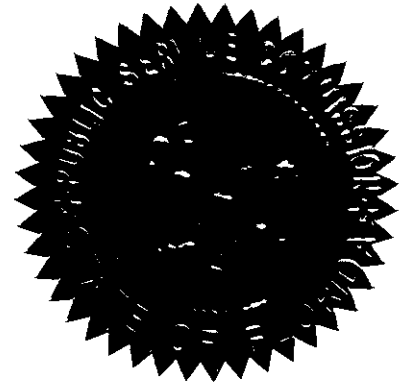


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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, October 24, 2008

TIME: Commenced at 1:00 p.m.
 Concluded at 1:48 p.m.

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

REPORTED BY: JANE FAUROT, RPR
 Official FPSC Reporter
 (850) 413-6732

DOCUMENT NUMBER-DATE

FLORIDA PUBLIC SERVICE COMMISSION NOV 12 8

FPSC-COMMISSION CLERK

1 IN ATTENDANCE:

2 DEMETRIA G. CLARK, Verizon Florida LLC

3 MARYROSE SIRIANNI, BellSouth Telecommunications,
4 Inc., d/b/a AT&T Florida

5 KIM SCHUR, League for the Hard of Hearing-Florida

6 RICHARD HERRING, Hearing Loss Association of Florida

7 JAMES FORSTALL, FTRI

8 MISSY McMANUS, Sprint Relay

9

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11 FOR THE FPSC:

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13 BOB CASEY and LEE ENG TAN, ESQUIRE,
14 representing the Commission Staff.

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P R O C E E D I N G S

1
2 **MR. CASEY:** Good afternoon. I'd like to go ahead and
3 get the meeting started now that our technical issues hopefully
4 have been resolved.

5 My name is Bob Casey. To my right is Lee Eng Tan.
6 She is the attorney who helps us on the relay program. Missy
7 McManus will be here today representing Sprint. I believe I
8 did send an e-mail out notifying everyone that Tom D'Angelo did
9 resign from Sprint. So Missy has taken his place today, and we
10 would like to welcome Missy.

11 A couple of things I would like to get out of the
12 way. The meeting will be transcribed, and minutes will be
13 available in a transcript. I will be e-mailing that to the
14 board.

15 Now, we do have reimbursement forms for the advisory
16 committee, which are over on the table over there. Please make
17 sure you pick up both forms. There's two different forms
18 there, so you can fill them out for reimbursement.

19 Since this is being transcribed, please make sure
20 your microphone is on when you're talking. The green light
21 should be on in front of you. If the red light is on, just hit
22 the button and it will go to green. Also, please state your
23 name when you want to make a statement, so we can get it on the
24 record who's speaking.

25 And with that, I'd like to ask Ms. Tan to go ahead

1 and read the notice.

2 **MS. TAN:** Pursuant to notice published on
3 October 3rd, 2008, this time and place has been set for a
4 committee meeting in Docket Number 040763-TP. The purpose of
5 this committee meeting is to discuss current relevant issues
6 related to relay, such as service quality, current call
7 volumes, and other TRS updates.

8 **MR. CASEY:** Thank you very much.

9 And with that, I'd like to ask Missy to go ahead and
10 start her presentation.

11 **MS. McMANUS:** Okay. I'm going to stand out of the
12 light. I'm going to stand over here, if that's okay. If
13 everyone can see me by the PowerPoint.

14 Hello, everyone. I'm Missy McManus from South
15 Carolina. How many of you have been to South Carolina before?
16 Okay, good. Good. No? Oh, come on. I asked who was willing
17 to give me \$10,000 and some other people raised their hand, so
18 I guess that's you.

19 No, I asked you who has been to South Carolina.
20 Okay, it seems like a good amount of you have been there. And
21 that's where I'm from. I have been there for 15 years. Before
22 that I was in North Carolina, and prior to that I lived in
23 Ohio. So I have moved around getting more south as the years
24 go by.

25 Tom has been temporarily replaced by me. Not

1 full-time, but we are interested in finding a good qualified
2 person who is motivated, who's willing to take on the role as
3 the sales manager for the Florida region. And, also, someone
4 to be a support for FTRI, as well. So if you know someone who
5 you feel would be a good representative for Sprint, then let me
6 know.

7 Can you move to the next slide, please? All right,
8 great. Tom has worked with Sprint in the state of Florida for
9 3-1/2 years and we miss him terribly. We are very, very
10 regretful that he has left, but we understand that he accepted
11 another job with another company. But we do appreciate his
12 hard work. And we, as a team at Sprint, have had the fortunate
13 opportunity to work with him for the past two years, and he has
14 been wonderful. So we definitely will miss him.

15 And, again, I'm temporarily taking this position. We
16 are hoping someone within the next two months will be able to
17 permanently take the position. But in the interim, I'm your
18 backup support. If you need anything, feel free to contact me.
19 I know you have been in touch with me about issues that have
20 been coming up in Florida. And FTRI, any time you need any
21 support, let me know and I will be here for you.

22 And you, Maryrose, I'm not sure how much I will be
23 working with you and Demetria, but if you need to discuss
24 anything with me, just let me know. And here is my e-mail
25 address so you can take that down to be in touch with me that

1 way.

2 And the next slide. The CSD call center in
3 Jacksonville closed about two weeks ago, so the Florida Relay
4 traffic is being handled by the Sprint network currently. And
5 I will show you on the Sprint map where the network goes to the
6 different call centers for right now.

7 And if you notice a difference between the CSD call
8 center and the Sprint network, just let me know, but there
9 shouldn't be any difference or much of a difference really.
10 And CSD has been very good about appreciating their employees.
11 And CSD will do job interviews, workshops, job fairs, workshops
12 on technical writing. Every once in a while they will have
13 parties for their employees. And on the last day, CSD was able
14 to place many of their employees in other positions, which was
15 really nice.

16 And the same thing happened in South Carolina. There
17 used to be a call center in South Carolina through CSD, and I
18 used to work in the Sprint office in the CSD call center, and
19 it was a very positive environment. And even though the
20 employees were leaving, they still felt that CSD cared about
21 them. So I think they are doing a great job of appreciating
22 their employees.

23 All right. Am I signing too fast or talking too
24 fast? Is everyone following me okay? That is the first time I
25 have seen the word perfect used to describe me.

1 Next slide, please. Okay. Previously with the call
2 center in Jacksonville, but that has been taken off, so all of
3 these dots show the number of call centers. I believe we have
4 11. And we have also a call center in New Zealand, but, of
5 course, we don't depend on that network at all.

6 But now the Florida traffic is going to South Dakota
7 first to the call center in Sioux Falls, and then secondly it
8 goes to Minnesota. But if we need a backup, it will go to New
9 York. So first it gets routed to South Dakota, then Minnesota,
10 and then New York if needed.

11 Are there any questions so far? All right, great.

12 Next slide. Okay. As you can see here with the TRS
13 call volume for July 2007 to June 2008, that's the fiscal year
14 for the PSC here, and it is the same in other states, as well.
15 It goes up and down. It fluctuates month-to-month, but it does
16 look like that there has been a decrease in the call volume.

17 It seems that deaf and hard of hearing people are
18 preferring using other ways to get in touch much with people,
19 using text pagers, fax machines, video relay service, e-mail.
20 So this technology is slowly becoming a little bit less -- it's
21 still useful, but it's more obsolete with new technologies that
22 are being invented. All right.

23 And to be honest with you, when I got here I didn't
24 expect this room to be this big, so I am a little nervous. In
25 South Carolina, the PSC, the room where we would have it may be

1 about the size of the front desks up here, that's about it. It
2 is a very intimate setting. But here I feel like I'm in front
3 of a large group. I feel like I'm about one foot tall. I'm
4 already short to begin with, but -- any questions about the
5 call volume? All right.

6 Next. And you see the same thing here for the fiscal
7 year. It has been decreasing steadily. And I guess that saves
8 the PSC some money. I guess maybe that will make Bob happy.

9 Next. Here are just some numbers for you. And here
10 it looks like the total has dropped dramatically, but you see
11 that it's different time periods. So the first period is
12 July 2007 to 2008, and the next time period is only July to
13 September. But the average is still 10,000 less, 10,000 calls
14 less per month, and that's a fairly large amount.

15 And James is asking is that the number of calls or
16 minutes? The average is about 71,000 calls, so it's measured
17 in calls. And the average call is 2.3 minutes. So if you
18 multiply that out. And that is just an approximate. All
19 right.

20 And you see here the percentage of TRS users, and
21 that includes TTY users, VCO, which is voice carryover,
22 deaf/blind, TeleBraille. The TC is the same as a TTY, but the
23 text just goes faster. So the TTY and the TC together are
24 about the same thing, so that means the red and the yellow
25 areas here are basically TTY users, and that's the 61 percent

1 of the users, which is pretty high. Even though the TTY
2 minutes have decreased, the number of users is still a large
3 percentage of the total amount of users of the service.

4 The VCO, or voice carryover, is in the green here and
5 the blue is voice, just regular voice calls. The other,
6 TeleBraille, ASCII through the computer, that is not counted
7 here because it was less than one percent of the total users,
8 so we didn't count that. But the four main users are divided
9 into this category, and this is from the previous fiscal year.

10 Next. And then for this fiscal year, just from July
11 to September, it has been almost the same. You see 29 percent.
12 I'm not sure if that is a little blurry or if you can see it in
13 the back. Any questions?

14 James is asking the VCO does not include the CapTel,
15 right? Right. It does not include CapTel. CapTel is a
16 separate service. So that's why we don't count that or include
17 that in this graph.

18 Richard.

19 **MR. HERRING:** I'm curious, I'll stay seated. I was
20 wondering if that represents just English speakers, or people
21 who are using sign language, or people who are using Spanish,
22 as well?

23 **MS. McMANUS:** I believe all of those are included.
24 We do have a traffic report that I do every month for Florida,
25 and I just do that for fun. If you're interested, then I can

1 show you what that looks like.

2 **MR. HERRING:** Thank you.

3 **MS. McMANUS:** But that is included, yes.

4 **MR. CASEY:** I have a question. Bob Casey.

5 You mentioned that the Florida calls are going to be
6 going to South Dakota now that the Jacksonville center is
7 closed. Is South Dakota going to be able to handle the
8 Hispanic and Haitian community?

9 **MS. McMANUS:** Yes. If on the off chance that South
10 Dakota does not have a Spanish speaking agent, then it would be
11 automatically transferred to another center who does have
12 someone who can speak Spanish. And that is one of the cool
13 things about network solutions, because there is really -- you
14 don't even notice a lag time in getting transferred to the
15 different centers. It's pretty automatic.

16 Okay. The next slide, please.

17 And this is CapTel, like James was mentioning. This
18 is the number of CapTel calls. How many actual calls were made
19 that were connected that came through the CapTel center. And
20 this was last fiscal year. So you see it did go up a little
21 bit here from the beginning of the fiscal year to the end.
22 There was a slight increase. And I'll give you a minute to
23 look this over.

24 Does anyone have any questions on this graph?

25 Okay. This is for the new fiscal year, just what we

1 have so far. Oh, and do you mind going back one slide? All
2 right.

3 So if you see here, the end of the previous fiscal
4 year was about 75,000, and then the next slide, you see here
5 that it's 78,000, something like that, so it's about 3,000 more
6 calls than three months ago, three or four months ago.

7 Richard.

8 **MR. HERRING:** Again, I'm curious if that represents
9 one line or two lines for the CapTel?

10 **MS. McMANUS:** I believe that represents both, the one
11 line and the two line CapTel, I believe. But I can find that
12 out for you. Thanks for bringing that to my attention.

13 All right. And, once again, here are some numbers.
14 And the first numbers are for 12 months and the second numbers
15 are only for the three months, so that's why there is a
16 difference. But you see the average for last year compared
17 with the beginning of this fiscal year. There has been an
18 increase by about 2,300 more calls every month compared with
19 the previous fiscal year. So the CapTel numbers are increasing
20 even though the TRS numbers are going down. So I guess you
21 break-even with the funding situation.

22 All right. Okay. And everyone's favorite topic.
23 Sprint -- I don't know if you are familiar with CapTel, the
24 CapTel testing -- Sprint hired a third-party to independently
25 evaluate the CapTel testing quality, so these are the results

1 from the past three years with the quality of CapTel calls.
2 And the first, the corrected accuracy means if someone is
3 typing and makes a mistake and they delete it, correct
4 themselves and then continue typing, that is the corrected
5 accuracy numbers.

6 The raw accuracy numbers mean that just whatever the
7 agent types. If they make a mistake, they ignore it and they
8 just keep going.

9 The average transcription rate is how fast the
10 captions are coming through on the call. So, for example, if
11 the agent is typing something, how fast that type goes through
12 the phone wire. And the average delay, some of you are
13 probably already familiar or already know that CapTel tends to
14 be a little bit delayed, especially if you are on a long call.
15 If you have a shorter call, there is less of a delay. But if
16 you are on a thirty minute to an hour long call, then you will
17 have a longer delay. So these numbers are average seconds of
18 delay.

19 And, James, you had a question?

20 **MR. FORSTALL:** I just wanted to clarify that CapTel,
21 the operator is not typing but they are using voice recognition
22 software. Just to make sure everybody in the room understands
23 the difference between a CapTel operator and a TRS operator.

24 **MS. MCMANUS:** Right, Uh-huh. Thank you for
25 mentioning that.

1 With TRS, the agent or operator will listen and type
2 everything. With CapTel, the operator will listen and then
3 using voice recognition technology it will automatically
4 recognize, and if there are any errors, then the operator will
5 correct those. So I'll give you a few more seconds to look
6 over this slide.

7 Any questions? All right. And if you have any
8 questions after the meeting is over, then you can e-mail me and
9 I'll respond. I'll let you read this first, and then I will
10 explain.

11 Okay. The first bullet point here, we had different
12 groups conduct testing for the CapTel quality. We have had
13 Sprint people do that, and also Paisley, which is the
14 third-party company that I mentioned before did some testing,
15 and also the PSC staff here. It is always nice to have another
16 set of eyes to be giving us different perspectives on the
17 quality.

18 Sprint met with the PSC, I believe, last week. Is
19 that right, Bob? Last week to review the testing results,
20 because there were some disparities. Some similarities, but
21 also some differences in the results. So they talked about
22 that, and the results show a consistent six to eleven words per
23 minute difference. So the Paisley group and staff, between
24 those two groups there was a six to eleven words per minute
25 difference between the results, which is a pretty big

1 difference.

2 And to figure out why those differences occurred, the
3 staff uses a TTY program and tracks the words per minute that
4 way. And, Bob, feel free to jump in anytime. Paisley uses a
5 computer program, and that's just their standard operating
6 procedure to figure out automatically the words per minute.
7 And that removes the potential for human error.

8 So Sprint and the PSC found that the two groups were
9 using different equipment for testing, which is when Sprint and
10 the PSC agreed to use the same equipment to retest. And then
11 I'm sure the results will be more similar.

12 Am I going too fast? Are you bored? It's okay. It
13 won't hurt my feelings if you say you're bored.

14 Next slide. Okay. Here are the results of the
15 testing from the two companies. You see in a graph here. It
16 looks like an EKG up here, but it's the results of the testing.
17 And this is -- 80 words per minute is up here. It fluctuates
18 between 60 and 80 words per minute for the most part. And the
19 numbers along the bottom are the number of calls that were used
20 for testing purposes.

21 And here is Paisley's results, the third-party. They
22 used 150 calls in their testing. And I guess the PSC worked
23 overtime to get 192 calls.

24 And so the number of calls that were evaluated is a
25 pretty big difference also, having 42 calls discrepancy between

1 the two groups. But here the results of less than 60 words per
2 minute, the staff found 42, which seems like a very big number.
3 But about 30 of those calls were very, very close to 60 words
4 per minute. And that is a requirement that you must type
5 60 words per minute or above. And most of those, 42 were 55 to
6 59. It wasn't 30 words per minute or something like that.

7 I think there were about 13 of those calls that were
8 50 words per minute or less. But out of 192 calls, that needs
9 to be taken into consideration, too, the number of calls that
10 were evaluated. So I know it's a little confusing, and I won't
11 admit how long it took me to look at this and figure out what
12 these results meant, but it did take me a while. And so I will
13 let you look this over just a little bit longer and then see if
14 you have any questions.

15 And remember that there is about a six to eleven word
16 per minute difference here. You see the average words per
17 minute. That is what I was speaking of before.

18 **MS. SIRIANNI:** I may be jumping ahead, but did they
19 look at the number of errors?

20 **MS. McMANUS:** Yes. Let me see. I have a paper that
21 explains that a little bit more. Let me get that.

22 All right. And, again, you will see here the words
23 per minute on the vertical axis and the number of test calls on
24 the horizontal axis.

25 Next slide. Sprint hired Paisley three years ago and

1 has been working with them for the past three years. And if
2 you look at the handout, it talks about the number of years of
3 experience and it says combined years of experience is 150. So
4 they are very experienced with that. And the results show that
5 Sprint's typing speed is a lot faster than others, also.

6 On the previous slide, it was -- there was the six to
7 11 words per minute difference between the two companies, but,
8 again, we are very glad that Paisley, Sprint, and the PSC have
9 been willing to work together to make our results more
10 accurate.

11 Are you familiar with the FCC annual report? All
12 relay providers have to log complaints every year and submit
13 that to the FCC. So if any consumers or relay users have a
14 complaint, then they would submit that to Sprint customer
15 service. And we have to document every complaint and then
16 explain the problem, what was done to resolve the problem, when
17 that was done, if it has been closed or if it is still open,
18 and then submit that to the FCC every year.

19 And for the previous fiscal year, there was only one
20 complaint about the Sprint typing quality. And so for the size
21 of the state of Florida, I think that that's wonderful. I
22 expected thousands, honestly. Any questions about this?

23 Are you bored? Okay. Next slide.

24 This just became available on October 20th, so just
25 four days ago. Are you familiar with WebCapTel? It's similar

1 to CapTel, a CapTel phone, but there's no actual phone. It's
2 all done through the computer and a cell phone. And I have a
3 little brochure about that.

4 And what's really neat about WebCapTel is that if I
5 wanted to visit my friend in the hospital, I could unplug my
6 CapTel phone from home, bring it to the hospital, and the
7 hospitals tend to have digital lines rather than analog lines,
8 which means that I wouldn't be able to use my CapTel phone. So
9 that's where WebCapTel really comes in handy. If I can bring
10 my computer to the hospital, open up my laptop, and then make a
11 call through the computer using WebCapTel, that would be a lot
12 easier. And WebCapTel is also on your cell phone. This is
13 just the new thing that started on October 20th, and it's a
14 free service.

15 Next.

16 **MR. CASEY:** Missy, I have a question, please. This
17 is Bob Casey.

18 I just wanted to confirm that this is a service which
19 is paid for out of the federal TRS fund, correct?

20 **MS. McMANUS:** Yes, that's correct.

21 **MR. CASEY:** At this time, at least. Thank you.

22 **MS. McMANUS:** Right. And next. Thank you.

23 Yes. And you can go on to the next slide.

24 Currently there are four devices that have WebCapTel
25 capabilities. This is one, the next one, and this is the last

1 one. We have a special monthly plan. If you are interested in
2 ordering one, then you can go to www.sprintrelaystore.com and
3 look into that.

4 Okay. This is the other thing. Did you have any
5 questions about WebCapTel on the go before I go on to the next
6 topic?

7 All right. This is fairly new. The FCC, I think it
8 was back in May, somewhere around there, said that by
9 December 31st of this year -- well, I'll let you read this
10 first, and then I will explain it.

11 I use the video relay service, VRS, and IP. So if I
12 give my hearing friends or co-workers my work number, that
13 would be too many. I would have to give them my IP address. I
14 also have an IP phone number. I have an IP call-in number. I
15 have a VRS call-in number. There are too many different
16 numbers for me to try and give to people. So the FCC has asked
17 all relay providers to make it possible to have one number that
18 would work for IP and VRS only. And that doesn't apply to
19 CapTel right now, that's a separate mandate. But it's possible
20 that in the future the FCC will set up an FN number for the
21 CapTel, also.

22 But, also, you can pick which relay provider you
23 would recommend. Obviously I would recommend Sprint, but you
24 can pick which one you would prefer. And then you can register
25 that, and say I want so-and-so VRS company to be my main VRS

1 provider, and then that VRS company and IP company will assign
2 one number for you to give out to your hearing friends for them
3 to get in touch with you rather than having a separate number
4 for each service.

5 **MR. FORSTALL:** I think when you say IP CapTel
6 services, it does not apply to it, is it because right now you
7 have to provide your own telephone number anyway to make the
8 phone call?

9 **MS. McMANUS:** Right.

10 **MR. FORSTALL:** Does that mean that the states are
11 currently being billed for IP CapTel? The states, does that
12 mean that the states are being billed for the IP CapTel
13 service?

14 **MS. McMANUS:** For IP CapTel? No. No. That is a
15 free service.

16 But like Bob mentioned, the FCC is -- the federal is
17 taking over those charges for now. All right. And I am
18 running short on time. But, for example, if the hearing person
19 doesn't want to call that new ten-digit number, that's fine.
20 There's still the option to use the state relay number to get
21 in touch with the deaf or hard-of-hearing user, so they have
22 the option. And I'll let you read this real quick.

23 All right. And we will just move on to the next
24 slide. And we can move on. This is --

25 Here, once again, something very new on October 21st.

1 This is a brief explanation here.

2 Is that clear? All right. And that was the end.

3 Did anyone else have any additional comments or
4 questions? It looks like I'm right on time at 1:45.

5 All right. Well, thank you very much for allowing me
6 to give this presentation to you today. And anytime you need
7 support, just let me know. And if you know of anyone who would
8 like to be a sales manager for Florida, let me know that, as
9 well.

10 Bob, did you have anything else? Would you like to
11 be the sales manager?

12 **MR. CASEY:** No thanks. I'm very happy right here.

13 **MS. McMANUS:** That was a very quick response. All
14 right. Well, thank you very much.

15 **MR. CASEY:** There are a couple of things I would like
16 to do before I start my presentation. One thing we forgot to
17 do was take appearances this afternoon so that we can get it on
18 the record as to who is here and what company you are
19 representing.

20 So, Maryrose, could you please start?

21 **MS. SIRIANNI:** Sure.

22 Maryrose Sirianni with AT&T Florida.

23 **MR. FORSTALL:** James Forstall with Florida
24 Telecommunications Relay, Incorporated.

25 **MS. CLARK:** Demetria Clark, and I'm representing the

1 IXCs. I work for Verizon.

2 **MS. McMANUS:** Missy McManus with Sprint Relay.

3 **MR. HERRING:** Richard Herring, and I represent the
4 Hearing Loss Association of Florida.

5 **MS. SCHUR:** Kim Schur, Deaf Services Association of
6 Florida.

7 **MR. CASEY:** Thank you very much.

8 There is one other thing I would like to mention.
9 The Florida Association for the Deaf has nominated two new
10 people for the advisory committee. Mr. Jon Ziev, Z-I-E-V, will
11 be taking the place of Isaac -- and I am going to spell this,
12 because I can't pronounce it, A-B-E-N-C-H-U-N-C-H-A-N. So, Jon
13 will be taking the place of Isaac. That's the easiest way to
14 say it. And Julia Michalka, M-I-C-H-A-L-K-A, has been
15 nominated to make the place of Mary Moore.

16 Now, both of these people were unable to make it
17 today. They are nominated, as I said but they have to be
18 confirmed by the Commission the next time we will be going to
19 agenda with a relay item.

20 Okay. I'd like to go over some updates. I won't be
21 reading everything on these slides. I'm going to go over
22 different FCC orders that have come out since the last meeting
23 and some action that the PSC has taken.

24 This slide here, I just wanted to remind everybody,
25 on FCC orders there's two types of orders that come out. If

1 the order starts with FCC, such as FCC 08-138, that means that
2 it was decided by the full Commission. If an order comes out
3 that starts with DA, such as DA-08-1476, that means that the
4 bureau or the office has issued that order by delegated
5 authority. So, DA means delegated authority. As we go through
6 these orders you will see the differences.

7 Okay. The first one is FCC 08-138. Of course, that
8 means it was decided by the full Commission. And what this
9 order does is clarify restrictions on relay providers for
10 consumer contacts. There has been an historical problem with
11 VRS, especially VRS providers providing incentives for people
12 to run up the minutes of VRS so they would be making marketing
13 calls on VRS equipment. And at \$6 a minute that adds up pretty
14 fast.

15 So the FCC actually made three rulings, one in 2005,
16 they clarified it again in this order in 2007 -- or, I'm sorry,
17 in 2008. There was an order in 2007 that clarified it, and
18 then this clarified it again that you cannot do that, you
19 cannot use VRS for marketing purposes.

20 This order came out in June of 2008. And these are
21 the new federal costs for relay service. As you can see there,
22 traditional TRS is \$1.59 a minute, and in Florida here it is 80
23 cents. Or it will 80 cents, I should say. And, of course,
24 their CapTel service is \$1.65 and ours is \$1.40, it will be
25 \$1.40.

1 The next order was issued June 24th -- let me back up
2 one here. I'm getting there. There we go. And what this
3 order did is it concluded that the Internet protocol
4 speech-to-speech is a form of TRS which is being able to be
5 compensated from the federal fund. Now, in addition to that
6 conclusion, they also asked for comment as to whether to amend
7 regulations to require that CAS handling speech-to-speech calls
8 stay on the calls for a minimum of 20 minutes, or whether they
9 should amend the rules to require that the providers offer the
10 speech-to-speech user the option of having her or his voice
11 muted. And they also asked for ways the FCC can ensure that
12 speech-to-speech users who call 711 anywhere in the nation will
13 promptly reach an STS communications assistant.

14 Another order issued on June 24th is the ten-digit
15 telephone number one that Missy was talking about. This plan
16 has to be in place by December 31st, 2008. And I'm going to
17 speak a little bit later about this order and whether or not
18 this may be the start of the FCC mandating that states take
19 over IP-Relay costs.

20 The next order was a DA order, that means delegated
21 authority. It was released July 3rd, and it clarified that
22 certification of IP TRS providers cannot be transferable.

23 The next order issued July 16th. This was a good one
24 for Florida. This recertified the Florida TRS program for a
25 five-year period ending July 25th, 2013. And in the order the

1 FCC stated that the Florida program meets or exceeds all
2 operational, technical, and functional minimum standards. It
3 also stated that the Florida TRS program makes available
4 adequate procedures and remedies for enforcing the requirements
5 of the state program, and stated that the Florida TRS program
6 in no way conflicts with federal law. And I just threw in here
7 this is the actual letter we received from the FCC recertifying
8 our program.

9 The next order was a DA order issued on
10 September 10th. And this order issued -- this order awarded
11 the contract for the ten-digit numbering program for VRS and
12 IP-Relay to NeuStar, Incorporated. I don't know how many of
13 you are familiar with NeuStar. They are the current North
14 American numbering plan administrator. They issue the
15 telephone numbers in blocks to the telephone companies right
16 now. They are also the number portability administrator and
17 the number pooling administrator. So we have a very
18 experienced company that's going to be handling these ten-digit
19 numbers for VRS and IP-Relay.

20 The next order is an FCC order issued September 19th.
21 It was requested by Sorenson that it be able to provide the
22 caller's telephone number for call back purposes rather than
23 the CA's call back number. Sorenson was actually able to
24 provide the ten-digit number, so they asked for a waiver until
25 December 31st so that they can actually give the telephone

1 number instead of having the emergency people call back the
2 communications assistant. In this order the FCC reiterated its
3 requirement that VRS providers implement a system to ensure
4 that all incoming emergency calls are answered by the provider
5 before non-emergency calls.

6 Okay. This order issued September 22nd just outlined
7 the time frames in which the VRS and IP-Relay providers can
8 request compensation for setting up the ten-digit process for
9 VRS and IP-Relay. They decided that the providers shouldn't
10 absorb these costs. It will be reimbursed through the federal
11 fund and these are the time frames that they have to file for
12 reimbursement.

13 The next order was issued October 8th. It was
14 requesting comment on another Sorenson petition. Sorenson
15 would like to use the proxy or alias numbers for an extra year
16 after December 31st. Now, what these proxy numbers are, they
17 are almost like ten-digit numbers, regular telephone numbers,
18 but you can't use them in the telephone system. Sorenson set
19 these numbers up, and they are requesting that they be able to
20 use these numbers for an extra 12 months before that
21 requirement goes in effect.

22 This next slide is something I learned about at the
23 state relay conference this year. The Federal Communications
24 Commission wanted to make sure that DTV education is provided
25 to deaf and hard-of-hearing people. So what they did is they

1 devoted a website to different things about DTV. This is a
2 digital TV transition. And all these different instructions
3 are in American Sign Language on their website. And I went to
4 it. It's a pretty nice site. It's pretty neat. So if you
5 ever have any problems with DTV, or if you know of any deaf
6 people that would have a problem, the website is right there on
7 the page they can go to.

8 And I would like to go to a couple of PSC updates.
9 There is basically two things that happened since the last
10 meeting. By an order issued May 27th, the Commission approved
11 FTRI's 2008/2009 budget, and I believe James is going to talk a
12 little bit about that in a few minutes. The budget maintains
13 the 11 cent per month surcharge on each local exchange company
14 telecommunications subscriber.

15 At the July 1st agenda conference, the Commissioners
16 approved a contract option to extend the Sprint relay contract
17 one year beginning June 1st, 2009. Rates for the traditional
18 TRS will be 80 cents. They are currently 75 per session
19 minute, and the rate for CapTel will be \$1.40 per session
20 minute. Currently that's \$1.37.

21 As far as contract options, that was a second year of
22 four contract options, so we still have two one-year options
23 left after this one.

24 Now I'd like to talk a little bit about the VRS and
25 IP-Relay. This is going to be the major thing that would

1 affect the Florida relay program in the next few years. The
2 FCC is still maintaining its intent to shift the intrastate
3 costs of VRS and IP-Relay and also IP captioned telephone
4 service to the states.

5 There are still many questions that need to be
6 answered as far as when will it happen. As I mentioned, the
7 ten-digit order requires implementation by December 31st. The
8 FCC has always stated that they could not require the states to
9 pay the intrastate costs because they did not know the
10 beginning of the call and the end of the call. Now that this
11 ten-digit numbering system has gone into effect, they are
12 supposed to be able to know the beginning -- the start of the
13 call and the end of the call and be able to find out whether
14 it's intrastate or interstate.

15 Now, at the state relay meeting we brought up a
16 number of things. We asked how these people can get these
17 numbers, and whether they are going to be geographically
18 correct as the FCC stated in its order. And what we found out
19 is that a person could be in Florida here and get a New York
20 area code, or they can be in New York and get a Florida area
21 code. Something similar to Vonage Communications, if you're
22 familiar with them. So that brought up a number of questions
23 which we brought to the FCC, and said, well, if states have to
24 pay this, how are you going to be sure that we are paying the
25 right thing? And they said they would look at it.

1 We are also worried about what kind of notice that
2 the states are going to receive because there are a number of
3 things that may have to be changed. Right now there's a cap of
4 25 cents per line for the TRS surcharge. If Florida has to
5 absorb the VRS and IP-Relay costs for intrastate calls, we are
6 estimating right now it's going to be between 20 and
7 \$25 million a year. It's a big hunk of money.

8 We will probably have to change that cap, but that is
9 something that is going to have to be addressed at the
10 Legislature, since it's a statute. And the problem is the
11 Legislature is going to need time. So that's what we are
12 trying to stress to the FCC. You just cannot come out with an
13 order and say this is going to happen. We might need six
14 months, we might need a year, we might need two years.

15 We also had a question, well, if the states are going
16 to be responsible for IP-Relay and VRS, are the states that
17 provide equipment going to have to provide the equipment for
18 this. That's another cost. So there are a number of
19 questions. And, of course, we are still going to stay on top
20 of it here in Florida because of the amount of money involved.

21 I'm going to be working on a subcommittee with the
22 state relay administrators on VRS and IP-Relay
23 jurisdictional separation of costs on these, so we will keep
24 you updated as we go along.

25 I went ahead and did a few graphs here. I know Missy

1 gave you some, but this top one shows the regular TRS minutes
2 since July '05, so it will give you over a three-year period
3 how the TRS minutes have declined. And it is kind of leveling
4 off these last six months or 12 months. You can see it has
5 been leveling off a little bit.

6 CapTel minutes have been steadily increasing as
7 expected. IP-Relay minutes have been going up and down. The
8 top one is IP-Relay minutes, if you can't read it. And as you
9 can see, it has been going up and down, but it is still an
10 awful lot of minutes. And, of course, the bottom one is the
11 one we are really concerned about, VRS minutes. And it is
12 steadily increasing. And, of course, it is the highest cost
13 relay product out there.

14 This graph right here is a comparison of all the
15 Florida TRS minutes, the VRS, the IP-Relay, CapTel, and regular
16 TRS just to give you an idea of what's going up and what's
17 going down.

18 And this last graph here is from the federal
19 government, and it just shows TRS, IP-Relay, VRS. And
20 something very interesting, if you notice in the bottom
21 right-hand corner there is a blue line. That is the start of
22 IP-captioned telephone service, which is another service that
23 right now the federal government, the federal TRS fund is
24 covering but will eventually come to the states, according to
25 the FCC. There's no numbers on this available right now. This

1 is the first time I have seen anything on IP-CTS. It is just
2 getting started.

3 And with that, are there any questions? If not, can
4 we take about a ten-minute break. We will take a ten-minute
5 break and come back about 2:15, if we can. Thank you.

6 (Recess.)

7 **MR. CASEY:** Okay. If we can, I'd like to go ahead
8 and start up the meeting again and introduce Mr. James
9 Forstall, the Executive Director of FTRI who will be making the
10 next presentation.

11 **MR. FORSTALL:** Am I on? Good. Thank you, Bob. Good
12 afternoon, everyone. Today I plan to give you an overview of
13 FTRI's fiscal year 2007 and 2008 annual report.

14 Client services. The total number of EDP, what we
15 call Equipment Distribution Program services provided by FTRI
16 for fiscal year 2007 and 2008 were 40,299. The average number
17 of that per month was 3,358. The new on the piechart, you will
18 see where it says new, that represents the number of new
19 clients that have been served by FTRI for the first time.

20 Exchanges represents equipment that might have been
21 broken and that needed replacement. Modify or equipment that
22 may at one point in time a person may have an amplified phone,
23 but no longer finds it suitable because of their hearing loss,
24 so, therefore, they need to modify to a different type of
25 equipment. And that is known as a modify.

1 Return. For whatever reason a client decides to stop
2 participating in the FTRI program, they return the equipment.
3 All equipment is loaned through the FTRI program. FTRI owns
4 the equipment.

5 And follow-up is any services that is initiated by
6 clients, whether it be additional training or just accessory
7 equipment, they may need an adapter instead of replacing the
8 whole phone, they may be able to get an adapter, and that is
9 considered a follow-up service.

10 New client eligibility. Last year, fiscal year 2007
11 and '08, FTRI served 17,428 new clients, and they are
12 categorized as deaf being 156, hard-of-hearing 17,028,
13 speech-impaired is 208, and dual sensory impaired means people
14 or individuals who have both a deafness or a hearing loss and a
15 speech impediment.

16 According to TASA, the following certifiers are able
17 to certify the application for an individual to be eligible to
18 receive equipment from FTRI, and they are listed as deaf
19 service center directors, audiologists, hearing aid
20 specialists, licensed physicians, state certified teachers,
21 state agency, speech pathologists, and federal agency. And as
22 you can see, audiologists ranks as number one certifiers.

23 The age group. More people in the 80 to 89 age group
24 received equipment than those of any other specific age group.
25 Approximately 80 percent of all recipients served in this

1 fiscal year were 70 years or older.

2 New client county of residence. I have listed ten
3 different counties that have the highest producing of new
4 clients, and they are Broward County with 1,909 new clients;
5 Palm Beach with 1,757; Pinellas, 1164; Dade, which is the Miami
6 area, 943; Pasco, 803; Lee, the Fort Myers area, 773; Sarasota,
7 734; Polk County, which is Lakeland, 640; Hillsborough, 625;
8 and Marion County, which is Gainesville, 616.

9 The different types of equipment distributed during
10 the last fiscal year, and the number as well was 37,627 units,
11 which averages about 3,136 units a month. And as you can see,
12 the volume control phone, which is the largest piece of
13 equipment distributed, was 83.8 percent.

14 **MS. McMANUS:** Can I ask a question? This is Missy.
15 And so how many staff members do you have?

16 **MR. FORSTALL:** Do you mean how many contractors we
17 have?

18 **MS. McMANUS:** How many people who do work on staff at
19 FTRI?

20 **MR. FORSTALL:** We have a total of 15 employees in the
21 Tallahassee office; however, we do contract with 22 different
22 agencies throughout the state. I wish the FTRI office could
23 take credit for all 37,627 units.

24 Quality assurance. Every month, FTRI randomly
25 selects about 16 percent of new applications that come in, new

1 clients served, and we will mail them a quality assurance
2 survey. We ask them four or five simple questions about the
3 services they receive, the length of time they were served, and
4 if they had any complaints.

5 Out of the 2,762 surveys that were sent out, FTRI
6 received 1,000 back for a 36 percent return rate. And
7 97 percent of the responses were positive. All negative
8 responses were addressed by FTRI and forwarded to the
9 appropriate regional distribution center for follow-up.

10 Outreach. Throughout the past fiscal year, FTRI's
11 outreach efforts have stabilized throughout the state. The
12 regional distribution centers continue to provide outreach
13 services to their respective communities to disseminate
14 information about FTRI's program and the Florida Relay Service.

15 The following activities occurred. FTRI and the
16 regional distribution center together conducted 1,215 different
17 outreach activities throughout the state. Some of the other
18 activities that were provided or accomplished was we published
19 and mailed a new reminder post card to over 330,000 active
20 clients statewide to remind them about the program. Instead of
21 mailing a newsletter, it was decided to mail a postcard, which
22 was less costly, to let them know that if they wanted to see or
23 read about the newsletter we publish, it is on the website.

24 In addition, in the Miami area, the Deaf Services
25 Bureau merged with the Center for Independent Living of South

1 Florida. So we mailed each of the clients in that area a
2 postcard letting them know that they've moved and what the new
3 address and phone numbers were.

4 Some of the other activities. We're developing a new
5 branding art work tag line for outreach material, "You Don't
6 Have to Shell Out a Dime." We developed new marketing material
7 to include new application inserts, posters, and banner pullup
8 display. We developed and customized new print advertisements
9 for each RDC. We administered a print media campaign covering
10 seven markets throughout the state. We launched an educational
11 relay kit program as a web-based solution. We updated the FTRI
12 application to include the client survey to increase accuracy.
13 We developed and implemented the client survey report feature
14 of the website. That particular tool would allow the regional
15 distribution centers to print a report and capture the number
16 of new clients that came into the area or the office to get
17 service, and they can correlate as to the type of outreach
18 activities that were performed to bring in those new clients.

19 119 businesses signed up as a relay friendly business
20 partner through the FTRI website. Translation of the business
21 partnership program website into Spanish. Information about
22 both the Florida relay and the FTRI equipment distribution
23 program have been made available to over 5,115 employees
24 through the business partnership program.

25 FTRI continues to partner with different

1 organizations, state agencies throughout the state for outreach
2 activities. We also purchased media time statewide for both
3 Florida Relay and FTRI equipment distribution program public
4 service announcements and received approximately a
5 21-to-1 ratio coverage. We also provided approximately
6 1,570 hours and 728 outreach hours of comprehensive training to
7 the Regional Distribution Centers. And we coordinated the
8 annual training conference for the RDCs.

9 This is a picture of the reminder postcard that FTRI
10 sent out. And if you notice on the right-hand side -- in the
11 blue -- in the middle of the postcard you will notice where it
12 is highlighted in blue, it notified the individuals that if
13 they want to view the newsletter, that's the website address
14 they may go to.

15 And this is the newsletter that we published. Even
16 though we published it, we put it on the website. We did not
17 mail it out.

18 The FTRI display banner and the RDC customized ad.
19 On the left is the banner and on the right you will see where
20 we can customize the ad to include whatever information the
21 regional distribution center wishes us to print on it. And we
22 worked real hard to customize everything so everything can be
23 consistent so we will have the same information -- we have the
24 same information going out. And we have received positive
25 encouraging feedback on these ads, and so we are excited about

1 that. We are happy with that.

2 And we also developed equipment posters. This was
3 recommended by some audiologist and hearing aid specialists,
4 because when clients come in they wanted to have something that
5 they can put in their waiting room so when a client is waiting
6 to be served they can at least view the information and the
7 different types of equipment that are available.

8 Some of the other services that we have provided. We
9 processed 19,659 customer service calls. We mailed
10 1,994 applications. We processed more than 83,587 equipment
11 distribution program forms, and 119 new businesses have
12 partnered with FTRI to educate their 5,115 employees.

13 Now, what we have planned for this coming fiscal
14 year. We are planning to develop PSAs, new PSAs, and we will
15 be airing them on broadcasts. In the past, we have strictly
16 used cable television, but this year we have decided to
17 customize some of the ads specifically to a targeted
18 population, and we will be broadcasting them in prime time
19 throughout the state. And what you will see here is some
20 storyboards which are recommended PSAs. These are draft.
21 These are not final. And this is the number one PSA that we
22 will be producing. It is titled Hear the Ocean. I'll let you
23 read it for yourself.

24 VO means voiceover. Someone will be voicing over.

25 GP means grandpa.

1 This particular spot is targeted to seniors with
2 hearing loss, hard-of-hearing, and it's a little personal. It
3 is kind of one of the ads that might tug at your heartstrings
4 and we think this might hopefully reach out to some people.
5 And what you will see is the wave coming in, and as it goes
6 back out you will see the FTRI logo and the name on there. So
7 I think it is going to be a really neat ad once it's completed.
8 And as you can see, you won't have to shell out a dime. That
9 ties in with all of our print material that we have developed.

10 The second spot is called "Far from Retiring." This
11 particular spot is targeted for everyone, for all disabilities,
12 all hearing loss and speech impairment.

13 Okay. And we have one more spot, and this is focused
14 on the relay service. And what I have here is the media chart
15 of where it will be aired, in which city, and what time of the
16 year. And in addition to this, it was decided to air it for
17 two weeks in a row, take it off, put it back on for two weeks,
18 take it off, et cetera, for a total of eight weeks of airing.
19 And during the last two weeks we will work with the individual
20 regional distribution centers to print media ads for an
21 extended period of time, so that when people see the ad in a
22 newspaper, hopefully they have seen it on television, as well.
23 And then the ads in the print media will be customized to the
24 local centers so when they see it they know the information
25 from the area. For example, in Fort Lauderdale, they will know

1 the information from that area to contact.

2 And that concludes my presentation. I will be happy
3 to answer any questions.

4 **MR. CASEY:** Does anyone have any questions for
5 Mr. Forstall?

6 Kim.

7 **MS. SCHUR:** I was wondering, the comparison of the
8 EDP between the fiscal year prior to this one and this one,
9 because we looked at calls and the comparison of years, I was
10 just wondering if we see a rise, is it staying the same, is it
11 is dropping? And should I ask all of my questions at once,
12 then you can answer all of them?

13 **MR. FORSTALL:** And you are referring to last year to
14 the first three months of this quarter?

15 **MS. SCHUR:** Well, I guess 2006/2007 versus 2007/'08.

16 **MR. FORSTALL:** This recent fiscal year we just
17 completed, we saw an 8 percent decrease over the prior year.

18 **MS. SCHUR:** Another question is the application and
19 information as far as it getting into Creole, is that on the
20 schedule to figure out?

21 **MR. FORSTALL:** Yes. We have not pursued that, but we
22 can. We can look into that.

23 **MS. SCHUR:** And the only other thing, I'm assuming
24 that this is just a mock-up of the PSAs, that it will be more
25 diversified when the new one is made?

1 **MR. FORSTALL:** Yes.

2 **MS. SCHUR:** Okay. Thank you.

3 **MR. FORSTALL:** That is correct. As a matter of fact,
4 there is a requirement that you have whatever representative of
5 your population be reflected in the PSA, and we intend to do
6 that. And this was just a storyboard. And we have -- just
7 this week we have completed picking the talent and we made sure
8 we had that diversity.

9 **MR. CASEY:** Are there any other questions for James?

10 Well, thank you very much, James.

11 This part of the meeting is just an open discussion.
12 If anybody has any questions, ideas, or problems they may see
13 out there with the Florida Relay program, you are more than
14 welcome to bring them forward. Anybody?

15 Okay. Well, as always -- Richard.

16 **MR. HERRING:** I do have a question, which I believe
17 is very valid, particularly at this moment. I use relay every
18 day. I understand that there are Spanish-speaking people who
19 work at the relay center. I have a friend who speaks Spanish
20 and very little English. In the past I used to call the relay
21 service and asked for a Spanish operator that they would give
22 me. I was able to talk into my unit. I conferred an
23 interpretation of what I was gaining. I spoke to the friend of
24 mine who spoke Spanish and the relay operator translated.

25 Now, this happened to go along for a few months. At

1 one point in time the relay service said we will no longer
2 translate. We will only interpret. So I went to another relay
3 company and I attempted to do the same thing. The answer I
4 received from the other relay company was very much the same as
5 the first one.

6 Now, I understand there is a difference between
7 interpretation and translating. However, the fact is that the
8 relay company had been doing both, and all of a sudden they say
9 they are no longer as of last May going to do both, it is only
10 going to be interpreting. Now, do you have any comment about
11 that?

12 **MR. CASEY:** And we are talking about Sprint relay
13 here, the Florida program?

14 **MR. HERRING:** No, I'm not singling out any telephone
15 company, but I'm talking about the service like I-711 and
16 IP-Relay. Those are the two that I use, and those are the two
17 I call every day.

18 **MR. CASEY:** So you use IP-Relay?

19 **MR. HERRING:** I use IP-Relay and I-711.

20 **MR. CASEY:** Okay. James, go ahead.

21 **MR. FORSTALL:** I-711 is another form of relay
22 service, but it is not Florida Relay Service, 711.

23 **MR. CASEY:** Neither one of those programs are in the
24 Florida Relay program at this time. We have no control over
25 IP-Relay. That would be the FCC. If the states do assume the

1 intrastate costs, that is one of the things that we are going
2 to require, or at least we are going to tell the FCC if we are
3 going to pay for it, we have to oversee the service quality of
4 it.

5 **MR. HERRING:** Because at the moment, I don't know if
6 I still have a Spanish friend. I can't communicate with him.

7 **MR. CASEY:** Yes, Kim.

8 **MS. SCHUR:** You know, that's for all of us. I mean,
9 if I want to call somebody who speaks Spanish, I mean, and I'm
10 a business, I'm a non-profit, if I have a Spanish client call
11 and that's all they speak, I need to find somebody. If I want
12 to call a translation company, I can do that, but I'm going to
13 pay for it. So, in reality, I mean, I think we would all love
14 to speak to people of all different languages, but it's
15 translation not interpreting. I mean, it's really different.

16 **MR. CASEY:** Maryrose.

17 **MS. SIRIANNI:** I thought that Missy said earlier,
18 though, doesn't Sprint have Spanish-speaking operators that can
19 do that?

20 **MR. CASEY:** They do have Spanish and Creole.

21 **MS. SIRIANNI:** So if he would go through the Florida
22 Relay, then he could speak to his Spanish friend, right?

23 **MR. CASEY:** That's correct. If he went through
24 Florida Relay he would be able to speak to his friends.

25 **MS. SIRIANNI:** I have a question, and it's a stupid

1 question, and I'm going to apologize before I ask.

2 When you do 711, you don't get Florida relay, or you
3 do?

4 **MR. CASEY:** I believe he was speaking of a new
5 service. It's I-711.

6 **MS. SIRIANNI:** Oh, it wasn't just 711?

7 **MR. CASEY:** Correct.

8 **MS. McMANUS:** Right. That's through the Internet.

9 **MS. SIRIANNI:** The internet. I missed the "I" part.
10 Okay. I mean, is that right?

11 **MR. FORSTALL:** Yes. When you use I-711, you must use
12 the Internet service, okay. You cannot make an I-711 call on a
13 regular TTY. Am I correct, Missy?

14 **MS. McMANUS:** Right, that's correct. Exactly.

15 **MR. FORSTALL:** And, Missy, doesn't Sprint offer
16 Spanish translation through the relay service?

17 **MS. McMANUS:** Yes.

18 **MR. FORSTALL:** I thought so.

19 **MS. McMANUS:** Through the Internet relay, also.

20 Uh-huh.

21 **MR. CASEY:** That's one of the problems that we see
22 coming, if we have to assume IP-Relay and VRS costs, is
23 translation. Right now the state law requires that we only
24 have one company providing relay service in Florida. If we
25 have to take over the intrastate costs of VRS and IP-Relay,

1 does that mean that we have to deal with 10 or 15 different
2 IP-Relay companies? We don't know at this time. We don't know
3 what we are going to do. But one thing is for sure, if we do
4 take over IP-Relay and VRS costs and we do contract with these
5 people, they will be required to have Spanish and Creole
6 translators. That's a must in the state of Florida.

7 **MR. HERRING:** Thank you for the clarification.

8 **MR. CASEY:** Thank you, Richard.

9 Any other questions or comments? Okay.

10 One thing I would like to mention before we do go, we
11 are working on the annual Florida Relay Report to the
12 Legislature. It will be presented to the Commissioners at the
13 December 1st Internal Affairs meeting for approval. And, of
14 course, we have to have it to the Florida Legislature by
15 January 1st. Everybody on the advisory board will receive a
16 copy of that as soon as it is available.

17 One other reminder. If you are on the advisory
18 board, please make sure you pick up those two sheets over there
19 for reimbursement of your costs for coming here. And we sure
20 do appreciate you coming here.

21 And thank you very much. If there are no more
22 questions, we are adjourned. Thank you.

23 (The meeting concluded at 1:48 p.m.)

24

25

1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

4

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

9

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

15

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

21


DATED THIS 12th day of November, 2008.

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JANE FAUROT, RPR
Official FPSC Hearings Reporter
(850) 413-6732

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