

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 110013-TP

REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY SERVICE,
BEGINNING IN JUNE 2012, FOR
THE DEAF, HARD OF HEARING,
DEAF/BLIND, OR SPEECH IMPAIRED,
AND OTHER IMPLEMENTATION MATTERS
IN COMPLIANCE WITH THE FLORIDA
TELECOMMUNICATIONS ACCESS SYSTEM
ACT OF 1991.

RECEIVED-FPSC
13 MAY 22 PM 1:36
COMMISSION
CLERK

PROCEEDINGS: ADVISORY COMMITTEE MEETING

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

DATE: April 26, 2013

TIME: Commenced at 1:30 p.m.
Concluded at 3:24 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

DOCUMENT NUMBER-DATE

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FLORIDA PUBLIC SERVICE COMMISSION

FPSC-COMMISSION CLERK

1 APPEARANCES:

2 JAMES FORSTALL, FTRI.

3 KIM SCHUR, AuD, Center for Hearing and
4 Communication.

5 CHERYL RHODES, Florida Deaf/Blind Association.

6 MARYROSE SIRIANNI, AT&T.

7 CHRIS LITTLEWOOD, Florida Coordinating Council
8 for the Deaf & Hard of Hearing.

9 BECKI EDMONSTON, Verizon.

10 GREG DENES, AT&T Relay.

11 MICHAEL BARRY, AT&T.

12 MAGGIE SCHOOLAR, Sprint.

13 JIM SKJEVELAND, Sprint.

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15 FOR THE PSC:

16 CINDY MILLER, ESQUIRE; CURTIS WILLIAMS; and
17 BOB CASEY.

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

2 **MR. WILLIAMS:** Good afternoon, everyone. I
3 think we can go ahead and get started. My name is
4 Curtis Williams and I'll be chairing today's meeting.

5 **MR. CASEY:** For those of you on the telephone,
6 could you please mute your telephone so we don't get any
7 feedback. Please mute it until you're ready to talk.
8 Thank you.

9 **MR. WILLIAMS:** The first thing we would like
10 to do this afternoon is have our attorney, Cindy Miller,
11 read the notice.

12 **MS. MILLER:** Welcome. Pursuant to notice
13 issued, this time, date, and place were set for this
14 meeting of the Telecommunications Access System Advisory
15 Committee in Docket Number 110013-TP.

16 **MR. WILLIAMS:** Thank you, Cindy. That sounds
17 much better. Thank you for the individuals who are on
18 the line for muting. We were getting feedback and now
19 it seems to be cleared up, so we can proceed with a
20 little more clarity here.

21 We put the agenda up on the slide there. The
22 first thing we're going to do is go over some
23 housekeeping matters. I'll do the introductions, and
24 then I would like the participants to introduce
25 themselves and who they represent.

1 Bob Casey will do some FCC and PSC updates,
2 followed by FTRI talking about their annual report. And
3 then we'll take a little 15-minute break and come back
4 with AT&T Relay to do their presentation. Then after
5 that we'll discuss any matters that anybody would like
6 to bring up, the board would like to bring up, and then
7 we'll conclude the meeting this afternoon.

8 For the initial meeting notes, TASA committee
9 members Kim Schur, Cheryl Rhodes, and Becki Edmonston
10 will be participating by phone during today's meeting.
11 Louis Schwarz and Jon Ziev will not be able to
12 participate today.

13 A transcript will be made of today's meeting
14 and provided to all TASA members. Please make sure your
15 microphone is on when speaking. The green light should
16 be on. Please silence your cell phones during today's
17 meeting. Please state your name before speaking so we
18 know who is making comments for the record for the court
19 reporters. The committee members who will be claiming
20 travel costs, please make sure to fill out travel
21 reimbursement forms. We have some over on the desk on
22 the side there.

23 For introductions, I'd like to go ahead and
24 introduce my counterparts here up on the bench. To my
25 left is Bob Casey, and of course to my right is Cindy

1 Miller, who is the attorney who handles Relay matters
2 for the Commission.

3 I'd like to go ahead and take participant
4 appearances for the people who are here, starting
5 with -- we can start with Chris.

6 **MR. LITTLEWOOD:** This is Chris Littlewood from
7 Seminole, Florida. Good afternoon, everybody. I'm
8 representing the Florida Coordinating Council for the
9 Deaf and Hard of Hearing.

10 **MR. FORSTALL:** Good afternoon. My name is
11 James Forstall. I'm the Executive Director of Florida
12 Telecommunications Relay, Incorporated.

13 **MS. SIRIANNI:** Maryrose Sirianni, AT&T.

14 **MR. DENES:** Greg Denes, Channel Manager with
15 AT&T Relay.

16 **MR. BARRY:** Mike Barry, Director of Marketing
17 Services, AT&T.

18 **MR. WILLIAMS:** Okay. That's it.

19 **MS. SCHUR:** Kim Schur, representing the
20 (inaudible.)

21 **MR. WILLIAMS:** Can you repeat your name, Kim?
22 Can you repeat it again? Our court reporter had a
23 problem hearing. Can you go just a little slower?

24 **MS. SCHUR:** Sure. Kim Schur.

25 **MR. WILLIAMS:** Okay. Thank you. Is there

1 anyone else on the phone?

2 **MS. EDMONSTON:** Yes. Becki Edmonston,
3 representing Verizon.

4 **MR. WILLIAMS:** And that's Becki Edmonston?

5 **MS. EDMONSTON:** Correct.

6 **MR. WILLIAMS:** Okay.

7 **MS. SCHOOLAR:** Good afternoon. This is Maggie
8 Schoolar with Sprint.

9 **MR. SKJEVELAND:** And good afternoon. This is
10 Jim Skjeveland with Sprint.

11 **MR. WILLIAMS:** Can you pronounce your last
12 name again, Jim?

13 **MR. SKJEVELAND:** Sure. It's Skjeveland.

14 **MR. WILLIAMS:** Can you spell it?

15 **MR. SKJEVELAND:** It's spelled
16 S-K-J-E-V-E-L-A-N-D.

17 **MR. WILLIAMS:** Okay.

18 **MS. RHODES:** And also this is Cheryl Rhodes
19 with the Florida Deaf and Blind.

20 **MR. WILLIAMS:** Okay. Thank you, Cheryl.
21 We're going to take a brief break for the court
22 reporter.

23 (Pause.)

24 **MS. SCHUR:** This is Kim Schur. I lost the
25 audio.

1 **MR. WILLIAMS:** This is Curtis Williams. We've
2 been taking a little break to go over the appearances
3 with the court reporter. We will be starting
4 momentarily.

5 (Pause.)

6 Okay. This is Curtis Williams. We are back
7 on taking appearances. The last person who introduced,
8 the last person that was on that introduced themselves
9 was -- was it Cheryl Rhodes? Cheryl, are you still
10 there?

11 **MS. RHODES:** Yes.

12 **MR. WILLIAMS:** Okay. Cheryl, can you go ahead
13 and just spell your name again just for clarity?

14 **MS. RHODES:** It's C-H-E-R-Y-L R-H-O-D-E-S.
15 And I'm the representative for the Florida Deaf and
16 Blind Association.

17 **MR. WILLIAMS:** Thank you, Cheryl.

18 Okay. So is there anyone else on the line
19 that has not offered an introduction?

20 Okay. What I'll do at this point is just go
21 over everyone who is participating on the phone. We
22 have Cheryl Rhodes, Kim Schur, Becki Edmonston, Maggie
23 Schoolar with Sprint, and Jim -- Jim, can you spell --
24 can you pronounce and spell your last name again?

25 **MR. SKJVELAND:** Sure. Last name is

1 Skjeveland. And did you want me to spell it again?

2 **MR. WILLIAMS:** Yes.

3 **MR. SKJEVELAND:** S as in Sam, K-J-E-V-E-L-A, N
4 as in Nancy, D as in David.

5 **MR. WILLIAMS:** Okay. Thank you.

6 **MR. SKJEVELAND:** Yep.

7 **MR. WILLIAMS:** Okay. I think we're ready to
8 proceed now with the PSC staff's presentation.

9 **MR. CASEY:** Thank you, Curtis.

10 What I'd like to do is provide the updates
11 that we have since the last TASA meeting, November 2nd
12 of 2012, and let you know what's been going on with the
13 FCC and PSC.

14 As I go through the orders, I always put this
15 slide up to let people know there's two types of orders
16 that are issued from the FCC. If the order starts with
17 F-C-C, that means the order is by the whole Commission,
18 all the Commissioners. If the order starts with a D-A,
19 that means it's designated authority. That means the
20 Commissioners have designated the bureau chiefs to go
21 ahead and issue an order.

22 The first order was released November 16th.
23 This order granted in part a petition for
24 reconsideration and clarification of the Commission's
25 Internet-based Telecommunications Relay Service Toll

1 Free Order filed by Sorenson Communications.

2 In the iTRS Toll Free Order, the FCC adopted
3 rules to improve assignment of telephone numbers
4 associated with iTRS.

5 The FCC ended up granting Sorenson's petition
6 with respect to certain user notification requirements
7 but denied the remainder of the petition.

8 Another order was released November 20th,
9 2012. And, again, this is a DA order, which means
10 designated authority. It was issued by the bureau. The
11 Consumer and Governmental Affairs Bureau granted CSDVRS
12 full certification for eligibility to receive
13 compensation from the Interstate TRS Fund for the
14 provision of VRS.

15 Based on the bureau's further review of CSDVRS
16 recertification application and their onsite inspections
17 of CSDVRS facilities and operations, it also found that
18 CSDVRS currently provides VRS in compliance with the
19 FCC's rules and orders, and determined that CSDVRS is
20 qualified to receive compensation from the fund for the
21 provision of VRS. And, of course, that's the Interstate
22 TRS Fund.

23 The certification remains in effect for a
24 period of five years from the release date of the public
25 notice.

1 Order FCC 13-13 was released January 25th, and
2 this addresses certain practices related to the
3 provision and marketing of Internet Protocol Captioned
4 Telephone Service, or IP CTS.

5 The new order established the following
6 requirements on a temporary basis from March 7th, 2013,
7 to September 3rd, 2013:

8 IP CTS providers may not offer financial and
9 other rewards to consumers, charitable organizations,
10 and audiologists and other professionals for the
11 referral and registration of new IP CTS customers.

12 New IP CTS users must self-certify to the
13 provider that they have a hearing loss requiring use of
14 the service to effectively communicate over the phone;
15 they understand the captioning service is provided by a
16 live communications assistant; and they understand that
17 the cost of IP CTS calls is paid for by the federal TRS
18 Fund. Now, if the user spends \$75 or more for their
19 IP CTS phone, he or she needs only to provide the
20 self-certification. However, if the user obtains IP CTS
21 equipment for free or for less than \$75, she or he must
22 also provide certification from a third party
23 professional that the user needs IP CTS to communicate
24 effectively over the phone.

25 IP CTS phones must have a default setting with

1 the captions turned off so that the consumers need to
2 turn on the captions for each call. There's a great
3 deal of controversy about that requirement.

4 The order also included a notice of proposed
5 rulemaking seeking comments on the following. These are
6 items that are proposed and they're asking for comments
7 on.

8 Whether to adopt the above interim rules as
9 permanent rules; the likely reasons for the unusually
10 rapid growth in the use of IP CTS; whether to prohibit
11 all provider programs that give away or loan equipment
12 to potential or existing IP CTS users for free or at a
13 cost below some specified level; whether to require each
14 IP CTS provider, as a condition of continuing to offer
15 service to existing IP CTS users who have not registered
16 for service, to register each of their users and, as
17 part of the registration process, to obtain from each
18 user certification that the user has a hearing loss that
19 requires IP CTS to communicate in a manner that is
20 functionally equivalent to communication by conventional
21 voice telephone users.

22 The order also asks for comments on whether to
23 establish a specific quantitative hearing loss threshold
24 for eligibility to use IP CTS; whether to amend the
25 speed of answer requirement for IP CTS; whether to adopt

1 any requirements for IP CTS equipment to have labels
2 informing consumers that IP CTS may be used only by
3 people with hearing loss; and whether to require
4 applicants for IP CTS certification to describe how they
5 ensure that they do not bill the TRS Fund for service to
6 ineligible users.

7 Comments were due February 26th and reply
8 comments were due March 12th.

9 An order was issued by the Consumer and
10 Governmental Affairs Bureau on February 21st, which
11 permanently denied payment to Healinc Telecom of the
12 amounts withheld by the TRS Fund Administrator from
13 Healinc's VRS payment for the month of September 2011.
14 The bureau affirmed determination that calls for which
15 compensation was withheld were not compensable under the
16 Commission rules.

17 The basis for withholding payment was that
18 Healinc had failed to identify itself properly to
19 callers and that its VRS calls were routed through
20 multiple URL addresses not used for Healinc brand or
21 sub-brand, contrary to FCC rules. In other words, they
22 were getting subcontractors. They were using
23 subcontractors.

24 The bureau also issued an order on
25 February 21st which denied the application of Healinc to

1 obtain recertification as a VRS provider and to obtain
2 initial certification as an IP Relay Service provider
3 eligible to receive compensation from the Interstate TRS
4 Fund.

5 The bureau's investigations of Healinc's VRS
6 identified numerous instances in which Healinc did not
7 provide VRS in compliance with the FCC rules and orders.
8 Among other violations, Healinc failed to process VRS
9 911 calls in accordance with the FCC rules; submitted
10 for compensation calls routed through URLs used by
11 ineligible providers, contrary to the FCC's prohibitions
12 against use of such URLs; repeatedly submitted false,
13 inaccurate, or incomplete reports and information to the
14 Fund administrator and the FCC; and failed to submit
15 reports required by the FCC's rules.

16 Order DA 13-275 was issued February 22nd, and
17 this was asking for comment on applications for state
18 certification for the provision of TRS.

19 The FCC provided notice that the states have
20 applied to the FCC for renewal of the certification of
21 their state TRS program pursuant to Title IV of the
22 Americans with Disabilities Act and the FCC's rules.

23 Current state certifications expire July 25th,
24 2013. A state's application for certification covering
25 the five-year period from July 26th, 2013, to July 25th,

1 2018, had to demonstrate that the state TRS program
2 complies with Section 225 and the FCC's rules governing
3 the provision of TRS.

4 Comments were due March 15th and reply
5 comments were due March 29th. The bureau is in the
6 process of asking for additional information. We just
7 received an e-mail this week asking for clarification on
8 the amount of outreach we did. And, of course, FTRI
9 provided that, and we sent it on to the FCC.

10 Order DA 13-369 was released March 8th. The
11 bureau sought comment on a petition for rulemaking filed
12 by Sorenson Communications and its wholly subsidiary,
13 CaptionCall.

14 In its petition for rulemaking, Sorenson
15 requested that the FCC initiate a rulemaking proceeding
16 to adopt a price cap regulatory approach to determine
17 the rates for the provision of IP CTS. The proposed
18 methodology would replace the current multistate average
19 rate structure rate methodology currently used for
20 determining IP CTS rate.

21 Comments were due March 25th and reply
22 comments were due April 4th.

23 The MARS program, just to give you a little
24 background, is used for the, to calculate the interstate
25 rates for Relay. And what the MARS basically does is

1 they send out requests to all the states asking for what
2 you are paying for your rates. And they will take all
3 those rates and average them out and that's what's
4 called the MARS plan. That's how they come up with the
5 interstate rate.

6 Order DA 13-534 was released March 21st, and
7 the FCC Consumer and Governmental Affairs Bureau
8 accepted the relinquishment of American Network,
9 Incorporated's authority to provide for provision of
10 Internet-based TRS and eligibility for compensation from
11 the Interstate TRS Fund.

12 Okay. Now I can give you some PSC updates.
13 On April 1st, FTRI filed its proposed 2013/2014 budget.
14 James Forstall will provide details of the proposed
15 budget in his presentation later this afternoon.

16 Staff has scheduled the FTRI budget
17 recommendation to be filed May 2nd, for consideration by
18 Commissioners at the May 14th, 2013, Agenda Conference.

19 And staff continues its monthly test calls
20 checking the typing speed of AT&T Relay Communications
21 Assistants and the quality of CapTel calls. Presently
22 we're doing 15 CapTel test calls and we're doing
23 100 regular TRS test calls.

24 A little legislative update. Most of you
25 probably know that there is a bill which was filed in

1 the House and the Senate this year, House Bill 1135 and
2 Senate Bill 1688. And what this bill does is revises
3 powers and duties of the PSC; requires that the
4 Commission establish recovery mechanism requiring
5 commercial mobile radio service providers -- in other
6 words, wireless providers -- to impose a monthly
7 surcharge on their subscribers; revises provisions
8 relating to administration; provides for distribution of
9 wireless mobile devices; revises membership of advisory
10 committee that assists the Commission; requires that the
11 Commission ensure public safety and health care
12 providers are complying with requirements to purchase
13 and operate telecommunications devices. And the
14 proposed effective date was July 1st.

15 And here's a little bill history of when it
16 went to different committees. There's a number of
17 different committees it went to.

18 I'll give you a little information on the
19 National Association for State Relay Administration.
20 This is an organization made up of state Relay
21 administrators from each of the states across the
22 country. I think in the last meeting we went over the
23 national conference that we had here in Orlando and what
24 we did there.

25 On April 15th NASRA members -- NASRA

1 representatives and TEDPA representatives met with the
2 FCC Disability Rights Office. Now, TEDPA is the
3 Telecommunications Equipment Distribution Program
4 Administration; correct? And we are lucky enough to
5 have James Forstall as the president of TEDPA. Is it
6 president or executive director?

7 **MR. FORSTALL:** Chair.

8 **MR. CASEY:** Chair. You're the Chair of TEDPA.
9 So James actually was up there April 15th meeting with
10 the FCC. The topics for discussion, they wanted an
11 update on the progress of the state recertification,
12 they wanted to discuss potential misuse or inadvertent
13 use of IP Caption Telephone services, they asked for an
14 update on the National Deaf/Blind Equipment Distribution
15 Program. They wanted to talk about equipment issues,
16 equipment and compatibility to current phone service,
17 talk about a traditional TRS definition and what is the
18 scope of service and functional equivalents. They
19 wanted to talk about the AT&T petition to launch a
20 proceeding for transitioning from circuit-based networks
21 to IP networks, and they wanted to talk about the cost
22 for Internet-based TRS under the jurisdictional
23 separation of cost principle.

24 Now just this morning I received some notes
25 from James. James was there and he took notes of the

1 meeting. And if he would like to expand on anything
2 during his presentation, he's more than welcome to, if
3 you wanted to mention anything. Any questions or
4 comments?

5 **MR. WILLIAMS:** Well, if there are no questions
6 or comments, we can go ahead and proceed with James
7 Forstall, with his presentation of FTRI's budget and
8 other related information.

9 (Pause.)

10 **MR. FORSTALL:** Thank you, Bob. Thank you,
11 Curtis.

12 Good afternoon, everyone. I'm pleased to be
13 here to present on FTRI's proposed budget for fiscal
14 year 2013 and 2014. Hopefully everyone who's
15 participating by phone has a copy of the presentation.

16 As you can see in the first slide, FTRI was
17 selected as the Helping Hands partnership with the
18 Florida Public Service Commission for the month of
19 March, and we appreciate the honor to receive that
20 notice and we thank the Florida Public Service
21 Commission for recognizing FTRI.

22 Next. Based on our -- I'm sorry. The
23 proposed budget for fiscal year 2013/14, as of
24 February -- I'm reading one slide ahead. I'm sorry.
25 I've got to back up.

1 Based on the best information available to us,
2 the FTRI board of directors has currently, has approved
3 a recommendation to maintain the current surcharge level
4 of 11 cents for the next fiscal year. We estimate that
5 a surcharge level of 11 cents would produce a shortfall
6 in meeting FTRI's operating expenses, and we have not
7 proposed to revise the surcharge because we believe that
8 we have sufficient funds in the surplus account to
9 offset the difference.

10 And the budget as approved by the board
11 projects the total revenues to be \$8,771,408, with total
12 expenses to be \$9,329,613. And the difference of
13 \$558,000 -- \$558,205 will be transferred from the
14 surplus account.

15 Next. As of February 2013, FTRI has over
16 482,700 individuals in the client database. It is
17 evident that FTRI and its contracted regional
18 distribution centers, which are 21 throughout the state,
19 are reaching out to meet the needs of the
20 telecommunications access needs of residents who are
21 deaf, hard of hearing, deaf/blind, or speech disabled.
22 Outreach continues to be a large part of our efforts,
23 and we are planning to increase the activities in order
24 to continue to reach out to the estimated 3 million
25 potential clients in Florida by creating awareness and

1 telephone independence.

2 Next. Operating revenue. Surcharge revenues
3 for fiscal year 2013 and '14 are based on a 5.76%
4 decrease in the total number of access lines reported
5 and estimated in fiscal year 2012 and '13. The interest
6 income for that fiscal year, next fiscal year is
7 projected to be approximately \$41,753.

8 Again, operating revenues. The total number
9 of access lines is 75 million, over 75 million. The
10 proposed surcharge level of 11 cents brings in the total
11 revenue of 8.3 million, less the 1% administrative cost
12 to the TELCOs. The net operating revenues is
13 8.2 million. We added in the National Deaf/Blind
14 Equipment Distribution Program. That is the agreement
15 or the grant that we received from the FCC to manage the
16 National Deaf/Blind Equipment Distribution Program in
17 the State of Florida. We have -- we found out just
18 recently that that amount will remain the same for the
19 next fiscal year. Plus the projected interest income,
20 total operating revenues of 8.7 million, less FTRI
21 operating expenses of 9.3 million, and the transfer from
22 the surplus account again will be \$558,205.

23 Next. Okay. The next slide is a graph that
24 shows the access lines decreasing over the last few
25 years, and it's a pretty steady decline. We expect that

1 to continue. And as I said earlier, the reason we're
2 maintaining the 11-cent surcharge is because we have
3 sufficient funds in the surplus account. Should that
4 change, then of course the surcharge level will probably
5 change as well.

6 Next. Category I, the Florida Relay. The
7 2013 and '14 budget for Relay is based on projections
8 provided to FTRI by the current Relay provider. AT&T's
9 contracted rate is 76-cents per billable minutes for
10 traditional Relay service and \$1.47 billable minutes for
11 CapTel. Using the data submitted by AT&T, it is
12 estimated the year-end total to be approximately
13 4.4 million billable minutes, which equates to
14 \$3,065,857 for the Relay service.

15 Next. As you can see, the next slide shows
16 the decline and the traditional Relay service minutes or
17 projection for next year. However, CapTel also is a
18 little bit of a decline but not as much, and that's to
19 be projected, projected by AT&T. So that's what we're
20 looking for next year with regard to Relay, Florida
21 Relay.

22 Next. Category II, equipment and repairs.
23 This category consists of all equipment that is
24 purchased by FTRI as well as repairs. FTRI is
25 projecting the number of equipment to be distributed

1 during fiscal year 2012 and '13, the current fiscal
2 year, to be about 32,100. And the total proposed budget
3 for next year is Category II, and Category II is
4 \$2.5 million.

5 Next. The number of equipment distributed.
6 We're projecting year-end for 2013, the current fiscal
7 year, to be about 32,100 pieces of equipment. Again,
8 we're seeing a decline over previous years.

9 Next. The next category, III, is equipment,
10 distribution, and training. FTRI contracts with 22
11 regional distribution centers that provide services in
12 different locations throughout the state. It is
13 estimated that the RDCs and FTRI will have provided over
14 28,500 services to clients during the current fiscal
15 year, with the total for 2013/14 proposed budget for
16 Category III is 1.1 million.

17 And I just realize I made a typo on this
18 particular slide. The 28,500 services should be 39,300.
19 It'll be on that slide, upcoming slide.

20 Okay. Next. New clients served. We have
21 seen a decrease, we're expecting a decrease this year
22 from last year down from 19,287 to approximately 16,200,
23 and this is just new clients. This is one of the ways
24 that we do track services provided. And we've seen a
25 decrease and there's a variety of reasons, not one

1 particular reason why we're seeing a decrease. Part of
2 it has to do with the way outreach is conducted.

3 We took -- we did a little bit of a change, we
4 took a little bit of a different approach with regard to
5 newspaper advertising this past -- this current fiscal
6 year. We were trying to get more coverage for the same
7 dollars. However, it spread the advertisement out to
8 more, more newspaper and reduced the size of the ad, and
9 we feel like that might have had an impact on the
10 visibility of the ad being out there. So next year our
11 plan is to go back to the way we did it the year before
12 and hopefully that will help increase the numbers.

13 Okay. Next, total services provided. It is
14 estimated for year-end 2013 to estimate about
15 39,300 total services provided, and that's a decrease
16 from 43,179 for the prior year. In total, services
17 include new modification exchanges, returns, and
18 follow-up.

19 Next. And what you see on the next slide is
20 the map of the regional distribution centers that we
21 have set up throughout the state. And we have most of
22 the metropolitan area covered. And we did have one
23 center dissolve during the fiscal year, current fiscal
24 year; however, we were able to maintain services in that
25 particular area by contracting with the Family Center on

1 Deafness located in Largo. So we -- that was a pretty
2 smooth transition because the staff that was operating
3 at the other RDC was able to transition into the new
4 RDC.

5 Category IV. Next. I'm sorry. Category IV
6 is outreach. FTRI is proposing an outreach budget of
7 \$684,503 for fiscal year 2013 and '14. This is the same
8 amount in the current fiscal year. As I mentioned
9 earlier, we're going to change the way we did the
10 newspaper advertisement for next year. Hopefully that
11 will make a difference. And we have the big items in
12 the budget for outreach, RDC contracts, TV/newspapers,
13 printing, Florida Relay PSA/brochures, and special
14 outreach initiative, and I'll talk about that in a
15 second.

16 Next. Advertising and marketing. The -- as I
17 mentioned earlier about the newspaper, we will
18 continue -- as a matter of fact, we did change the ad a
19 little bit from the one that you're looking at. This is
20 the one that we had the most success with of all the
21 different ads that we have put in the newspaper. So it
22 was decided to go back to that ad as it was a clear
23 message to let the people know exactly who we are and
24 what we have to offer. And we will continue to work
25 closely with our partners in collaboration with

1 different agencies throughout the state.

2 Next. Another thing that we have done this
3 year in the budget is reintroduce our exhibit and expos.
4 A couple of years ago when it was requested that we
5 reduce the budget a little bit this is the one area that
6 we did reduce it in. And in talking with the different
7 regional distribution centers, they explained and shared
8 with us that it was one of the things that they felt
9 like might also have an impact on why we're seeing lower
10 numbers. And so we decided to go ahead and reintroduce
11 the exhibits to attend different -- and that's just an
12 example of one of the things that we'll probably be
13 doing working with expo trade companies, which is senior
14 expos.

15 And what we've done in the past is we went
16 directly to the headquarters, to the people that
17 coordinate the whole statewide events, and we would work
18 with them to get a reduced rate if we, if we do the
19 expos in the cities where the RDCs are. So we'll
20 probably do that again.

21 Next. We're also proposing to do a better
22 Hearing for Health, for Life Seminar. Something that
23 FTRI -- another approach that we're planning on taking
24 next year is to have seminars throughout the state in
25 major metropolitan areas, and the first one is going to

1 be held in Orlando. The goal is to work closely with
2 the local regional distribution center and pull in the
3 local service providers in the area to work with us, and
4 then to introduce the service providers to each other,
5 develop a network so when people do go get served by the
6 different service providers, they're aware of who FTRI
7 is and where they can go to get the services.

8 We're also planning to invite other exhibitors
9 with different technology. But we're focusing on trying
10 to keep the seminar to the local and not -- I mean, if
11 people do come from other areas, they're more than
12 welcome to. But our focus is to try to get, for
13 instance, in Orlando, as many people there from the
14 Orlando area so they can recognize the service providers
15 and the regional distribution center in their area where
16 they can get service.

17 And we are -- some of the vendors that we have
18 invited are hearing aid specialists, local hearing aid
19 specialists, audiologists, other healthcare providers
20 related to people with hearing loss, et cetera. So
21 we're hoping by doing this we can create a network of
22 service providers to work with each other. And
23 depending on -- this is a one day seminar. Depending on
24 how successful this is, we'll move it to another major
25 metropolitan area and do the same thing. And we're only

1 planning for two a year at this point.

2 Next. The service provider initiative.

3 Again, in talking with the regional distribution
4 centers, it was recommended that, that we put a phone of
5 ours, a working unit, in some of the offices, the
6 service providers' offices, such as hearing aid
7 specialists, audiologists, doctors' offices, whomever,
8 wherever we feel like some potential clients will go to,
9 for whatever reason -- put it in their waiting room
10 where they can experiment and touch and feel the phone.

11 And the little black box that you see in the
12 first picture is a voice recorder. It will play a
13 message in a man's voice and a woman's voice, and so
14 that when they pick up the phone, they'll hear a
15 conversation but it will not, you will not be able to
16 make a phone call from that. And that's the reason why
17 we're putting a box on it.

18 We're going to be working closely with one of
19 our equipment providers, Clarity, with this, and
20 hopefully we can share the cost with this to develop it
21 and put it out there. And we're hoping to have some
22 ready to go for July 1st to get them out there in the
23 field.

24 So we're excited about that. We think that
25 that might help. People hear, but if they can --

1 sometimes they need to touch and feel, and so that's why
2 we're taking this approach with this.

3 Next is the Category V, general and
4 administrative. The proposed budget for Category V is
5 1.3 million. FTRI currently has 15 authorized
6 positions.

7 And the next slide you'll see a comparison of
8 the budget, fiscal year 2011 and '12 with the actual
9 expenses based on the annual, completed annual report.
10 Fiscal year 2012 and '13 is what we are estimating
11 year-end for this current fiscal year. And of course
12 the last column is the proposed budget for 2013 and '14.

13 Okay. Next question -- I mean, next slide.
14 FTRI has been nominated to, to be nonprofit agency of
15 the year. I'm campaigning a little bit right here. So
16 what I'm asking you to do is please vote for FTRI, with
17 great thanks for Chris Littlewood. He nominated FTRI to
18 be the nonprofit agency of the year. So we're looking
19 forward to that and hopefully we'll win. And we're
20 proud of the nomination and we appreciate it. So in
21 order for you to vote, you can go to the website listed
22 on the bottom of the slide, and I'm counting on you to
23 help us.

24 Next slide. And I'll answer any questions
25 anybody has.

1 **MR. CASEY:** James, I'd like to ask a question.
2 This is Bob Casey.

3 On the deaf/blind program, could you tell
4 us -- we know you got the grant last year. How much
5 progress has been made? Or do you see that the amount
6 that we were given in the grant will cover the needs of
7 the deaf/blind here in Florida?

8 **MR. FORSTALL:** Yes. What has happened, this
9 being -- let me make it clear that this being a pilot
10 program, it's a two-year pilot program. And, and what
11 we have found -- when we first started the program, we
12 had a list of people that were ready to be served
13 through this program. We've done that. However, what
14 we have found is during the course of the year that we
15 need to get more trainers on staff throughout the state.
16 We have one contractor trainer that travels pretty much
17 throughout the state. And we need to, we need to find
18 qualified trainers to help us in the northern region and
19 the south region. We do have a contractor in -- we just
20 contracted with someone in Pensacola and then we have
21 someone in Fort Lauderdale.

22 We anticipate, once we have a better organized
23 effort of getting the trainers to work with us, we're
24 going to do some more outreach. And I think that's the
25 one thing that we've kind of held back on because we

1 didn't want to get to the point where we were
2 overwhelming ourselves to be unable to meet the needs of
3 the deaf and blind community. But so far we've been
4 doing real well.

5 I just had a report with me this morning; I
6 wish I had brought it so I could tell you what the
7 numbers are. But I want to say we've got anywhere from
8 20 to 25 people served, and we have an additional list
9 of people who are in the process to be served. So I'm
10 going to say around 30 people may have been served
11 through the program, at least got some part of the
12 service in the process.

13 And we, we know we're not going to spend all
14 that money that's in the budget this year; however, the
15 FCC did notify us last week that all the programs
16 throughout the state are kind of in the same situation.
17 Some states haven't even started the program at all.
18 They encourage us to use the remaining money in the
19 budget this year for more outreach. They said we can
20 spend as much -- up to 30% of the budget on outreach.
21 So we're thinking of doing that with the understanding
22 that we need to have people positioned and ready to
23 serve these people once we get them.

24 **MR. CASEY:** And the unused funds don't roll
25 over; right? You have to either use them or lose them;

1 correct?

2 **MR. FORSTALL:** You have to use it or lose it.

3 **MR. CASEY:** Okay. And you're working with
4 Cheryl Rhodes, of course, right, with the Florida
5 Deaf/Blind Association?

6 **MR. FORSTALL:** Yes. We have worked with Cathy
7 Zurat (phonetic), who is on the board, she's one of our
8 trainers, and she's a big promoter of the program. And
9 we feel that most of the clients coming to us are from
10 that organization right now, but it's time to start
11 reaching out to outside of the organization.

12 What we have found also is -- and that's
13 another thing we want to do through outreach is clarify
14 exactly what qualifications are because we're getting
15 referrals from the Division of Blind Services, people
16 who only have blindness thinking they can qualify for
17 the program. So we're having to turn these people away
18 only because they don't meet the requirements. So we
19 want to do a better job of pulling in Division of Blind
20 Services, pulling in these different agencies to meet
21 with us. And we're planning to do a workshop here in
22 Tallahassee so we can tell them the rules, you know,
23 unless they meet these certain requirements, you know,
24 this is how they can be served. We do have people
25 asking for equipment that really don't fall under the

1 guidelines, so we're having to turn people -- or deny
2 them their request but give them something that we're
3 able to provide them. But for the most part everybody
4 is getting what they're asking for.

5 **MR. CASEY:** Okay. I had one other question.
6 On your --

7 **MS. SCHUR:** I have a --

8 **MR. CASEY:** Okay. Why don't you go ahead
9 because my question doesn't -- isn't regarding
10 deaf/blind. Is this Cheryl?

11 **MS. SCHUR:** No. This is Kim.

12 **MR. CASEY:** Oh, Kim, go ahead.

13 **MS. SCHUR:** I'm just wondering, since you have
14 that extra money, if you can (inaudible.)

15 **MR. CASEY:** Could you ask that again? You're
16 cutting up.

17 **MS. SCHUR:** I'm sorry. How is this? Is this
18 better?

19 **MR. CASEY:** Go ahead.

20 **MS. SCHUR:** I'm suggesting that possibly some
21 of this outreach money can be spread out to the deaf
22 service centers across the state to help in getting the
23 people to the programs.

24 **MR. FORSTALL:** And you're referring
25 specifically to the National Deaf/Blind Program?

1 **MS. SCHUR:** Yes.

2 **MR. FORSTALL:** Okay. That is doable. I see
3 no reason why we can't do that, and that's something we
4 can talk about. Yes. I'm thinking as I'm talking to
5 you how we can do it. But, yes, that's doable. Maybe I
6 should leave it at that and maybe perhaps you and I can
7 talk about it one day next week on the phone.

8 **MS. SCHUR:** That would be great.

9 **MS. RHODES:** This is Cheryl.

10 **MR. CASEY:** Go ahead, Cheryl.

11 **MS. RHODES:** This is Cheryl talking. And I
12 heard the comment about how this is working in Florida,
13 and from my experience during training there have been
14 some issues getting it to work out. And I personally
15 don't think that one deaf/blind person being trained for
16 the whole State of Florida is going to help much. We
17 need a deaf/blind client -- (interruption.)

18 Okay. We're going to back up. And what was
19 the last thing you heard me say?

20 **MR. FORSTALL:** That you need more trainers to
21 work the program.

22 **MS. RHODES:** Okay. Yes. That's right.

23 **MR. FORSTALL:** Okay.

24 **MS. RHODES:** One trainer for deaf/blind,
25 there's not enough. There's not enough for deaf/blind.

1 There's many deaf/blind people waiting. And there's
2 about once a month or so that the training is occurring
3 and it's not enough. I feel that maybe the staff should
4 change to a once a week training -- a one-week training
5 per person. Thank you.

6 **MR. FORSTALL:** Okay. That's a good
7 suggestion. We're definitely open to getting more
8 trainers, qualified trainers to work with us. I do have
9 a question for you. When you mentioned one week of
10 training per person, did I understand you correctly that
11 you feel like one person needs a week of training or you
12 feel like -- or did I understand that you think that
13 training should be done once a week and not just once a
14 month? Go ahead.

15 **MS. RHODES:** Yes. Once a week, not once a
16 month.

17 **MR. FORSTALL:** Okay. Okay. Thank you.

18 **MR. CASEY:** Okay. James, this is Bob Casey
19 again. My other question was regarding your outreach.
20 Is FTRI coordinating with AT&T Relay as far as any
21 outreach?

22 **MS. RHODES:** I'm sorry. This is Cheryl. I
23 was still talking.

24 **MR. CASEY:** I apologize, Cheryl. Go ahead.

25 **MS. RHODES:** Okay. So this is Cheryl again.

1 And the reason I think that the once a week training is
2 important is if the training is just once a month, when
3 the training is over and I come to my home and they're
4 here to train me on the equipment, say, one day and it's
5 only for five hours, then that person leaves, and say I
6 have a problem with the equipment, then I wouldn't know
7 what to do and then I would have to wait for the next
8 month until the trainer came back. And I don't think
9 that that's really successful. So I think it would be
10 better to have the training for a week so we could
11 practice and be skilled. That would be better.

12 **MR. FORSTALL:** Okay. I hear your suggestion
13 and I think it's a good idea. And we will work to
14 locate more trainers, qualified trainers, and we'll do
15 the best we can with trying to get as many trainers as
16 we can throughout the state to meet the needs of
17 training the deaf/blind individuals on the equipment.

18 **MR. WILLIAMS:** Cheryl, this is Curtis
19 Williams. Did you have any more questions or follow-up
20 comments?

21 (Pause.)

22 Cheryl, while -- we just wanted, before we
23 proceeded, we wanted to just ask if you had any, any
24 additional questions for James.

25 **MS. RHODES:** Did you say for Cheryl?

1 **MR. WILLIAMS:** Yes. We just wanted to make --

2 **MS. RHODES:** Let me think. I feel that I
3 shared my perspective to best serve the deaf/blind
4 needs, and that had to do with qualified trainers and
5 learning how to use the equipment. And I feel that I am
6 more skilled --

7 (Pause.)

8 **MR. FORSTALL:** Okay. Want me to respond?

9 **INTERPRETER:** I'm still catching up. Just a
10 moment.

11 **MR. WILLIAMS:** Just a moment.

12 **MS. RHODES:** I'm more skilled and can
13 understand more quickly than the trainers who are trying
14 to explain it, but I'm good with computers. And so I --
15 I can learn it in three days and I'm ready to learn
16 more, but I have to wait for a whole month. And that's
17 a lot of waiting, and it doesn't feel right.

18 **MR. FORSTALL:** Cheryl, this is James. I'm
19 open to discussing with you. I'll be happy to talk with
20 you any time next week, and we can talk more about your
21 qualification as a trainer. I'm open to that idea and
22 I'll be willing to talk with you about that.

23 **MS. RHODES:** Great. Thank you.

24 **MR. WILLIAMS:** Okay. Great. If those are all
25 the questions you have, Cheryl, we'll go ahead. I

1 think, Bob, you had a question.

2 **MR. CASEY:** Yes. Let me repeat my question.
3 I'm interested to find out what kind of outreach FTRI
4 and AT&T are coordinating.

5 **MR. FORSTALL:** We have a designated outreach
6 person by the name of A. J. Sondossi. She and Greg have
7 been working together to coordinate activities, outreach
8 presentations to the communities, to different deaf
9 clubs throughout the state, and some association or
10 organization chapters with the Hearing Loss Association
11 of America to explain both the Relay and the FTRI
12 program. And they've been quite busy traveling
13 throughout the state. That's one area.

14 We have worked together to develop a brochure
15 to disseminate to -- about the Relay service. We're
16 working on developing a display banner. I believe,
17 Greg, you may -- do you have anything to add to that, if
18 I may? Okay. I'm sorry.

19 **MR. CASEY:** Greg, may add some things in his
20 presentation too. He'll have the opportunity.

21 **MR. FORSTALL:** Okay.

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

23 **MR. WILLIAMS:** Are there any other questions
24 or comments? James, go ahead.

25 **MR. FORSTALL:** I would like to go ahead and

1 add that we have attended expos and exhibits together
2 with regard to promoting both the Relay and FTRI
3 program. That's something I overlooked.

4 What we do, if this -- because there's so many
5 different expos, we can't always -- FTRI staff can't
6 always be there. We will work with the local regional
7 distribution center who goes on our behalf, but we are
8 there, we do have a presence, and we always make sure we
9 promote both services.

10 **MR. CASEY:** And I would ask that FTRI and AT&T
11 Relay keep the Public Service Commission in the loop as
12 far as outreach activities. Thank you.

13 **MR. WILLIAMS:** If there are no further
14 questions or comments, we're scheduled to take a break
15 at this time, scheduled to take a 15-minute break. So
16 we can -- yes, we can go ahead and take a break now.
17 And we will, we will start back up at ten minutes to
18 3:00, 2:50, with AT&T Relay's presentation by Greg
19 Denes. That'll be at -- in about 15 minutes starting at
20 2:50, ten minutes to 3:00. Thank you.

21 (Recess taken.)

22 We're going to go ahead and get started
23 shortly. Okay. We're going to go ahead and go back on
24 the record and get started. At this time, as we
25 indicated before break, we're going to resume with AT&T

1 Relay's presentation by Greg Denes, who's Channel
2 Manager.

3 **MR. DENES:** Okay. Hi. Good afternoon,
4 everyone. My name is Greg Denes, and I'm with AT&T
5 Relay. And I would like to share a little bit of
6 information about the TRS traffic, the CapTel traffic,
7 outreach, and some other additional updates.

8 Okay. So we'll start with the TRS traffic.
9 Okay. And here we have a graph of the total session
10 minutes from November 2012 to March 2013. The minutes
11 have been relatively stable. November, 102,000 minutes;
12 December, 97,000 minutes; January, 104,000 minutes;
13 February, 90,000 minutes; and then March, 98,000
14 minutes. Of course, with February being a shorter month
15 the minutes were less.

16 Okay. And the next graph that we're looking
17 at here is a call type comparison chart. So with this,
18 53.9% of the calls are TTY. And, again, this is for
19 TRS. So 53.9% are TTY, 4.5% are Spanish, 1.7% being
20 speech-to-speech, 15.6% being voice carry over,
21 four-tenths of a percent being hearing carry over, and
22 23.9% of the calls being voice.

23 Okay. And on the next slide here we have
24 another chart with the center distribution of Florida
25 Relay traffic. So 90 -- I'm sorry. 79.6% of the

1 Florida Relay traffic is actually handled here in
2 Florida at the Miami call center. The total number of
3 Florida Relay calls for first quarter were 198,277. The
4 calls received in the Miami call center were 157,803,
5 and again with 97.6% [sic] of those calls being handled
6 in Miami.

7 And on the next slide here, we have the number
8 of Florida Relay customer contacts. This is when people
9 call in to the AT&T Relay customer service center and
10 share information. And as you see on the chart here,
11 it's either commendations to where they're complimenting
12 operators.

13 The next section is complaints with the total
14 number of complaints, and then it's also broken down to
15 the ones that are operator related.

16 Then lastly, the total number of inquiries or
17 concerns.

18 Okay. Then the next portion of the agenda is
19 the CapTel traffic. Okay. And, again, the CapTel
20 numbers are relatively stable, and this chart is from
21 November 2012 to March 2013. November, there were
22 183,000 minutes; December, 181,000; in January, 191,000;
23 February, 169,000; and then lastly in March, 181,000.
24 And all of those numbers are rounded.

25 Okay. And then the next portion of the

1 presentation is outreach, which is my favorite. And I
2 have some information spanning from the beginning of the
3 year to about mid April. So on this slide here we have
4 the outreach events that we've attended. And most of
5 the ones that took place in January, we partnered with
6 FTRI. We did joint presentations to almost all of the
7 deaf clubs here in Florida. So that was a really nice
8 opportunity for AT&T to go out and introduce ourselves
9 as the new Relay service provider, and then also answer
10 any questions that people had about the transition from
11 sprint to AT&T.

12 Then the next slide is a list of the upcoming
13 events that we have scheduled. Granted this is only a
14 few. There's still a lot more that couldn't fit on the
15 slide. But, again, we look forward to partnering with
16 FTRI at this list of events.

17 And we're also -- I know myself, I'm trying to
18 make sure that I touch each part of the state, and then
19 also keeping in mind the number of hard of hearing and
20 deaf Floridians in each part of the state.

21 So, for example, the Tampa area, Miami, Fort
22 Lauderdale, Orlando, the highly concentrated areas we
23 may do a few more outreach events. But, again, my goal
24 is to make sure that we touch each part of the state.

25 Okay. Then the next slide. We have some

1 outreach photos. This is DeafNation, which took place
2 in Tampa. And I believe this was at the beginning -- I
3 should have put the dates on here -- beginning of April,
4 end of March. There was a really great turnout at this
5 event; 5,000 plus attendees.

6 Then the next slide has photos of some
7 different outreach events. The Hearing Health Expo,
8 which took place in Lakewood Ranch or Bradenton. And
9 then also the 50+ FYI Expo that took place in Orlando.

10 And real quick, I want to share, kind of segue
11 for a second, but with the Hearing Health Expo I had
12 actually met a lady in D.C. -- I've been covering for
13 Matt Myrick, who is no longer with AT&T Relay -- but I
14 met a lady while I was at a deaf and hard of hearing
15 event for government in D.C. that was from Florida. And
16 she was at the booth next to me and she was saying that
17 she has Meniere's disease and that there's no resources
18 available in Florida and was sharing her story with the
19 vendors next to me.

20 And I was fortunate that I overheard her
21 conversation because the Hearing Health Expo was taking
22 place that following Saturday. So I wrote down the
23 information for the Hearing Health Expo, went over, gave
24 her my card, ended up seeing her in Florida. So we met
25 on a Thursday in D.C. and met again on Saturday at this

1 hearing health expo, on a Saturday in Florida, so.

2 Okay. Going on. Okay. Some more outreach
3 events. The Florida American Sign Language Teachers
4 Association, we were a sponsor of this meeting. AT&T
5 Relay or Florida Relay was also a sponsor of a Deaf
6 Bowling Night in Pompano Beach.

7 Okay. And this is what the Relay, new Relay
8 brochure looks like that James was referring to. Matt
9 Myrick was mostly responsible for the creation of the
10 new design. But it has a nice new refreshed look to it.
11 Then on the back of the brochure it actually has a quick
12 reference code that an individual can scan, and it'll
13 actually take them to the Florida Relay website.

14 Okay. And then this next slide is an AT&T
15 Florida bill insert, and this is a pretty unique project
16 that I'm excited about. Matt and I worked on designing
17 this. And this is going to go out to every AT&T
18 subscriber in the State of Florida. So whether it's
19 cellular, U-verse, it doesn't matter. As long as
20 they're an AT&T subscriber they will receive this bill
21 insert.

22 And the bill insert gives a brief description
23 about the Florida Relay service. It also, on the back,
24 gives a brief description of FTRI and where individuals
25 can go to receive the specialized telephone equipment.

1 Then we also added in a little blurb about
2 911 at the very bottom of the last, the last page to
3 make sure that people are using their TTYs to call
4 911 directly.

5 And this is going to end up going out to
6 almost 1.1 million AT&T subscribers in the State of
7 Florida, with about 61,000 of those -- with an
8 additional 61,000 of those brochures being in Spanish.
9 Then also for those that elect to receive their bills
10 electronically there will be a link in their bill that
11 they can click on and it will take them to this bill
12 insert. Okay.

13 **MR. WILLIAMS:** We have a question from James
14 Forstall.

15 **MR. FORSTALL:** This is James. When will it be
16 mailed out?

17 **MR. DENES:** The bill inserts will be mailed
18 out in January bills of this year, so January 2013. So
19 if you're an AT&T subscriber, make sure you check your
20 bill for this insert that Matt and I created.

21 **MR. WILLIAMS:** We have another question.

22 Are you finished, James? Did you have anymore
23 questions. James, did you have anymore questions?
24 Okay.

25 Now we have a question from Chris Littlewood.

1 **MR. LITTLEWOOD:** Okay. This is Chris. First
2 I just wanted to say, to Greg's credit, every time
3 there's a deaf or hard of hearing event around the Tampa
4 Bay area I always see him there. So definitely doing a
5 great job with the outreach stuff.

6 And I just wanted to ask about the AT&T bill
7 stuff. Is that only going out for AT&T landline bills
8 or also for cell phone bills as well?

9 **MR. DENES:** It'll also go out for cell phone
10 bills. Again, anyone who's an AT&T subscriber to any
11 type of service that AT&T provides, they will receive
12 this.

13 And I need to clarify; it's going to go out in
14 July 2013 bills, not January. I apologize for that.

15 Okay. And then on the next slide we have an
16 ad that was created for Florida Relay for the TDI Blue
17 Book ad, and we have the Florida Relay logo in there.
18 And then also we created a Florida Relay banner stand,
19 which is going to be hopefully produced in the near
20 future, that we can use at our events.

21 Okay. Then on the next slide. These are two
22 ads that we had created for Florida Relay and Florida
23 CapTel. So, for example, the event that took place in
24 Lakewood Ranch, the HLA chapter of Sarasota has a
25 newspaper, a newsletter, and we had put an ad in their

1 newsletter for four months for the Florida CapTel. And
2 any other types of sponsorships, we tried to include the
3 Florida Relay ads in those.

4 Okay. Then the next slide. Okay. The last
5 portion of my presentation are the updates. On
6 January 22nd of 2013, AT&T began accepting Spanish Relay
7 calls in the Miami call center. So, again, more of the
8 Florida Relay traffic is actually staying within the
9 State of Florida. So I'm excited about that.

10 Then also at the last TASA meeting Chris
11 Littlewood had requested that we provide information
12 regarding the number of calls made to 911 through
13 Florida Relay. So in early second quarter of 2013 we
14 both worked with a gentleman, and that information will
15 be included in the 2013 state reports.

16 And then the next slide kind of wraps up my
17 presentation. Does anyone have any questions that they
18 would like to ask?

19 **MS. SCHUR:** I have a question. Which --

20 **MR. WILLIAMS:** Can you -- excuse me, ma'am.
21 Can you identify yourself for the court reporter?

22 **MS. SCHUR:** This is Kim Schur.

23 **MR. WILLIAMS:** Okay. Thank you.

24 **MS. SCHUR:** Would you have any statistic
25 (inaudible) of the number of deaf or hard of hearing,

1 different areas of Florida?

2 **MR. DENES:** Yes. I believe I found the
3 statistics on FTRI's website, but I actually created a
4 map using different colors to represent the population
5 of deaf and hard of hearing within the State of Florida.
6 And I'd be more than happy to share the map that I've
7 put together with you. So if I could get with someone
8 after the meeting and get your contact information, I'd
9 be more than happy to send that over to you.

10 **MS. SCHUR:** That would be great.

11 **MR. CASEY:** Kim Schur is a member of the
12 Advisory Committee, and in the presentation -- all her
13 contact information is in the presentation there with a
14 listing of all the members.

15 Okay. I have a couple of questions, if I may.

16 **MR. DENES:** Okay. Sorry.

17 **MR. CASEY:** Okay. No. I just want to make
18 sure you're ready.

19 You mentioned that the Florida/Miami Relay
20 center handles 79% of the calls and they're now taking
21 Spanish calls. Does that mean that Texas is no longer
22 taking Spanish calls, or are they just taking overflow
23 from Miami?

24 **MR. DENES:** They're taking the overflow from
25 Miami. But also, due to the amount of traffic, we

1 needed to add another Spanish call center, and Miami was
2 the perfect place to do that.

3 **MR. CASEY:** Great. Are any of the deaf or
4 hard of hearing call specialties moved to your other
5 centers in Virginia or anything, speech-to-speech or
6 anything? Do you have certain centers that you would,
7 like, send speech-to-speech or --

8 **MR. DENES:** Yes. Some of the call centers are
9 specialized in the types of calls that they process.
10 For example, Miami and San Antonio process the Spanish
11 calls. I believe speech-to-speech right now -- right.
12 Speech-to-speech right now is transferred to the Norton,
13 Virginia, call center.

14 **MR. CASEY:** Okay. Thank you. And on your
15 outreach events, when you set up a table, are you
16 advertising just regular TRS and CapTel, or are you
17 advertising any IP things?

18 **MR. DENES:** We're not advertising IP because
19 Florida Relay doesn't provide that service.

20 **MR. CASEY:** Okay.

21 **MR. DENES:** However, if people do have
22 questions about IP related Relay or CapTel, there's
23 typically a vendor at the events and I'll direct them
24 over to the other vendor's table. But I also provide
25 the benefits of using the state supported Relay service.

1 **MR. CASEY:** Okay. Thank you. I think --

2 **MR. LITTLEWOOD:** This is Chris. Thank you
3 very much for the information about the 911 calls
4 through TRS. I'd just ask a little bit more about --
5 you said that that information is going to be provided
6 in the yearly reports to the state. Is there a way that
7 we can get or that I can request information on that
8 particular data on a monthly basis or something like
9 that? How would I do that?

10 **MR. DENES:** Sure. The 911 statistics are
11 going to be put out monthly with the state reports. And
12 if you'd like, I could get you added to the e-mail
13 distribution list when those reports come out.

14 **MR. LITTLEWOOD:** Thank you.

15 **MR. CASEY:** Okay. I have a couple of other
16 questions. On March 19th I received a letter of the
17 notification of technology change impacting emergency
18 call processing procedures and introducing a new
19 subcontractor. Could you summarize what that is all
20 about?

21 **MR. DENES:** Okay. I'll try to answer this the
22 best that I can; however, I may need Mike's assistance
23 to answer your question more thoroughly. Give me just a
24 moment, please.

25 **MR. CASEY:** Sure. No problem.

1 I have a copy of the letter, if that would
2 help. Would you like that?

3 **MR. DENES:** Actually I have another document
4 --

5 **MR. CASEY:** Oh, okay.

6 **MR. DENES:** -- that my supervisor put together
7 that goes a little more in-depth than the letter that
8 was sent out.

9 **MR. CASEY:** Great.

10 **MR. DENES:** But with the switch to bandwidth
11 there's going to be more improved productivity and
12 accuracy in transferring those calls to 911. Let's see.

13 Mike, would you mind expounding on that?

14 **MR. BARRY:** Hi. This is Mike Barry. You
15 know, Greg really uncovered the basis of it. The new
16 vendor bandwidth has a simplified procedure. And I
17 think -- let me back up and say for the user of the TRS
18 service this is all transparent. It's behind the
19 scenes. Our CAs, our communication assistants, stay
20 with the user throughout the process.

21 But the system that AT&T had formerly used,
22 which was an internal system to direct calls to the
23 proper PSAP, or the emergency center, if you will, is no
24 longer going to be available. So what we're -- we've
25 entered this agreement with bandwidth to provide the

1 service. It's a situation where we think bandwidth has
2 a process that's actually easier for our CAs to make the
3 connection in terms of fewer key strokes, a simpler
4 connection on that side. They have a better database in
5 terms of locating the proper PSAPs.

6 And so we think -- I don't know that I've
7 given you all the nuts and bolts that you might have
8 wanted, but we feel like we're in a better position to
9 offer a better response to those users of the service.

10 **MR. CASEY:** Maybe -- I don't know if Chris has
11 any questions or not. I don't know if you're familiar
12 with Chris, but he is on a 911 committee with the FCC,
13 911 for Relay, and he works with that an awful lot. Do
14 you have any questions regarding that letter?

15 **MR. LITTLEWOOD:** No. Thank you, Bob. I know
16 part of the reason for your question is because you knew
17 I would be asking about it, and it's very important
18 information for me so that we can continue to collect
19 empirical data that demonstrates the need for advancing
20 Direct Connect for people who are deaf or hard of
21 hearing to the PSAP. And so that's why I'm always so
22 interested in this data so that I can pass it on to the
23 FCC and other groups that I've been working with. But
24 this information that you're giving to us now and that
25 you shared in the letter has been clear to me. I just

1 wanted to make sure that we got a little bit of time to
2 review it all and explain it again so everybody else
3 understands it. Thank you.

4 **MR. BARRY:** This is Mike Barry again. If I
5 could just go a little bit further. On the state
6 reports you will be seeing what I've been, what I've
7 been told is the date and time of calls, the number of
8 calls, and the states which they apply, so.

9 **MR. CASEY:** Okay. I have one more question
10 that came from a committee member, and they want to know
11 what to expect from changes in the default off/on on
12 CapTel phones and connecting or disconnecting during a
13 call. Now if I'm not mistaken, the CapTel phones for
14 Florida already have a default off switch; right? It
15 comes with default off, correct, James?

16 **MR. FORSTALL:** That is correct.

17 **MR. CASEY:** Okay. So I'm guessing that the
18 only problem would be with the CapTel IP phone, which --
19 are you dealing with the CapTel IP phones?

20 **MR. DENES:** AT&T is no longer offering the
21 CapTel -- the 840i service, or the Internet-based. But
22 I know that the FCC ruling came out and said that the
23 IP-based phones had to have the default of off because
24 they were concerned about misuse of the phones and the
25 billing -- or the phones being, taken out of the fund.

1 So the way that I understand, any type of
2 phone that is IP based will have a default of off. So
3 when someone picks up the phone, it will not
4 automatically be connected to the captioning service.
5 They'll actually have to press the captioning button to
6 have the captions displayed on the phone.

7 **MR. CASEY:** And that is a result of the FCC
8 order, but this is only a temporary order. And based on
9 the comments I've seen, there's a lot of people out
10 there who don't like that, don't like that default off.
11 But we'll see what happens.

12 **MR. DENES:** Right. And I had spoken with
13 someone at the HLA Expo that was taking place in Tampa,
14 and they said that their mother was in her mid 90s and
15 was used to picking up the phone and being able to make
16 a call without pressing that button. And it presents a
17 challenge for people that are used to being able to pick
18 up the phone and just make a call and not have to press
19 that button.

20 **MR. CASEY:** Thank you.

21 **MR. FORSTALL:** I just wanted to add, although
22 in Florida the analog CapTel, it defaults to off.
23 However, if they read the manual, they can default it
24 back to on. Just wanted to let you know that.

25 **MR. WILLIAMS:** Greg, I have a question, I

1 guess, on page 8 of your presentation, the Florida Relay
2 customer contacts.

3 **MR. DENES:** Okay.

4 **MR. WILLIAMS:** The -- you have three
5 categories there, one being -- I guess the last one is
6 inquiries and concerns.

7 **MR. DENES:** Uh-huh.

8 **MR. WILLIAMS:** Can you elaborate a little more
9 on the definition of inquiries, specifically concerns,
10 and how that differs from the complaints category?

11 **MR. DENES:** Sure. With the inquiries and
12 concerns category, that's typically when someone dials a
13 711 number, not realizing that is the Florida Relay
14 service. And so they inquire about the service and our
15 CAs explain what the Relay service is.

16 Some other concerns, people may be calling
17 that number saying that they have, are having
18 difficulties with their TTY and they ask where to go to
19 do an exchange. And, again, our CAs will refer them to
20 FTRI.

21 **MR. WILLIAMS:** So that's -- so it's really, I
22 mean concerns -- they're basically questions more than
23 complaints?

24 **MR. DENES:** Right. And I guess concerns
25 probably wasn't the best word to use on the slide.

1 **MR. WILLIAMS:** Okay.

2 **MR. DENES:** But they're more of inquiries than
3 they are concerns for that category.

4 **MR. WILLIAMS:** Okay. Thank you. And on page
5 5, and, and this also applies to the -- I mean, these
6 are the TRS total session minutes, and it's also related
7 to the CapTel session minutes.

8 And I'm just curious on the -- you know, you
9 show the data from November to March and, you know,
10 there's kind of a, you know, up and down, up and down.
11 Is this, this trend, it -- do you have any, any,
12 anything you can share as far as if this is something
13 that you normally see as far as a trend?

14 I know there's a -- you would think that there
15 might be a decrease in February because it's a shorter
16 month, shorter number of days, so that makes sense. But
17 December at holidays it kind of goes down. Have you
18 noticed? Is there a trend that you normally have seen
19 in terms of the minutes, minutes of use based on the
20 various months?

21 **MR. DENES:** I'm aware of the overall trend
22 with the minutes declining. And I was actually
23 comparing the number of minutes to last year when Sprint
24 had come to the TASA meeting. And the minutes now are
25 almost half of what they were then. But I haven't

1 created a graph with the number of minutes since AT&T
2 started providing Relay service in July. But, no, I'm
3 not aware of any trends that make the numbers fluctuate
4 from month to month.

5 **MR. WILLIAMS:** But as far as the long, the
6 long-term trend, do you, do you see that, that trend
7 continuing? And, you know, what is the major driver
8 for, for any changes in the trend on a long-term basis?

9 **MR. DENES:** The long-term? Well, there's new
10 technologies that are much more efficient, especially
11 for the deaf community, to use such as video Relay. And
12 when I'm out doing these outreach events, I guess I can
13 say, one of the questions that I get asked, to be quite
14 honest, is why are you here? Because the technology is,
15 you know, it's not the most efficient. So I do see the
16 numbers to, to decline with time. Did that, did that
17 answer your question?

18 **MR. WILLIAMS:** That answered the question.
19 Thank you.

20 **MR. DENES:** Okay.

21 **MR. CASEY:** I have one, one more quick
22 question. You did a breakdown of the type of calls,
23 Spanish and everything. Are you aware of any calls that
24 you receive asking for Haitian, you know, or Creole
25 Relay?

1 **MR. DENES:** I'm not, but that's something that
2 I could, I guess, find out.

3 **MR. CASEY:** We didn't contract for Creole in
4 the contract; it's not covered in the contract. But
5 we're just wondering, you know, there are a lot of
6 Floridians who speak Creole. I'm wondering if you ever
7 get any of those calls.

8 **MR. DENES:** Okay. Yeah. I'm not sure, but
9 that's definitely something that I can look into and get
10 back with you.

11 **MR. CASEY:** I'd appreciate it. Thank you.

12 **MR. WILLIAMS:** Are there any, any additional
13 questions for Greg Denes of AT&T?

14 **MS. MILLER:** Are you seeing the same trends in
15 your other AT&T Relay states in terms of some decline in
16 the minutes of usage?

17 **MR. DENES:** Yes, we are.

18 **MS. MILLER:** Thank you.

19 **MR. DENES:** And, again, that goes back to the
20 other technologies that appear to be more efficient for
21 the deaf community.

22 **MR. WILLIAMS:** Okay. If there are no further
23 questions for Greg, we will, we will let him off the
24 hook here. Thank you very much. Great information,
25 Greg. We enjoyed the presentation.

1 **MR. DENES:** Thank you.

2 **MR. WILLIAMS:** At this point we will go ahead
3 and open the floor up for general questions and other
4 matters. That completes the, the presentations, the
5 scheduled presentations from PSC staff and FTRI and
6 AT&T. So at this point we'll, we'll just open, open up
7 the floor for any questions, for any other matters that,
8 that anyone would like to discuss. Okay. If there
9 aren't any, we can go ahead and, and wrap, wrap the
10 meeting up.

11 I just want to point out that our next meeting
12 is tentatively scheduled for November of this year, so
13 you can go ahead and make a note, note of that. And
14 we'll provide more detail as we get closer to that date.
15 And if there are no other questions or concerns with
16 that, we can conclude the meeting. And we want to thank
17 everyone for your participation and for attending.
18 Thank you. This is the end of the hearing.

19 (Meeting concluded at 3:24 p.m.)

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1 STATE OF FLORIDA)
2 : CERTIFICATE OF REPORTER
3 COUNTY OF LEON)

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

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

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

18 DATED THIS 22nd day of May,
19 2013.

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Linda Boles

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