here that we have

1 this concern. There may be something that you can give us to
2 do test calls to address this issue.

3 MR. RUTOWSKI: In other states we have had this issue
4 as well, and we have researched to see what other states are
5 doing and what resources they may have. I can follow up with
6 you, and make that an item that I follow up with you for.

7 MR. WAGNER: Thank you.

8 MR. MOSES: Okay. Any other subjects or discussions
9 you would like to discuss?

10 MR. KOTTLER: Yes. Just a quick thing with the
11 Sprint presentation. There was a lot of gray on, you know,
12 when certain things were going to kick in after the first of
13 June as far as when it would be up and fully operational. I
14 guess from my point, are you going to address those and try to
15 nail them down?

16 MR. MOSES: Absolutely.

17 MR. KOTTLER: Okay. Because I think that is an
18 important thing to do.

19 MR. MOSES: Me, too. We will be having further
20 discussions with them to make sure that they implement the
21 contract as the contract is written.

22 Are there any future topics that you would like to
23 see on the next agenda? I know this is kind of ludicrous
24 asking six months in advance. But if there are any at any
25 time, I think all of you have got my e-mail address and my

1 contact information. Please feel free to contact me and let me
2 know. And the earlier I can get it the better. Sometimes we
3 can do some research and have more information available for
4 you.

5 And if there are no other topics, if you would like
6 to set the date for the next meeting, is October a good month?
7 That's when we had it last time. Yes, Jimmy.

8 MR. PETERSON: It is the same time. Why not do it
9 the same time as the open house?

10 MR. MOSES: That was in the latter part of October?

11 MR. PETERSON: The third weekend in October.

12 MR. MOSES: So that would be the 21st.

13 MR. PETERSON: I'm not sure of the exact date.

14 MR. MOSES: Friday the 21st is the third weekend in
15 October.

16 MR. WAGNER: So we would have our meeting in
17 Jacksonville, for example, in the morning, and then we can go
18 to the open house in the afternoon. Is that what the
19 suggestion is?

20 MR. MOSES: That I'm not sure we are going to be able
21 to do just due to budget constraints we have here at the
22 Commission. We would prefer having it here in Tallahassee, if
23 possible. So maybe coinciding with that open house may not be
24 the best weekend to have it. We can certainly check into it,
25 but we will have to see.

1 As an alternative date in case that doesn't work out,
2 would the first week of October work out for everyone?

3 MR. WAGNER: Chris offers October 28th.

4 MR. MOSES: Everybody in agreement with that? Okay.

5 MR. KOTTLER: Is that the 21st?

6 MR. MOSES: That was what I understood. Is that what
7 he said? Did I misunderstand?

8 Chris, is it the 28th that you are proposing?

9 MR. WAGNER: Yes. The 28th would be fine. My book
10 says I'm open.

11 MR. MOSES: Okay. Is that okay with everyone else?
12 Okay. We will tentatively set it for the 28th. And if there
13 is no further discussion or any topics you would like to
14 discuss, we will conclude.

15 Thank you for coming. We appreciate it.

16 And, Ms. Pohlmeier, we appreciate you coming. Okay
17 Thank you.

18 (The meeting concluded at 3:30 p.m.)

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1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

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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.

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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.

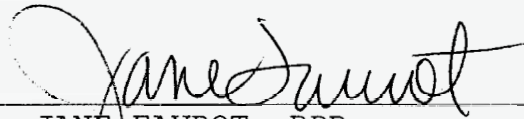
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I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

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DATED THIS 29th day of April, 2005

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JANE FAUROT, RPR

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Administrative Services
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