

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 040763-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.



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Friday, April 27, 2007

TIME: Commenced at 1:00 p.m.
 Concluded at 2:08 p.m.

PLACE: Betty Easley Conference Center
 Room 148
 4075 Esplanade Way
 Tallahassee, Florida

REPORTED BY: LINDA BOLES, CRR, RPR
 Official FPSC Reporter
 (850) 413-6734

1 IN ATTENDANCE:

2 JAMES FORSTALL, FTRI.

3 DEMETRIA CLARK WATTS, Verizon/IXCs.

4 RICK KOTTLER, Dear Service Center Association.

5 TOM D'ANGELO, Sprint Relay.

6 MARYROSE SIRIANNI, AT&T Florida.

7 JIMMY PETERSON, Florida Association for the Deaf.

8 KATHY BORZELL, Hearing Loss Association of Florida.

9

10 FOR THE FPSC:

11 PATRICK WIGGINS, ESQUIRE, FPSC General Counsel's
12 Office.

13 RICK MOSES, BOB CASEY, FPSC Division of Competitive
14 Services.

15

16 INTERPRETERS:

17 REBECCA RAY

18 CYNTHIA DUFRESNE

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P R O C E E D I N G S

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2 MR. MOSES: Okay. All right. Welcome everyone.
3 Those of you that have not attended a TASA meeting before, we
4 welcome you to the committee. It will be some different type
5 of work for you, but I think you'll find it very rewarding. My
6 name is Rick Moses. And to my right is Patrick Wiggins, who is
7 the supervising attorney here at the Commission, and he's
8 joined us today to keep us legal. And to my left is Bob Casey,
9 who is instrumental in working on Relay matters with me. And I
10 don't know what I'd do without him. He does a great job on it.

11 I passed out some reimbursement sheets to those of
12 you that get reimbursed for travel. If you would, would you
13 please get those back to me as soon as possible because it's
14 getting towards the end of the year and the fiscal year
15 rollover and we want to make sure we get everything out of this
16 year's budget, so that would be very helpful if you can get it
17 back to me as quickly as you can. And I think that's about all
18 of the housekeeping matters. Let Patrick read the notice.

19 MR. WIGGINS: That's the only reason he brought me
20 here today.

21 Pursuant to notice filed on March 30, 2007, this time
22 and place has been set for a committee meeting in Docket
23 040763-TP, request for submission of proposals for Relay
24 service beginning in June 2005 for the hearing and speech
25 impaired, and other implementation matters in compliance with

1 the Florida Telecommunications Access System Act of 1991. The
2 purpose of this committee meeting is to discuss current
3 relevant issues related to Relay such as CapTel, service
4 quality and other items.

5 MR. MOSES: And if I could, if I could get the
6 members to introduce themselves and the organization you're
7 representing because we do have new members, and that would be
8 helpful for them to know who you are and who you represent.
9 And start with Rick Kottler.

10 MR. KOTTLER: I'm Rick Kottler. I represent Deaf
11 Service Center Association. And it's nice to be back. I
12 haven't been here for a couple of years, so.

13 MS. BORZELL: I'm Kathy Borzell and I'm here
14 representing the Hearing Loss Association of Florida.

15 MR. PETERSON: I'm Jimmy Peterson. I'm representing
16 Florida Association for the Deaf.

17 MR. D'ANGELO: Hello. Good afternoon. My name is
18 Tom D'Angelo. I'm representing the Sprint Relay.

19 MS. WATTS: Hello. I'm Demetria Clark Watts from
20 Verizon, and I guess I'm representing the IXCs.

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

24 MR. MOSES: Okay. Thank you. And with that, I want
25 to turn it over to Bob Casey to give you an update on any

1 recent FCC orders or any activities since the last meeting that
2 we've had with you.

3 MR. CASEY: Good afternoon. I was going to say good
4 morning.

5 I want to go ahead and give a summary of the FCC
6 orders that have been issued since October of last year when we
7 had our last meeting. Before I start that, I wanted to clarify
8 something on FCC orders. The FCC orders can come out in two
9 different manners: One is when the Commissioners vote for an
10 issue or an item, and the other is when the bureau or office
11 issues an order administratively.

12 If it is issued by the Commission and it is voted on
13 by all five Commissioners of the FCC, it will come out as an
14 FCC order such as FCC 07-015. If it is an order which is
15 issued by the office at the FCC, at the FCC, it'll have a DA
16 number such as DA 07-1374. An easy way to separate the two, if
17 you see DA, that means delegated authority. It's not issued by
18 all five Commissioners. It's issued by delegated authority of
19 one of the offices.

20 Okay. The first order I wanted to go over was
21 released November 28th, 2006. It concerned a petition by the
22 Communication Service for the Deaf, and what it was seeking was
23 a declaratory ruling of whether ASL-to-Spanish VRS must be
24 offered 24 hours a day, seven days a week.

25 The FCC already ruled on that when the petition was

1 filed. They made a decision back in July of 2006 that it does
2 have to be 24 hours, seven days a week. So CSD filed a letter
3 withdrawing their petition in October.

4 The second order was issued December 15th, and it
5 concerned emergency services regarding VRS and public safety
6 answering points. As you probably know, there was a waiver of
7 the rule for VRS until January 1st, 2007. Because VRS wasn't
8 ready yet, they went ahead and extended the waiver to
9 January 1st, 2008, and this will be the date when emergency
10 calls must be immediately and automatically transferred to a
11 public safety answering point.

12 The next order was issued December 22nd, 2006, and
13 this concerned Hands On Video Relay Service, and it made them
14 eligible to receive funds from the Interstate TRS Fund. The
15 FCC concluded that Hands On adequately demonstrated that its
16 provision of IP Relay and VRS will meet or exceed all
17 operational, technical and functional TRS standards.

18 It noted that Hands On must comply with the FCC's
19 declaratory ruling regarding interoperability of VRS equipment
20 and service.

21 The next order was issued January 11th, 2007, and
22 this was a declaratory ruling finding that IP-captioned
23 telephone service is a type of telecommunications relay service
24 and it is eligible for compensation from the Interstate TRS
25 Fund. And, of course, this petition was filed by Ultratec.

1 The FCC made note that IP CTS calls will be
2 compensated on an interim basis at the IP Relay compensation
3 rate. And of course they put a little footnote in there saying
4 that it intends to revisit the cost recovery methodology for
5 this service in the future, including jurisdictional separation
6 of costs. And, of course, what they mean by that is they're
7 going to separate interstate and intrastate costs and make the
8 states pay for the intrastate costs, just as they're planning
9 for VRS and IP Relay.

10 The next order was issued March 22nd, 2007, and this
11 was regarding Snap Telecommunications. Snap wanted a waiver of
12 the interoperability requirements concerning VRS. On March 6th
13 of this year Snap filed a letter stating that it had already
14 started providing VRS and it is in compliance with the
15 interoperability requirements of the FCC. So the FCC wrote an
16 order and dismissed the request for a waiver.

17 Now I'll give you a little update on the PSC and
18 what's been happening here. We just filed a Relay
19 recommendation yesterday for the FTRI 2007/2008 budget. There
20 are hard copies available on the desk to my left, if you would
21 like a hard copy of the recommendation.

22 It basically recommended two things: That the
23 Florida Relay surcharge be reduced from 15 cents to 11 cents
24 per month for the 2007/2008 year. It also recommended that
25 Maryrose Sirianni, Demetria Clark Watts and Kathy Zarate

1 replace Nancy Schnitzer -- boy, I'm not doing too good -- Brian
2 Musselwhite and Harry Anderson as committee members effective
3 immediately. And Rick Kottler replaced Ms. Julie Church as a
4 committee member effective July 1st.

5 I wanted to give you a little update on the VRS and
6 IP Relay. If you remember at the last TASA meeting in October,
7 I advised you that the FCC intended to shift the intrastate
8 costs of VRS and IP Relay to the states.

9 At a meeting in September of last year, I spoke with
10 Jay Keithley, who is an Assistant Bureau Chief at the FCC,
11 trying to seek more information on this. He stated that
12 shifting the burden of intrastate VRS and IP Relay costs to the
13 states is not a matter of if, but when, and he also stated that
14 it wouldn't, it would not be in the too distant future.

15 Before I wrote the recommendation that was filed
16 yesterday, I called him up again at the FCC and asked him for
17 an update. I told him that I was writing a recommendation for
18 the 2007/2008 year, and he told me that the VRS and IP Relay
19 costs would not be given to the states within that year. He
20 also said something surprising to me. He said, "If it ever
21 happens, states will receive plenty of heads-up." Now that's
22 quite a change from what he told us back in September at the
23 meeting. So evidently there's been a change at the FCC in
24 their philosophy.

25 I do have a final note. Chris Wagner has been

1 offered an opportunity to join the senior management team of a
2 national video relay service company. He stated that he will
3 remain in Florida and active in issues for the deaf and hard of
4 hearing; however, the new FAD president will decide who will
5 take Chris's place on TASA this summer. And of course we'll
6 miss him, along with all the others, Harry Anderson. And I
7 believe that's all. Anybody have any questions? If not, I'll
8 turn it back to Rick.

9 MR. MOSES: Okay. Thank you, Bob.

10 Next up we have James Forstall, who is going to
11 discuss the FTRI budget. Yes, James.

12 MR. FORSTALL: I'm going to need just a minute to --

13 MR. MOSES: Okay. Take your time.

14 MR. CASEY: The technician has to hook him up.

15 MR. MOSES: Maryrose, you can come up to the table
16 with us.

17 MS. SIRIANNI: I apologize for being late.

18 MR. MOSES: That's okay. We'll let you off this
19 time.

20 (Pause.)

21 MR. CASEY: We have one additional member that just
22 came in. Could you introduce yourself, please, for the other
23 people and the reporter?

24 MS. SIRIANNI: Thank you, Bob.

25 This is Maryrose Sirianni with AT&T Florida.

1 MR. CASEY: Thank you.

2 (Pause.)

3 Are you ready, James?

4 MR. FORSTALL: Yes, I am.

5 MR. CASEY: Okay.

6 MR. FORSTALL: Good afternoon, everyone. It's a
7 pleasure to be here to present on the FTRI fiscal year 2007 and
8 2008 budget.

9 Based on the best information available to us, the
10 FTRI Board of Directors has approved a recommendation to
11 maintain the current surcharge level of 15 cents for the next
12 fiscal year. We estimate that a surcharge level of 11 cents
13 would be sufficient to meet FTRI's operating expense. We have
14 not proposed to revise the surcharge; however, based on the
15 information this morning, the recommendation will be at 11
16 cents.

17 The budget as approved by the Board projects total
18 revenues to be 17 -- this is based on 15 cents. The new
19 projected amount based on, based on 11 cents will be
20 \$13,222,962. It is included, this information is included in
21 the Public Service Commission handout. However, the expense
22 will remain the same at \$11,223,536. The difference between
23 the \$13 million and the \$11 million will be transferred to the
24 surplus account.

25 Last year the Public Service Commission recommended

1 the current surcharge, surcharge level of 15 cents in order to
2 build a surplus in the TRS fund in preparation for the FCC
3 mandates. It is estimated the additional cost burden to
4 Florida for Florida Relay service and IP will be anywhere
5 between \$14 million and \$16 million annually, possibly higher.
6 Currently FTRI has over \$14 million in the surplus account.

7 As of March 2007 FTRI has over 365,000 individuals in
8 the client database. It is evident that FTRI and its
9 contracted regional distribution centers are reaching out to
10 meet the telecommunications access needs of residents who are
11 deaf, hard of hearing, deaf/blind and speech disabled.

12 Outreach continues to play a major role in FTRI's mission, as
13 we look forward to another successful year creating awareness
14 and telephone independence for the more than 1.6 million
15 potential clients in Florida.

16 Operating revenue is based on the number of access
17 lines reported to FTRI over the years. This year it's
18 estimated that there will be a 1.75 percent decrease in the
19 number of access lines. And we estimated that in fiscal year
20 2007 and 2008 the interest, the new interest amount will be
21 \$831,416 based on the 11-cent surcharge level.

22 A breakdown of how the revenue is generated, the
23 number of access lines is 113,788,310 times 11 cents will
24 produce \$12,391,546. Once again, this information is in the
25 inclusion of the PSC packet.

1 The telephone companies are allowed to receive
2 1 percent for administrative costs with the collection of the
3 surcharge level, plus the projected interest, with the total
4 operating revenues being \$16,497,597 less the operating
5 expense. And as stated earlier, the new surplus account amount
6 will probably be anywhere from \$1.3 million to \$1.5 million,
7 which will be transferred to the surplus account.

8 Please feel free to ask any questions throughout my
9 presentation.

10 Category 1, Florida Relay. Fiscal year 2007/2008
11 budget for Relay is based on projections submitted by the Relay
12 provider. The contracted rate is 75 cents per billable minute
13 for TRS and \$1.33 minutes per -- \$1.33 per billable minute for
14 CapTel. Using the data submitted by the Relay provider, it is
15 estimated the year-end total will be 5,876,097 billable
16 minutes. And underneath is a breakdown of where the costs will
17 be generated from.

18 Category 2, equipment and repairs. This category
19 consists of all equipment purchased as well as repairs. FTRI
20 is projecting the number of equipment to be distributed during
21 2007 and 2008 to be close to the estimated/actual of the
22 current fiscal year with some increase. The total proposed
23 budget for Category 2 is \$1.8 million.

24 Category 3, equipment distribution and training.
25 FTRI continues to contract with 19 regional distribution

1 centers that provide services in different locations throughout
2 the state. It is estimated that the RDCs will have provided
3 over 38,000 services to clients during the current fiscal year.
4 The total fiscal year 2007 and 2008 proposed budget for
5 Category 3 is 1.3, approximately \$1.3 million.

6 Category 4 is Outreach. FTRI is proposing an
7 Outreach budget of \$779,544 for fiscal year 2007 and 2008. A
8 breakdown of the outreach will be, in the FTRI will be
9 \$619,000, with \$280,000 going to the individual regional
10 distribution center outreach contracts; media, which is the
11 public service announcement on cable television; printing,
12 printed materials such as the material that you have that I
13 disseminated earlier plus other printed material for outreach;
14 and the annual newsletter.

15 In the Florida Relay category we have media for
16 \$100,000, which is the public service announcement on cable.
17 The educational relay kit which will be printed before -- which
18 is completed and will -- some of the kits will be printed prior
19 to the close of this fiscal year, and that \$25,000 is for
20 printing more kits for the next fiscal year and dissemination.
21 Printing costs for Relay brochures and a survey. During the
22 next fiscal year we intend to do a survey to see how our
23 outreach activities are working for us.

24 And Category 5, the final category, the general and
25 administrative category, the total proposed budget for

1 Category 5 is \$1.3 million. And FTRI has 15 authorized
2 positions.

3 That concludes my presentation on the budget. I'll
4 be happy to answer any questions.

5 MR. MOSES: Does anyone have any questions for James?

6 MR. CASEY: I'd like to just clarify something real
7 quickly. I talked about the VRS and IP Relay earlier, about
8 the states having to assume the intrastate costs. We have
9 built into the budget a surplus in order to cover the first 12
10 months should that happen, should the FCC tell the states to
11 take over those intrastate costs.

12 The current estimate would be \$18,166,000 a year.
13 Now that is the reason we built up our surplus, and we're
14 estimating that it will be an \$18,497,000 surplus in the next
15 year. So we'll have enough to handle the initial cost of that.
16 We had to do that because the Legislature may have to change
17 the state law because there is a 25-cent cap on the surcharge.
18 So we're okay as far as VRS and IP Relay right now, and that's
19 the reason we recommended going ahead and decreasing it from 15
20 cents down to 11 cents. And poor James, he didn't know this,
21 because we can't make the recommendation public, until
22 yesterday afternoon. Actually he didn't get it until this
23 morning. So he was prepared to talk about a 15-cent surcharge.
24 It's not James' fault. We just couldn't make the
25 recommendation public.

1 MR. FORSTALL: Thank you.

2 MR. MOSES: Okay. Next up will be Tom D'Angelo
3 that's going to give us an update on the Florida traffic trends
4 and also some CapTel updates. I think they've got a task force
5 in place now. And, Tom, keep it slow.

6 MR. D'ANGELO: I promise. It'll take me just a few
7 minutes here. Okay. I'm going to stand up, if it's all right.

8 Great. Hello, everyone. Good afternoon. My name is
9 Tom D'Angelo. I'm with Sprint Relay. I'm a Contract Manager.
10 I'm glad to be here now to share with you.

11 First, I want to inform you and my other co-workers,
12 Maggie is supposed to be here with us but she couldn't make it.
13 So we'll send her regards and sympathies --

14 MR. MOSES: Let me interrupt you just for a moment.
15 Can the interpreter speak a little louder or get closer to the
16 microphone so the CART reporter can hear you? Thank you.

17 MR. D'ANGELO: I'm signing slowly but will have to
18 speak louder, I see.

19 Okay. So I would like this presentation to be
20 foregoing, and interrupt me if there are any questions along
21 the process. Okay?

22 I would like to discuss four things: The Florida
23 traffic trends, CapTel survey results, CapTel Task Force from
24 last Monday, and CapTel testing results internal by Sprint.
25 That's the last part, if you have any questions.

1 I'd like to inform you that the statistics from July
2 '06 to now, March 2007, a nine-month period that will show the
3 number of statistics of TTY users, 29 percent when using
4 Florida Relay through services through Turbo Code. It's a TTY
5 but it has a special program that makes it faster relay. It's
6 45 percent high traffic percent on that. ASCII, which means
7 computer-assisted TTY, is a less percentage, and voice is
8 15 percent within the usage of the Voice Carry Over Relay.
9 VCO, Voice Carry Over Relay, is about 12.6 percent. Hearing
10 Carry Over is low, it's .12 percent. Deaf/blind is low, it's
11 9 percent. Any questions about the traffic trends, about the
12 equipment itself through the Florida Relay services?

13 Okay. Moving on. I'd like to share with you about
14 the Florida total service minutes in the Relay. I'll show you
15 the trends. From July, 524,926 minutes is the highest, and it
16 fluctuated throughout until March, 476,949 minutes. So we're
17 still in the same range. It's not as great a drop as we
18 thought. A lot of people are still using the Florida Relay
19 services. The low was February, that was the shortest day of
20 the month -- it had only 28 days in that month. Any ideas
21 about the traffic, any questions?

22 MR. MOSES: I've got one question, Tom. Is this
23 trend consistent with what you all forecasted for the minutes
24 of use for James figuring his budget?

25 MR. D'ANGELO: Very much parallel as it was -- as it

1 is for next year. You'll see any off -- normally it drops a
2 little bit in the Relay part. But with the CapTel part we
3 expect to see growth. So we'll report that with James, let
4 FTRI budget for that. Right, James?

5 MR. MOSES: Thank you. Thank you.

6 MR. KOTTLER: I'm just curious. This is Rick. How
7 does this compare to the last couple of years? Are we seeing a
8 decrease, and, if so, what's the percentage decrease?

9 MR. D'ANGELO: My understanding is that it is about a
10 1 to 2 percent drop every year. It's not a great decrease. As
11 we saw in projections, the state dropped, but Florida seems to
12 be leveled out. For most people in Florida, the senior
13 citizens, they prefer the typing, using the TTY, using, having
14 the print, printout when using that technology. In the future
15 more and more people will be transferring to a new technology
16 and it will be leveling off, about 2 percent at most.

17 MR. FORSTALL: I would like to add to that, a couple
18 of weeks ago FTRI was in Orlando, attended a Deaf Seniors of
19 America conference, and we did a survey, a poll. And of 87 --
20 of all the people from Florida that took part of the poll,
21 87 percent said they still use the Florida Relay service.

22 MR. D'ANGELO: Okay. Any more questions?

23 Now I'll move on to CapTel and show the amount of
24 call numbers, not in minutes, I want to clarify this, this is
25 calls per client, pick up the phone and use CapTel. We see

1 growth. For March, 79,000. The highest was -- let me see. Go
2 back to January, 79,521 as predicted because of the snow birds
3 who move south. And the number of calls fluctuate from that,
4 but we've seen growth since July of 76,000 calls. So it is
5 going up.

6 Any questions on the numbers of calls?

7 Okay. The next slide -- am I going okay? Slow
8 enough for you?

9 MR. MOSES: Doing fine. Thank you.

10 MR. D'ANGELO: I'm practicing this morning. It's
11 paying off.

12 The next slide I'm going to show in just a minute.
13 The minutes are growing, it is going up, as well as March,
14 175,881 minutes through CapTel. From July, 152,000 minutes
15 have come up. The highest obviously is January, and then it
16 goes down a little. But we see the numbers growing continually
17 with planning that we have already with CapTel, improvement,
18 quality, community. We'll see growth in the next couple of
19 months. We're going to discuss a little bit more about that
20 later. Any questions about this?

21 Okay. Now the red we've already gone down. I want
22 to talk about CapTel survey results. The survey results are
23 based on January up to -- we just sent out to the community in
24 Florida who use CapTel through FTRI DB who got the equipment
25 through them and to give out the survey. About 2,000 people

1 responded. Is that right, James, about 2,000 people? And we
2 got a good number of responses on their experience, how they
3 liked CapTel, and I'll share those results with you.

4 423 outside from 2000 is really great results, good
5 numbers responded. 87.5 percent responded, said that they like
6 CapTel. 12.5 percent said no. It's a small percentage. And
7 they asked them to rate their experiences using CapTel. Most
8 people answered well, 42 percent. Poor was 8 percent.

9 We're going to clarity of sound and most people say
10 it was good, it was satisfactory. 51 percent said it was
11 excellent. 24 percent -- and 10 percent said it was poor. So
12 it was a good survey. And asked them how to rate their speed
13 and accuracy of the captions. Many people said it was good,
14 46 percent said it was good.

15 MR. MOSES: Tom, Tom, of those that responded to you
16 that it was poor service, have you followed up with those to
17 find out exactly why it was poor to them?

18 MR. D'ANGELO: Yes, we did follow up. Some who
19 already put down contact information, some didn't put down that
20 information. But we did with update surveys. Some of them are
21 old equipment. They had to update the wires. Some lines, some
22 of the lines, phone lines had issues about old phone lines that
23 were bad lines. Some of them had concerns about the quality
24 itself, and so we know of -- we asked that percent based on the
25 surveys sent out. Everyone -- I'm showing what I plan for next

1 year for the accuracy for those kind of individuals. Maybe
2 we'll get better results then.

3 MR. MOSES: Do you know if those individuals remained
4 CapTel users or were they so dissatisfied that they gave it up?

5 MR. D'ANGELO: We asked them through the survey who
6 were not happy with CapTel to please give back the equipment to
7 FTRI to replace for another phone. But my understanding, they
8 got the same, those replacements. If James --

9 MR. MOSES: Go ahead, James.

10 MR. FORSTALL: When FTRI received the survey, we
11 looked at the first question that said, "Do you like using your
12 CapTel phone?" And of the 12.5 percent that said no, we
13 contacted each and every one of those. It was around 45
14 individuals, and one way or another we were able to communicate
15 with them. There were just, there were some people, about 12,
16 that we were not able to make any contact at all. We did
17 follow up with a letter. However, we were able to retrieve
18 some of the CapTel units back in exchange for an XL40, which is
19 an amplified telephone, and there were some people that claimed
20 they just needed more training on how to use it. There were
21 some individuals that decided they needed more time to figure
22 out if the CapTel was actually going to be the right equipment
23 for them or not.

24 MR. MOSES: Okay. Thank you.

25 MR. D'ANGELO: Okay. Thank you, James. Any more

1 questions?

2 Also, I'm going to ask them about their friends,
3 their family who use CapTel. 45 percent of them, they were
4 satisfied. And also we asked them if they were interested in
5 additional training on CapTel, and we saw interesting numbers.
6 30 percent said, yes, they would. 70 percent said no. But
7 30 percent said they wanted to set up a program to discuss that
8 later, how to help them reduce that number from 30 percent. I
9 think I'm done with that survey. Any questions about that
10 survey before I move on?

11 Okay. The next one. We set up a new category,
12 CapTel Task Force, CTFG. I selected several individuals from
13 my community who are heavy CapTel users and complained about
14 the service -- who love the service. We wanted to work
15 together and discuss strategies and issues and how to improve
16 CapTel, and they used them and evaluate, and we have more
17 specific from that group instead of an unevaluated group. Some
18 people don't tell the truth and clarify, so we wanted to speak
19 more specifically on that group. And it was our first meeting
20 last Monday in Tampa. We had a meeting. It was a good
21 meeting. 11 people showed up. Six, I believe, six people from
22 CapTel users: Mary Moore, Joan Haber and Kathy Borzell, who is
23 here, Shirley Nauman, Rob Ogg and Barbara Chert. Okay.
24 They're all together, six representatives on the CapTel users
25 side. And also Sprint representatives, myself, and I invited

1 Kim Calabretta from North Carolina. She's been responsible for
2 CapTel relations there and providers, so I wanted to use her
3 experience.

4 Third, we invited an FTRI representative there.
5 James was there, along with Amelia, for the equipment program.
6 I also invited a CTI, CapTel representative Pam Holmes. She's
7 the Customer Service Manager. And we all got together and
8 discussed four hours. It was a good meeting, but we had some
9 challenges. The CART wasn't working right and we struggled
10 with that. But it was great. We discussed different issues
11 and got some feedback. And we wanted to discuss some things
12 here, but not all were -- were concerned about different
13 accuracy of captions.

14 But the purpose of that meeting was to start giving
15 out the equipment forms that look like this. Everyone got
16 this. This is from CapTel and I'll give you one later. You
17 can fill this out. They fill it out, they call so we can get
18 more exact information, you know, why, from those individuals
19 for evaluation.

20 We just started that last Monday, April 23rd, through
21 July 1st. And we'll stop that, we'll collect those forms and
22 get the results. And we'll meet again on July 16th to review
23 the survey from those individuals. We'll see what really are
24 the issues and compare them with the general survey that we had
25 out to see the difference.

1 MR. MOSES: Tom, let me ask you a question. From
2 what I'm hearing of this I'm not understanding. How did that
3 meeting really differ from the same thing you did as a survey
4 with all the other people? I was thinking you all would get
5 together and actually discuss the problems at that point in
6 time instead of just filling out a form later.

7 MR. D'ANGELO: Right. The general survey was sent
8 out, it was very general questions, not very much specific.
9 Right now, this forum, this group, we do discuss issues and the
10 outline of the issues and we will meet and review those issues.
11 But this is more specific about the call process. First thing
12 about an error bracket, it's not clear to identify the words.
13 See what's becoming, how often, and those issues. And we're
14 going to pinpoint the situation. But with the other survey, it
15 was more general, and this is going to help our measures
16 better.

17 MR. MOSES: So what do you think would be the outcome
18 once you get this data back? How is that going to benefit you
19 as far as getting the service improved?

20 MR. D'ANGELO: That will help us with CapTel users
21 that have those issues, the quality issues, the accuracy issues
22 based on the individuals filling them out through the call
23 experiences themselves. Before, the general survey, they like
24 it, yes or no. And this is a more specific process during the
25 call.

1 MR. MOSES: Okay. Kathy.

2 MS. BORZELL: I do have some comments about the
3 meeting, but I don't know if there's another question first or
4 --

5 MR. KOTTLER: I was going to ask what you thought.

6 MS. BORZELL: Okay. I have some notes.

7 I really thought the meeting was very productive and
8 I went into it with a lot of, not a lot, but a little bit of
9 skepticism. But it was valuable because I felt like all the
10 players were there, Sprint, Ultratec, CapTel service was there,
11 and FTRI. And so there were no questions that went unanswered.
12 Okay? Not everybody walked away feeling like, wow, this is a
13 wonderful service now, but I got a really different perspective
14 of the whole thing myself.

15 The presentation by the North Carolina Sprint rep was
16 really excellent. Their structure is different from ours
17 though. It's kind of like comparing North Carolina's program
18 with ours, oranges to apples, but there's something to be said
19 for it.

20 Sprint in North Carolina is contracted to handle
21 CapTel alone, you know, separate from whatever else, their
22 other distribution program. And they give so much attention to
23 this program that their survey results are going to be better
24 and they were.

25 You know, I looked at the numbers and I thought,

1 yeah, right. But when I heard about all they put into the
2 program as far as adequate training and follow-up, they don't
3 leave people unhappy with the equipment, they find out why and,
4 and they have the time and the resources to do this. Okay. We
5 don't. But there's got to be a better way to handle CapTel in
6 Florida, and maybe this task force is, is setting out to, to do
7 something about it.

8 It does appear that Florida -- we do a lot of
9 complaining down here. And when I heard that we did more
10 complaining than other states, I was also skeptical. But it
11 does appear that we have problems with telephone lines, which
12 does add up to garbled transmissions. Although I as a CapTel
13 user don't seem to have a lot of problems with that, but I
14 would imagine there are certain areas in the state that do.
15 And whether -- I don't know what the problem is, that's not my
16 area of expertise, but it does seem that we do complain more.

17 Joan Haber reported that the Florida Coordinating
18 Council has had people at their public sessions stand up and
19 say, you know, I was happy with my CapTel service someplace
20 else, moved here and I'm having all kinds of problems with it.
21 So there's got to be something to that. What it is, I don't
22 know.

23 Let me see if there was anything else. I guess I
24 just feel like sitting there the other day I had a lot of
25 questions answered. And I've used CapTel for a number of

1 years. I'm not a heavy CapTel user, but there were heavy
2 CapTel users in the room and they had questions answered. And
3 what it is is there's more of a one-on-one or small group
4 atmosphere where you feel like, okay, I'm going to get an
5 answer to this question. The level of frustration comes down.
6 So I could see -- I think I sat here at the last meeting and
7 said this is not a training issue. This is just, you know, not
8 good enough captioning. And part of it is not good enough
9 captioning. Part of the reason why we're doing evaluations of
10 our CapTel calls is they want to make it better. And I have a
11 little bit of an issue with that that goes back to the
12 consumer, you know, helping Ultratec or customer, CapTel
13 customer service do their internal housekeeping. But I'm
14 willing to do it. For how long, I don't know. I'm willing to
15 do it in the short-run because I want to see this be a better
16 program for us down here in Florida. So that's, that's how I
17 felt about the meeting. I really did feel like it was
18 productive.

19 MR. MOSES: Okay. Thank you. That's good to know.

20 Patrick has a question.

21 MR. WIGGINS: Yeah. When you began this presentation
22 about calling this CapTel task force, you said something to me
23 that caught my ear. You said "because some people don't tell
24 the truth." Do you remember saying that? What's that about?
25 I don't, I don't understand the context.

1 MR. D'ANGELO: Okay. Let me reemphasize what I
2 meant. Commonly we get surveys in the mail and often people
3 are afraid to tell the truth in the survey when they fill it
4 out, so they just put good on everything.

5 MR. WIGGINS: Okay.

6 MR. D'ANGELO: So we didn't want -- people don't want
7 to be so upset with us. So we tried to use this focus group to
8 pick out issues specific to individuals to help us evaluate the
9 actual call itself and have a good measure of results.

10 MR. WIGGINS: Thank you so much. So you're making
11 sure you get good data.

12 MR. D'ANGELO: Right. Exactly. That's what I'll
13 share with you in the next part with us.

14 MR. WIGGINS: Thank you.

15 MR. D'ANGELO: I want to back up just a little bit.
16 With this form that they fill out, it has a self-prepared
17 postage here. So all they have to do is fold it and mail it
18 and it's ready to go. Everything is right there and it's ready
19 for them to use. There's nothing for them to hold it for. So
20 this way we can process information faster and get the survey
21 information online faster, and then we can type out the results
22 online and send them out and submit them. I'll send you more
23 information on that survey. Okay?

24 I have a little bit more I want to mention about the
25 North Carolina program and the different kind of contracts that

1 they have. Sprint feels that we should do more so that we can
2 reduce the number of complaints in the surveys. We'd like to
3 invest the outreach development specific for CapTel. We want
4 to support the FTRI. We'd like to discuss more offline with
5 Bob and Patrick and online and see if we'd be willing to invest
6 in startup programs similar to what North Carolina has, and
7 they are very successful there. So we'll work with you more on
8 that with the approval and compliance.

9 As far as the outreach specialists, in the public
10 eyes, in the community with the same users and they help each
11 other, if people tell them, no, that's not right, this is
12 right, do this and not do that, and they go to FTRI with the
13 equipment distribution centers, each time they have a question
14 that comes up they do a home visit, do training, they sit down
15 with the person, with the person individually. So that's
16 something that we can discuss later. Rick, if you have any
17 questions about that program, you can ask me.

18 MR. MOSES: We'll talk about it later. I don't have
19 any questions right at the moment.

20 MR. D'ANGELO: Based on the focus group we have
21 people who love the idea and they want to see this happen. So
22 I just wanted to let you know that.

23 The next meeting is July 16th in Tampa. I'm going to
24 use the same people. I want the same people. They can give
25 the same feedback. And individuals can join us and we can get

1 larger, but we don't want to be too large. We want to keep the
2 numbers regulated so we can get good feedback.

3 Now CapTel test results. This is not my thing, but
4 I'm going to try to present it for Maggie. Okay? This is
5 based on the test that Sprint did internally. We did this for
6 15 months of performance testing internally. We did 100 test
7 calls per month with different, with different scripts being
8 used. They tend to be short scripts, two minutes to three
9 minutes, conversational scripts that we use for testing.

10 One test conclusion we had we identified the,
11 critiqued the exact un -- the corrected as opposed to
12 uncorrected calls. Those with parens, clarified with parens,
13 we count that as a correction as a result of the CapTel and
14 have 90 percent on that. Our discussion at the last board
15 meeting, we had a meeting with you, Rick and Bob, online. We
16 had the raw, the raw data about the correction and identified
17 all of the mistakes regardless of the error. And I'll show you
18 the results there later, the number of errors, the number of
19 corrections, how many times they asked for clarification
20 requests, the greatest speed of transmission, the delay, et
21 cetera.

22 Let me skip this.

23 This is based on a 2006 time period survey. It's
24 over 12 months. We had 1,200 surveys, 100 surveys per month
25 times 12. And that average showed 161 transcription rates, and

1 the number of clarification requests was one to two times per
2 call. That was the average. The number of corrections were
3 two to three per call. The delay was 5.5 seconds.

4 MR. KOTTLER: The first number up there, the 161, it
5 says the transcription. Is that -- what is that, words per
6 minute, or what?

7 MR. D'ANGELO: It's a similar concept. It's the
8 captions transcribed per minute. The faster -- it's faster
9 than a TTY Relay, it's 60 words per minute, and this CapTel is
10 161 words per minute.

11 MR. KOTTLER: Okay. That's what I needed to know.
12 Okay.

13 MR. D'ANGELO: Any more questions?

14 I wanted to show you the corrected and accuracy. All
15 together with CapTel we had 98.9 percent that emphasize the
16 69.7 percent above the 98 percent accuracy. That's high. The
17 low is 3.15 percent. 3.1 is doing well with the correction.
18 But if we go back to the outreach specialist and go to the
19 training with the people on using the CapTel, I understand that
20 they're using the parenthetical corrections to understand the
21 conversation flow better. It's their responsibility to
22 interrupt for any clarification, and they can discuss more of
23 that later. The number of clarifications or errors, two to
24 three per call uncorrected, raw. Everything that was captured
25 was 52 percent and 95 percent and above. So that's pretty

1 good. The low is 85 percent. There's a 2.6, which is the
2 average of 94.5 percent, and 98 percent, nine corrections and
3 94 percent and the 5 percent corrections. Does that help? Are
4 there any questions about this?

5 MR. MOSES: I guess I'm trying to figure out on your
6 previous slide you've got number of corrections, two to three
7 per call, but then on this next slide you've got number of
8 errors -- well, I guess it matches up. I was just looking at
9 that seven and eight.

10 MR. D'ANGELO: That was the number of errors based on
11 uncorrected. The previous was two to three per call of
12 corrected.

13 MR. MOSES: So I guess there were some errors that
14 they didn't --

15 MR. D'ANGELO: So unless there's two or three that
16 were missed, two or three words that were missed with this
17 uncorrected.

18 MR. MOSES: Okay.

19 MR. D'ANGELO: And seven to eight per call. Does
20 that answer your question?

21 MR. MOSES: Yes. Thank you.

22 MR. D'ANGELO: This shows the results fluctuating
23 here, the corrected inaccuracy. The bad month was April of
24 last year, then it went down from there. And then it improved
25 and fluctuates from there into March with more accuracy. And

1 you see more growth and more use of CapTel there. So
2 March 2007 is the end of the survey.

3 MR. KOTTLER: I guess I need some clarification.
4 Corrected accuracy, what exactly are we talking about? Are we
5 talking about the operator actually correcting their mistake as
6 they go along?

7 MR. D'ANGELO: Yes. That's correct.

8 MR. KOTTLER: So we're not paying attention to the
9 fact that they made the mistake in the first place. We're
10 talking about things that they've corrected. That seems a
11 little misleading to me. I mean, they either made a mistake or
12 they didn't.

13 MR. MOSES: Rick, that's why we asked for the
14 uncorrected data also to be able to see that.

15 MR. D'ANGELO: That's on the next slide. That will
16 show you the actual errors with the corrections. CapTel there
17 measures their calls with corrections. But I agree with you
18 that we can't identify which words are corrected. I agree with
19 what you're saying. That's how they did their measures.

20 MR. MOSES: Tom, can I ask one more question on this
21 one slide here? What happened in April to have such a dip in
22 the accuracy? Do you know?

23 MR. D'ANGELO: I'm not exactly sure. I can try to
24 find out and let you know. I'm sorry. But I just got this
25 PowerPoint, this presentation through the mail.

1 MR. MOSES: I was just curious. Okay. Thank you.

2 MR. CASEY: May I ask a question? When did the
3 Milwaukee center, CapTel center come onboard, or is it onboard
4 yet? Can you give us a little update on that, the Milwaukee
5 center?

6 MR. D'ANGELO: It's not open yet. They keep
7 postponing it because it has to meet the number of minute calls
8 to set up a second center. So we're predicting growth rapidly
9 but not as rapid as predicted. This is occurring really slow
10 based on this, the Madison center. So we're looking for the
11 Milwaukee center. That's a good question.

12 MR. CASEY: So it's just suspended as of now.

13 MR. MOSES: Beth, you need to come up to a mike.

14 MS. SALAK: I'll just be loud. Just curious, what is
15 your definition of an error that would end up being counted?

16 MR. D'ANGELO: Hi. Good to see you.

17 An error means, for example, an operator speaks the
18 words and they hear the words and they come up on the captions
19 and they're not right, the typing correction on the words in
20 parentheses. For example, four, F-O-U-R, should be fork,
21 F-O-R-K. So that's a correction in parentheses.

22 MS. SALAK: So if words are left out or words are
23 added or -- are those counted as one? If it's a phrase, is
24 that counted as one?

25 MR. D'ANGELO: Okay. Good question. The correction

1 accuracy, we're measuring the sentence and error words after a
2 sentence are put in parentheses so you can understand what
3 happened in that error. So we can count that error as right.
4 With uncorrected measure, the raw data, we ignore the
5 parentheses and we count the error, period. That answers your
6 question?

7 MS. SALAK: Yes.

8 MR. D'ANGELO: This is uncorrected accuracy. This
9 shows a low, October 2006. It was not measured before that.
10 We started measuring the uncorrected accuracy when we met here
11 with the TASA board with Rick on the team and we wanted to
12 measure that starting from there on.

13 Loraine, our quality supervisor, herself measured
14 from October. It fluctuated. We see a lot of improvements.
15 There's less corrections on the calls. Since March it's gone
16 up. We hope that the customers see the improvement on the
17 results too.

18 Any questions about this?

19 This is showing the speed of the transcription rate.
20 It showed that it's growing, it's getting faster and faster,
21 increasing. Before it was 155. It has gone up since March to
22 180 words per minute. It has been improving. So before, 161,
23 that is the average for 2006. So we predict that it will go up
24 for 2007.

25 MR. KOTTLER: That's great to see it's going up.

1 What do you attribute it to?

2 MR. D'ANGELO: Well, obviously CapTel operators are
3 improving themselves. I'm not sure exactly why. We're looking
4 for our feedback and obviously it's making them, making them,
5 putting them on their toes. So I'm really happy to see the
6 results. And I want to see possibly improving software,
7 updating their CapTel phone programs, improving them and doing
8 better.

9 That's great. All right. I'm done with my
10 presentation. Do we have any more questions? Bob?

11 MR. CASEY: Can I go back to the Milwaukee center
12 again? One of the big sales things for CapTel was that you
13 would have a backup center for CapTel in Milwaukee. Now do you
14 have a plan when your minutes reach a certain point you're
15 going to open that center? Or if something happens to the
16 Madison center, is it available to open immediately?

17 MR. D'ANGELO: Possibly. I don't have that answer
18 right now with the CapTel. I can find that out and get back to
19 you. I'm not sure about the system place but -- or where
20 they're going to transfer that from that one center.

21 I agree that Sprint is pushing CapTel to open that
22 backup. The contract requires an X number of minutes to build
23 the second center. But I heard you. I'm glad that you shared
24 your concern about it with the team.

25 MR. CASEY: Okay. Thank you.

1 MR. D'ANGELO: Okay. Anymore questions?

2 MR. MOSES: Kathy, go ahead.

3 MS. BORZELL: Maybe just some speculation. I'm
4 wondering -- we've finally reached a point where errors or
5 speed of captioning is improving. And I'm wondering if the
6 second call center, which I didn't know anything about, that
7 they were proposing opening a backup center, if there isn't
8 concern that, you know, that the captioning is going to run
9 into more problems because of unqualified or less experienced
10 captioners. I don't know.

11 MR. D'ANGELO: Right. I will make sure all the
12 Florida CapTel reach their goals and stay there using Milwaukee
13 as a backup. You have my word on that.

14 Any more questions?

15 MR. MOSES: No.

16 MR. D'ANGELO: Okay. Rick, the floor is yours.

17 MR. MOSES: Okay. Thank you. And you did good on
18 the speed too, by the way.

19 MR. D'ANGELO: Good. I'm improving.

20 MR. MOSES: I don't have anything else on the agenda
21 for today. It seems like it went by awfully fast. Has anybody
22 got anything else that's on their mind that you want to
23 discuss? Rick?

24 MR. KOTTLER: This is, this is probably old news and
25 I'm just trying to catch up. We were talking about the VRS and

1 the potential with the state taking that over. Don't --
2 doesn't the state have a requirement for one Relay provider?

3 MR. MOSES: Yes.

4 MR. KOTTLER: A traditional.

5 MR. MOSES: Yes.

6 MR. KOTTLER: How is that going to work when you get
7 the video, because there's five or six out there?

8 MR. MOSES: Not very well. Not very well. That's
9 something that will have to be addressed. What it will end up
10 doing is reducing the competition because you won't have any
11 way of being compensated if they shift that over to us and we
12 have that requirement for just one Relay provider. So
13 hopefully if what they are telling Bob is going to happen,
14 they'll give us enough lead time, then we can see if we can
15 address that. And I don't know. It's kind of the tail wagging
16 the dog. We work for them. We don't tell them what to do.

17 Does anyone else have any -- Kathy?

18 MS. BORZELL: There was an email received by -- from
19 someone who was part of the task force on Monday, and I would
20 just for the record like to read that.

21 MR. MOSES: Uh-huh.

22 MS. BORZELL: It's from Mary Moore. "I just learned
23 that TASA meets today. I would like to say that I enjoy using
24 CapTel and would like the Public Service Commission to consider
25 funding a second line for the Florida residents in their home.

1 This will ensure that CapTel users have equal access when
2 receiving calls or listen for answering machine calls. Thank
3 you for listening." And that's from Mary Moore in Lakeland.

4 MR. MOSES: Okay. Thank you. I mean, we certainly
5 pay for the minutes of use for two-line CapTel, that's in the
6 contract, but we don't reimburse them for the actual access
7 line. But that's something that's noted in the record. Thank
8 you.

9 Rick.

10 MR. KOTTLER: One more curious question for Sprint,
11 and, again, this is something I'm sure everybody knows.

12 Is all the, the traditional Relay calls now going
13 through Jacksonville or are there still some going through
14 Miami?

15 MR. D'ANGELO: Okay. We closed the Miami center back
16 in January. We have one center in Florida, in Jacksonville.
17 All the calls, traffic goes to Jacksonville, straight to
18 Jacksonville. If it's busy, we transfer them to another
19 available center. Most calls we can control in Jacksonville
20 through CSD.

21 MR. CASEY: I have just one comment for your
22 information. In 2007 our certification for the TRS program is
23 up for renewal, so we will be recertifying with the FCC between
24 July -- between July 26th and October 1st we have to make a
25 filing to recertify the Relay program for Florida. And it's

1 big. This was the last one. So I'm going to start working on
2 that next week.

3 MR. MOSES: Okay. Anyone else have any questions or
4 anything you want to discuss? Okay. We'll be adjourned then.
5 Thank you for coming. And please get those reimbursement forms
6 to me as quickly as you can. Thank you.

7 (Proceeding adjourned at 2:08 p.m.)

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STATE OF FLORIDA)
 :
COUNTY OF LEON)


CERTIFICATE OF REPORTER

I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

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

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

DATED THIS 12/12 day of May, 2007.



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