

1 BEFORE THE
2 FLORIDA PUBLIC SERVICE COMMISSION

3 In the Matter of:

4 DOCKET NO. 110013-TP

5 REQUEST FOR SUBMISSION OF
6 PROPOSALS FOR RELAY SERVICE,
7 BEGINNING IN JUNE 2015, FOR
8 THE DEAF, HARD OF HEARING,
9 DEAF/BLIND, OR SPEECH IMPAIRED,
10 AND OTHER IMPLEMENTATION MATTERS
11 IN COMPLIANCE WITH THE FLORIDA
12 TELECOMMUNICATIONS ACCESS SYSTEM
13 ACT OF 1991.

_____ /

11 PROCEEDINGS: TASA ADVISORY COMMITTEE MEETING

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

15 DATE: Thursday, October 30, 2014

16 TIME: Commenced at 1:32 p.m.
17 Concluded at 3:38 p.m.

18 PLACE: Betty Easley Conference Center
19 Room 148
20 4075 Esplanade Way
21 Tallahassee, Florida

22 REPORTED BY: LINDA BOLES, CRR, RPR
23 Official FPSC Reporter
24 (850) 413-6734
25

1 APPEARANCES :

2 CHERYL RHODES

3 JAMES FORSTALL

4 JIM SKJEVELAND

5 MAGGIE SCHOOLAR

6 GREG DENES

7 MIKE BARRY

8 MARYROSE SIRIANNI

9 LOUIS J. SCHWARZ

10 CHRIS LITTLEWOOD

11 RICK KOTTLER

12 BECKI EDMONSTON

13 CURTIS WILLIAMS

14 BOB CASEY

15 JEFF BATES

16 PAMELA PAGE

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P R O C E E D I N G S

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2 **MR. WILLIAMS:** Good afternoon. This is Curtis
3 Williams, and I'll be chairing today's meeting. For
4 those on the phone, we would ask that you please put
5 your phone on mute until you're ready to speak so we
6 don't get interference here at the meeting. And when
7 you're ready to talk, you can just go ahead and take it
8 off mute.

9 The first thing we would like to do this
10 afternoon is to have our attorney, Pam Page, read the
11 notice. Pam.

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

16 **MR. WILLIAMS:** Thank you, Pam.

17 Before we get started, I would like to just go
18 over some preliminary matters and introductions. We
19 would like to welcome back Mr. Rick Kottler as a new
20 member of the TASA Advisory Committee, who will be
21 participating by phone this afternoon.

22 As many of you already know, Rick is Executive
23 Director of the Deaf and Hard of Hearing Services of the
24 Treasure Coast and has previously served on this
25 committee. He's taking Kim Schur's place, who recently

1 retired.

2 Also, the Hearing Loss Association of
3 America/Florida State Board appointed a new TASA
4 representative, Richard Williams. Staff will file a
5 recommendation with the Commission for his confirmation
6 as a member of the TASA Committee at a later date.

7 I would also like to welcome a new staff
8 member, PSC staff member to the relay team, and that's
9 Mr. Jeff Bates, who is sitting to my left. He'll be
10 joining, as most of you know, Bob Casey, who's to my far
11 right, and Pam Page, who's to my immediate right, with
12 the staff team on relay.

13 Again, please make sure your microphone is on.
14 For those who are here, make sure your microphone is on.
15 When you get ready to speak, you can just press it and
16 you should have the green button on go. And please
17 state your name when speaking for the record for our
18 court reporter, it's very important, and for those who
19 are on the line so they can know exactly who's speaking.

20 The agenda for today's meeting, let me just
21 kind of go over what the order will be for today. First
22 we'll have FCC and PSC updates by Mr. Bob Casey starting
23 out. That'll be followed by a presentation by FTRI on
24 their 2013/2014 annual report, followed by a
25 presentation by AT&T Relay, Mike Barry and Greg Denes.

1 Following that, we will have comments by
2 Sprint, who is our new relay provider for the State of
3 Florida, and Sprint is, will be starting service on
4 June 1st, 2015.

5 And, finally, we'll have a discussion on
6 texting to 911 to address some of the issues there and
7 other matters that may be relevant related to relay
8 following the texting to 911.

9 At this time we'd like to go ahead and take
10 appearances. We will -- we can start with the
11 individuals here that are present. And once we have all
12 the appearances here, we will proceed to take
13 appearances from those individuals who are participating
14 on the telephone. So we can start with MaryRose with
15 AT&T.

16 **MS. SIRIANNI:** Good afternoon. MaryRose
17 Sirianni, AT&T.

18 **MR. FORSTALL:** Good afternoon. James Forstall
19 with Florida Telecommunications Relay, Incorporated.

20 **MR. SKJEVELAND:** Jim Skjeveland with Sprint
21 Relay.

22 **MS. SCHOOLAR:** Maggie Schoolar with Sprint
23 Relay.

24 **MR. DENES:** Greg Denes with AT&T Relay.

25 **MR. BARRY:** Mike Barry, AT&T Relay.

1 **MR. WILLIAMS:** Thank you. For those
2 individuals who are participating by phone, we would
3 like to have everyone state your name and who you're
4 representing. So someone feel free to get us started.

5 **MS. EDMONSTON:** Becki Edmonston representing
6 Verizon.

7 **MR. WILLIAMS:** Is that Becki Edmonston?

8 **MS. EDMONSTON:** Yes.

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

10 **MR. KOTTLER:** Hi, Curtis. It's Rick Kottler
11 representing Florida Deaf Service Center Association.

12 **MR. WILLIAMS:** Welcome, Rick.

13 **MR. LITTLEWOOD:** Good afternoon. This is
14 Chris Littlewood representing the Florida Coordinating
15 Council for the Deaf and Hard of Hearing. I'm sorry I
16 couldn't be there this afternoon, but I will be
17 participating all afternoon by telephone. Thank you.

18 **MR. WILLIAMS:** Thank you.

19 **MS. RHODES:** Hello. This is Cheryl Rhodes
20 representing Florida Deaf/Blind Association. That's
21 all.

22 **MR. WILLIAMS:** Are there any other individuals
23 participating by phone?

24 Okay. We would like to just welcome everyone
25 who's here and who's on the phone. Those individuals

1 who are on the phone, if there are any technical
2 difficulties, if you have any problems hearing us,
3 please let us know and we'll address those.

4 If there are no other preliminary matters, I
5 think we are prepared to go ahead and start with the
6 presentations. Again, Mr. Bob Casey, Public Service
7 Commission staff, will make a presentation on the FCC
8 and Public Service Commission updates.

9 **MR. CASEY:** Thank you, Curtis. I'd like to
10 start out by explaining the FCC order numbers. If an
11 FCC order begins with FCC, that means it was voted on by
12 the entire Commission with each Commissioner voting.

13 If an FCC order starts with a DA, that means
14 that it is, it's comprised of -- okay -- that means it's
15 been designated authority, the order is issued by
16 designated authority of the bureau or office of the FCC.

17 Okay. The first order was released
18 April 29th, 2014. In this order, the FCC granted an
19 interim waiver of the requirement that providers of IP
20 Relay handle 911 calls initiated by callers who have
21 been registered but not verified by an IP Relay
22 provider. The waiver will remain in effect for one year
23 to allow the FCC to seek public comment and take final
24 action on IP Relay registration and verification
25 procedures.

1 The next order was issued May 13th, and it's
2 DA 14-644. By this order, the FCC granted conditional
3 certification to Miracom USA to provide Internet
4 Protocol Captioned Telephone Service that is eligible
5 for compensation from the Interstate TRS Fund.

6 The next release is an FCC news release which
7 came out on June 10th, 2014, and it announces a video
8 consumer support service, and it was designed to enable
9 consumers who are deaf and hard of hearing to engage in
10 a direct video call with a consumer specialist using ASL
11 at the FCC. The support line gives consumers direct
12 access to the FCC through a 10-digit telephone number.
13 The FCC ASL consumer specialists will be able to assist
14 consumers with filing informal complaints, obtaining
15 information in response to inquiries on a wide range of
16 disability-related matters such as TRS, closed
17 captioning, and access to emergency information on
18 television, and general telecommunications matters such
19 as slamming, Do-Not-Call telemarketing violations, and
20 broadband services.

21 The next order was released by designated
22 authority, it's DA 14-878, and it was released
23 June 24th, 2014. And this order defers for six months
24 the effective date of the new 30-second standard
25 governing how quickly a VRS provider must respond to a

1 consumer's request to make a VRS call. This new
2 standard, which was scheduled to be in effect July 1st
3 of 2014, requires that providers must answer 85 percent
4 of consumers' VRS call attempts within 30 seconds
5 measured daily. Now the present standard is 60 seconds.

6 The next order is DA 14-935. It was released
7 June 27th of 2014. In this order, the FCC grants the
8 request made by Hamilton Relay and Sprint Corporation
9 for additional time to comply with the IP CTS equipment
10 labeling requirements for equipment distributed to
11 consumers prior to the effective date of the labeling
12 rule; equipment manufactured, packaged, and the shipped
13 to distributors prior to November 11th; and computer
14 software and mobile applications.

15 For Petitioners' IP Captioned Telephone
16 Service equipment that left the manufacturing plant
17 prior to November 11th, 2013, and is already in the
18 hands of offsite locations, Petitioners may satisfy the
19 labeling rule by distributing equipment labels and
20 instructions to any consumer and receiving such
21 equipment within 30 days of such consumer registering to
22 use IP CTS.

23 The next order was released June 30th, and
24 it's DA 14-946, and this order adopts the permanent
25 compensation rates to be paid from the Interstate TRS

1 Fund for the fund year beginning July 1st of this year.
2 And effective July 1st the per-minute compensation rates
3 for TRS shall be -- this is for interstate now --
4 traditional TRS, \$2.11; speech-to-speech, \$3.25;
5 Interstate Captioned Telephone Service and Internet
6 Protocol Captioned Telephone Service, \$1.82 per minute;
7 and for IP Relay, a compensation rate of \$1.03 per
8 minute.

9 Now at the bottom of the slide, to give you a
10 comparison, I put Florida's present intrastate rates for
11 traditional and captioned telephone service. The
12 existing rate for traditional service is 76 cents per
13 minute and captioned telephone service is \$1.47.

14 Now effective next year on June 1st, 2015, the
15 traditional TRS service will be \$1.09 a minute and
16 captioned telephone service will be \$1.63. And as you
17 can see, those rates are below the interstate rates.

18 Now to give you an idea of how the interstate
19 rates are calculated, they use what they call MARS data,
20 M-A-R-S, and that stands for multistate average rate
21 structure. And what they do is they ask each state for
22 their rates that they're paying intrastate, the
23 intrastate rates they're paying, and then they average
24 it nationally, and that's how they come up with the
25 interstate rates.

1 The next order was released August 1st of
2 2014. It's DA 14-1127. In this public notice, the FCC
3 affirms certain provisions of the FCC's TRS rules based
4 on a decision of the U.S. Court of Appeals on June 20th
5 of this year. In its decision, the Court vacated in
6 their entirety the FCC's interim rules governing IP
7 CTS -- that's Internet Protocol Captioned Telephone
8 Service -- and vacated two of the FCC's final rules
9 governing IP CTS. The public notice sets forth the
10 applicability of the FCC's IP CTS user registration and
11 certification requirements following the Court's ruling.

12 Order DA 14-1249 was released August 27th of
13 this year, and this was addressing Sprint's petition
14 requesting a limited waiver of the FCC rule that
15 restricts access to the TRS numbering directory, which
16 presently only the TRS numbering administrator and
17 IP-based TRS providers could access. Specifically,
18 Sprint requested a waiver of this rule to allow Sprint,
19 as a provider of federal relay services, to load
20 telephone numbers for its Federal VRS, including front
21 door toll-free numbers and 10-digit numbers into the TRS
22 Numbering Directory. Sprint asserts that because these
23 numbers are not currently in the numbering directory,
24 federal employees who are deaf or hard of hearing are
25 unable to make point-to-point video calls to other deaf

1 or hard-of-hearing federal employees.

2 Sprint further asserts that permitting these
3 front door toll-free numbers and ten-digit numbers into
4 the database will allow deaf and hard-of-hearing federal
5 employees to make point-to-point video calls, increase
6 the ability of deaf and hard-of-hearing Americans to
7 reach federal employees, and reduce the number of calls
8 that must be supported by the Interstate TRS Fund.

9 The next FCC order and the last one is
10 DA 14-1265. It was issued September 2nd, 2014. On
11 August 26th, 2013, the FCC released the IP CTS Reform
12 Order, which, among other actions, adopted rules
13 mandating registration and certification of IP CTS
14 users. On August 28th, 2014, the rules relating to IP
15 CTS user registration and certification adopted in the
16 IP CTS Reform Order took effect.

17 The next thing I'd like to go over are PSC
18 updates, and start with FTRI. By Order Number
19 PSC-14-0252 issued May 22nd of this year, the Commission
20 approved FTRI's proposed 2014/2015 fiscal year budget.
21 The proposed budget includes a decrease in expenses of
22 approximately \$1,873,593 from the 2013/2014
23 Commission-approved budget. The 2014/2015 budget
24 projects total operating revenues of \$8,528,177 and
25 total expenses of \$8,236,702, and the monthly relay

1 surcharge will remain at 11 cents.

2 As Curtis mentioned, we do have a new relay
3 provider, which will be effective June 1st of next year.
4 There's a misprint in that first sentence there.

5 On October 2nd, 2014, the Commission approved
6 Sprint Corporation as the new Florida relay provider
7 effective June 1st, 2015. The contract will be for a
8 three-year period with four one-year options available
9 after the initial term.

10 Highlights of Sprint's proposal include the
11 following. Sprint will hire an in-state Customer
12 Relations Manager to lead the Consumer Input Program and
13 coordinate outreach efforts with FTRI. They will
14 designate a Florida Relay Quality Manager to oversee all
15 areas of training, quality assurance, monthly testing,
16 and customer feedback. Sprint will conduct monthly TRS
17 and CapTel quality compliance testing using an
18 experienced third-party evaluator. They will also
19 provide 15,000 free minutes of relay conference
20 captioning service, and provide a \$25,000 budget to
21 support outreach and consumer input programs.

22 This next slide is a summary of what happened
23 at the National Association for State Relay
24 Administration Conference, which was held in September
25 up in Maine. I was invited to participate on a panel

1 named the Future of Relay Service. And this panel was
2 put together because a number of relay administrators,
3 state relay administrators were concerned that the
4 traditional and STS minutes keep going down, which is
5 natural because the deaf and hard-of-hearing community
6 are going to wireless and VoIP.

7 Now the graph here shows that traditional and
8 STS minutes have plummeted by over 62 percent since
9 2008. The decrease in traditional and STS minutes have
10 caused concern among states, especially as AT&T exits
11 the TRS market.

12 In comments to the Michigan PSC, AT&T stated,
13 "As TRS usage has given way to popular alternative
14 technologies such as video relay services, smartphones,
15 tablets, texting, and apps, AT&T made a business
16 decision that it will exit the TRS business in Michigan
17 and the eight other states where it has been providing
18 service," which includes Florida.

19 As traditional and STS relay minutes continue
20 to decrease, providers are likely to increase the per
21 minute charge in their state contracts, and states may
22 decide that it is no longer economically feasible to
23 administer a state relay program. This is what the
24 state administrators have brought up, and that was their
25 big concern.

1 So we say, well, what will happen if that
2 occurs? If a state decides to no longer administer its
3 state relay program, the responsibility of the state
4 relay program would default to the local exchange
5 companies in the state and oversight would fall to the
6 FCC.

7 Now AT&T is also doing something which will
8 affect relay service here in Florida, which is the
9 transition to an all IP network from an analog network.
10 AT&T plans to have their transition from an analog
11 network to an all IP network complete by 2020, a little
12 over five years from now.

13 AT&T customers currently being served by
14 analog lines will then be served by either AT&T's
15 broadband service known as U-verse or by AT&T Mobility's
16 wireless home phone.

17 Now the big question is when telecom, telecom
18 companies -- and this is just -- I say AT&T, but AT&T is
19 taking the lead. Other incumbent local exchange
20 companies are going to be following. The big question,
21 when telephone companies switch to an all IP network and
22 discontinue analog service, what happens when a user of
23 CapTel, VCO, HCO, or deaf/blind communicator cannot
24 afford broadband or doesn't have access to broadband and
25 a wireless home phone is not feasible due to wireless

1 reception in the area?

2 Well, luckily Florida has a test going on;
3 AT&T is testing it. They're currently conducting TDM to
4 IP transition tests -- TDM is just switches, analog
5 switches -- from an analog network to an IP network.
6 The test was approved by the FCC in two rate centers:
7 Kings Point, Palm Beach County, Florida; and Carbon
8 Hill, Alabama.

9 Now Kings Point was chosen because it is a
10 dense community, while Carbon Hill is a very rural
11 community, and they wanted to get results from each one.

12 AT&T has stated in its FCC filing that during
13 the trial and transition to IP, AT&T will continue to
14 meet its historic commitment to satisfying the
15 communications needs of persons with disabilities in
16 populations with unique needs, including seniors,
17 persons with limited English proficiency, low income
18 populations, and residents of tribal lands.

19 Now to follow that up, I can tell you that
20 AT&T has gone over to FTRI, I believe it was back in
21 September, and asked for, to borrow some of the
22 equipment so that they can actually test it to make sure
23 that it'll run.

24 Okay. CapTel. As of September 5th, 2014,
25 FTRI had 3,792 clients using analog CapTel phones. Now

1 that's the amount that had been given out by FTRI or
2 loaned out, I should say, by FTRI. The actual usage of
3 that comes down to about 1,200 clients from what I
4 understand. These analog CapTel phones which were
5 distributed may be unusable once local exchange
6 companies switch over to an all IP network in 2020.

7 Ultratec, the manufacturer of CapTel phones,
8 has developed a new CapTel phone, which is the CapTel
9 840 Plus, which will be available next month and work on
10 either an analog network or an IP network.

11 PSC staff is working on a plan with Ultratec
12 and CapTel service providers to gradually replace the
13 existing analog CapTel phones prior to the switch to an
14 all IP network in 2020. I can tell you I received a
15 letter with a commitment yesterday from Ultratec and
16 Sprint. Together they have committed to replacing the
17 analog telephone so nobody will be without. They'll
18 replace the existing analog telephones with the new
19 CapTel 850 Plus at no cost.

20 The next couple of slides here just shows the
21 840 Plus and provides the benefits and all the ins and
22 outs of the phone.

23 Does anybody have any questions or comments?

24 **MR. KOTTLER:** This is Rick Kottler. I have a
25 comment, if I could.

1 **MR. CASEY:** Sure. Go ahead, Rick.

2 **MR. KOTTLER:** One of the things we noticed --
3 I've had two board members that are a distance from us
4 and they use CapTel. One has the CapTel (i) and one has
5 the CapTel analog. And it's interesting that the
6 CapTel (i) is the slower of the two systems. And is
7 there anybody there that can address, maybe somebody
8 from Sprint? It just seems that the (i), there's about
9 a seven-second delay. In the analog phone, there's
10 maybe a two- to three-second delay. And I don't know
11 whether there's anybody looking into that or whether
12 that's recognized as a problem right now.

13 **MR. CASEY:** Anybody?

14 **MS. SCHOOLAR:** Hi, Rick. It's been a while
15 since we've seen each other.

16 **MR. CASEY:** Identify yourself.

17 **MS. SCHOOLAR:** This is Maggie Schoolar with
18 Sprint. No, that has not been identified as a problem
19 that I'm aware of, but I'll definitely take it back and
20 we'll get back to you guys on it.

21 **MR. KOTTLER:** Thank you.

22 **MR. CASEY:** Are there any other questions?

23 **MR. LITTLEWOOD:** Hi. This is Chris Littlewood
24 speaking. I had a quick question.

25 **MR. WILLIAMS:** Chris, this is Curtis Williams.

1 Can you speak just a little louder?

2 Chris, are you still there?

3 **MR. LITTLEWOOD:** Okay. My question is in
4 regard to the new Sprint TRS contract and the mention of
5 the 15,000 minutes for the RCC, the relay conference
6 captioning service, how exactly is that made available
7 to users? And is that just the same as CTS or is it a
8 cart/caption provider for a conference call? Because I
9 had asked about that before the contract was put in
10 place.

11 **MR. CASEY:** Okay. Maybe I can ask Maggie to
12 describe the relay conference calling. The one thing I
13 want to make clear is that this won't be available now
14 until June 1st of next year when the contract begins
15 with Sprint.

16 Maggie, could you tell him a little bit about
17 RCC.

18 **MS. SCHOOLAR:** Yeah. This is Maggie Schoolar
19 with Sprint. Yes, we're very excited to be offering
20 relay conference captioning to Florida starting
21 June 1st, and we will be developing some communication
22 plans out to the community to let you know how to access
23 the service.

24 What it is, it's a website. And you go into
25 the website and you register and you schedule your

1 conference call, and then we have captionists that come
2 to your call. And they just simple log in -- you log in
3 on your computer and you're able to see all of the
4 captioning happening from the call.

5 We do ask that it remains a conference call
6 service. It doesn't work as well in a general group.
7 So sometimes people will set it up to have it in an open
8 auditorium or something to have captioning, and that's
9 difficult for the captionist to hear everybody that's
10 speaking. But that's how it'll be set up. So each
11 person will be able to just go to the website and
12 schedule their conference calls themselves.

13 **MR. WILLIAMS:** Do you have any additional
14 questions, Chris, or follow-up?

15 **MR. LITTLEWOOD:** This is Chris. I'm still
16 reading the answer coming across my captioning. Thank
17 you.

18 **MR. WILLIAMS:** Okay. Just let us know when
19 you're ready.

20 (Pause.)

21 **MR. LITTLEWOOD:** Hi. This is Chris. Did I
22 lose my connection?

23 **MR. WILLIAMS:** No. We were waiting for you to
24 finish reading Maggie's response through your CapTel
25 phone. So just let us know if you have any follow-up or

1 if you have additional questions.

2 **MR. LITTLEWOOD:** Okay. Great response. Thank
3 you very much. I did respond (inaudible). Thank you.

4 **MR. WILLIAMS:** Thank you, Chris. Are there
5 any other questions from any of the other individuals on
6 the line?

7 Hearing none, at this time we're scheduled to
8 have the presentation by James Forstall. But before we
9 proceed, we will take a five-minute break. So I have
10 the time is 2:02, so we'll say at ten minutes after,
11 we'll give a little additional time, but ten minutes
12 after we'll start with James' presentation. Thank you.

13 (Recess taken.)

14 Okay. We're ready to get started. We're back
15 on. For those who are on the line, we're getting ready
16 to get started back up.

17 We've just completed the presentation by
18 Florida Public Service Commission, Office of
19 Telecommunications staff, Bob Casey, who presented the
20 FCC and Public Service Commission updates.

21 At this time we will have a presentation from
22 James Forstall, and he will provide an overview of the
23 Florida Telecommunications Relay, Incorporated's fiscal
24 year 2013/2014 budget. James.

25 **MR. FORSTALL:** Good afternoon. Thank you.

1 Thank you, Mr. Williams, for your introduction. I'd
2 like to welcome everybody to this meeting and thank you
3 for allowing me to be here to present on the 2013/14
4 annual report. This report is on the services that we
5 provided during the last fiscal year.

6 The first slide is on client services. Last
7 year we served a total of 33,222 services, provided
8 services. This is throughout the state. 41 percent of
9 them were for new clients, with 38.5 percent being
10 exchanges, which means that a person has broken
11 equipment for some reason, they'll come back and
12 exchange it. And a modified is, 1.5 percent, is when a
13 person has a piece of equipment and it no longer meets
14 their needs to communicate on the telephone, they will
15 come back and exchange it or modify it to a different
16 piece of equipment. And we had 16 percent returned, and
17 we find that people, for whatever reason, returned the
18 equipment because they no longer need it, whether they
19 choose to use a different type of technology, perhaps
20 they got a new hearing aid, they can hear better, for
21 whatever reason they return the equipment. It also
22 includes people who have passed on and are no longer
23 part of the equipment program.

24 Just to compare the total client services for
25 the last four years, fiscal year, excuse me, fiscal year

1 2010 and '11 we had over 52,000. And we've seen a
2 decline over the last four years, with last year being,
3 again, 33,222. And this includes all services that we
4 provide through both the FTRI office and regional
5 distribution centers throughout the state.

6 New client services. FTRI served 13,671 new
7 clients during the reporting period, and these are
8 people or individuals who are signing up for the program
9 for the first time. As you can see, the majority of the
10 clients are hard of hearing, 13,395.

11 Here's a comparison for the last four years.
12 Again you'll see a decline, and the contribution to that
13 could be various, a variety of things -- again, a move
14 to technology, people are migrating to different
15 technologies such as wireless or Internet services
16 technology. So, therefore, we are -- the pool of
17 eligible clients has been shrinking.

18 However, I do have a positive note that in the
19 first quarter in fiscal year 2014 and 2015 we have seen
20 a 19.75 percent increase of new clients over the same
21 period the prior year. That would be July, August, and
22 September.

23 The equipment that has been distributed during
24 the last fiscal year, that includes both new and
25 refurbished equipment, and we've distributed over 27,000

1 pieces of equipment. The majority, 93.8 percent, are
2 the volume control phone for people with hearing loss.
3 That would be an amplified telephone. And, of course,
4 2 percent is for CapTel. And the others are TTY is less
5 than 1 percent. The ARS are the ringers, the audible
6 ringers, and the VRS are the visual ringers.

7 The total number of equipment distributed over
8 the last four years, again, fiscal year '14 and '15,
9 2014 and '15, the first three months we distributed over
10 6,460 pieces of equipment, which is a 3 percent increase
11 over the same period the prior year.

12 Outreach. We've conducted 1,123 outreach
13 activities and 2,040 offsite distribution during the
14 fiscal year 2013 and '14. And the breakdown is
15 distribution, what we call offsite distribution. That's
16 when a particular activity is held out of the regional
17 distribution center's office. For instance, it could be
18 at a local library, it could be at a senior center. The
19 RDC will make arrangements with a particular location to
20 distribute equipment and sometimes conduct outreach at
21 the same time. And while the clients are there or the
22 individuals are there listening to the information, they
23 can be served at the same time.

24 So offsite distribution has really increased
25 over other activities basically because we're finding

1 that we have to get out to where the clients are. We
2 can't rely on them to come to us anymore, so we find
3 ways to go to them. So basically that's what an offsite
4 distribution is.

5 The SP is for service providers, and what
6 we're finding is that the service providers have been
7 referring clients to FTRI. And what we've done was put
8 a display, we've actually put phone displays in the
9 office so while people are waiting to be served, they
10 can at least try and see and demonstrate the phone, the
11 amplified phone that we have, and we've seen an increase
12 of that happening.

13 The total outreach and distribution for the
14 last four years, we did have an increase last year over
15 the prior year. And, again, this year, fiscal year
16 '14/'15, for three months, July, August, September,
17 we've had a 6.5 percent increase of activities compared
18 to last year.

19 Offsite distribution, as I mentioned just a
20 minute ago, we are seeing more and more of the RDCs
21 conducting this type of activity. And again this year,
22 July, August, September, we've seen an 8 percent
23 increase over the same period last year, and it has
24 remained pretty steady over the last four years.

25 Some of the other services that were provided,

1 we processed 29,467 customer service calls. When people
2 call our office for anything, whether they want
3 information about the program, an application, or if
4 they have problems with the equipment, we'll trouble
5 shoot it for them over the phone. We've mailed
6 1,031 applications, and we processed more than
7 97,166 equipment distribution program forms.

8 Other important facts, we continue to provide
9 education and training and support for the RDCs. We
10 continue to place a high priority on protecting the
11 integrity of the client information by making security
12 enhancements to our system. We operated within budget
13 requirements, and we received high marks from external
14 auditors for our financial records and internal
15 controls.

16 These are just some of the examples of
17 newspaper ads that we did last year. We actually did an
18 insert, which if you look in the middle, you'll see the
19 clarity at the top, and then you hear and see clearly.
20 That's actually a back and front of an insert that was
21 inserted in the local newspaper in a couple of areas,
22 and it proved to be very successful.

23 We also air the Florida relay public service
24 announcement throughout the state. It was open
25 captioned in both English and Spanish.

1 This is the demo I was talking about a little
2 earlier that we had provided in the service provider's
3 office. We just started doing this in the past -- we
4 actually started disseminating them in May, and we are
5 finding this to be a very helpful tool. We have visited
6 with the service providers that have them, and they have
7 told us that it is making a difference for people to
8 actually pick up and listen to the phone.

9 Now underneath it there's a voice box with a
10 recording of a male and female voice on it. So an
11 individual can actually listen to the voice and at least
12 adjust the phone to see the difference in an amplified
13 telephone. And so we have seen quite a bit from
14 locations that have display. So we're planning to
15 disseminate more of them in more of the offices,
16 locations throughout the state.

17 We also have running what we call onscreen ads
18 in some of the locations that have TV screens in their
19 waiting rooms where individuals may sit down while
20 they're waiting for their appointment, and at least they
21 can see the advertisement about the FTRI program. And
22 we have about 60 locations that have screens throughout
23 the state. Now we just pay for the air time; we do not
24 pay for the screen or anything else.

25 We also produced a newsletter, and it's

1 electronic, an electronic version. We do not print hard
2 copies. And a feature of the last newsletter was the
3 iCanConnect program. And we also talked a little bit
4 more about our customer care department, and as well as
5 introducing two new regional distribution centers that
6 we've added in the past year: Self Reliance, which is
7 located in Tampa; and Ability 1st, which is located here
8 in Tallahassee.

9 With regard to the National Deaf/Blind
10 Equipment Distribution Program iCanConnect, for fiscal
11 year 2013/14 we assessed 44 individuals. And the number
12 of people who got equipment and were trained, 39. The
13 number of equipment distributed, 80. Number of outreach
14 activities conducted specifically for the National
15 Deaf/Blind Program, ten. And the highest concentration
16 of clients are from the following areas: Tampa, Miami,
17 Orlando, and Jacksonville. And currently FTRI contracts
18 with four different trainers. So since the inception of
19 the program, we have served 95 people.

20 This is one of the popular pieces of equipment
21 that we distributed. A lot of individuals are
22 requesting iPhones or iPads, which allows them to
23 download an app that pairs up with a Braille device, and
24 this is just an example of how it works.

25 And this is the website that provides

1 additional information about the National Deaf/Blind
2 Program. Actually this website is part of Tele Techs
3 (phonetic), who we have an agreement with to provide
4 support services for our consumers who get any kind of
5 Apple products. Any time they get equipment, they
6 will -- if they have an issue with it, they can contact
7 them and they will provide the support service for them.

8 And although I mentioned that we added two, we
9 actually added four new centers in total last year:
10 Self Reliance in Tampa, Ability 1st in Tallahassee,
11 Audiology with a Heart in West Palm Beach, and Big Bend
12 Hospice in Wakulla. So total we have 26 centers that
13 we're working with, and we're planning -- with the plan
14 to add one more during the next few months.

15 We -- I'm a little excited about the Big Bend
16 Hospice. That's an area that we're hoping to explore
17 and expand in to see how beneficial it is. We want to
18 make sure that individuals who are being served by
19 hospice have access to our equipment, as well as
20 services of being able to communicate with their
21 families. So we're working with them to provide
22 services within their own facility, and we'll see how
23 that plays out. If it does well, then we might expand
24 it to other hospices.

25 Quality assurance. FTRI maintains a quality

1 assurance system to monitor the services, training, and
2 equipment provided by contracted agencies. Postcard
3 questionnaires are mailed to a random selection of
4 clients served by each RDC or the FTRI office.

5 Last year, 4,222 questionnaires were mailed,
6 and we received 1,474 responses for a nearly 35 percent
7 return rate, with 98 percent of the responses being
8 positive. All negative responses are resolved by either
9 contacting the client directly or referring them to the
10 local regional distribution for follow-up with that
11 particular client.

12 We also have an automated email quality
13 assurance system that sends an email survey to all the
14 individuals that provide FTRI with email addresses the
15 following day. And we did 3,249 new clients that
16 provided us with it, and we received 951 responses for a
17 29 percent response rate. And any clients requesting
18 follow-up were contacted by the FTRI customer care.

19 That concludes my presentation. Does anybody
20 have any questions for me?

21 **MS. RHODES:** Yes. This is Cheryl. Yes, you
22 were -- this is Cheryl Rhodes.

23 The first -- you were talking about, and the
24 interpreter didn't understand, there was something when
25 you were talking and there were four different

1 distribution centers, I believe, and I just didn't catch
2 the first one that you were mentioning.

3 For the outreach I believe the equipment,
4 outtake of the equipment -- outdated equipment, which
5 centers did you serve?

6 **MR. FORSTALL:** Okay. The four new centers
7 that we added last year?

8 **MS. RHODES:** Right.

9 **MR. FORSTALL:** Okay. The first one was Self
10 Reliance, which is a center for independent living
11 located in Tampa. The second was Ability 1st, another
12 CIL, center for independent living, located in
13 Tallahassee. The third, Audiology with a Heart, located
14 in the West Palm Beach area. And the fourth one was Big
15 Bend Hospice located in Wakulla, which is near
16 Tallahassee.

17 **MS. RHODES:** I'm sorry to interrupt. The
18 interpreter still didn't catch the last word. Is it
19 hospic, H-O-S-P-I-C?

20 **MR. FORSTALL:** Okay. Big Bend Hospice,
21 H-O-S-P-I-C-E.

22 **MS. RHODES:** Okay. Thank you for the
23 clarification. Thank you very much for that.

24 And what is the NDBE (phonetic) equipment that
25 is the new equipment that you are later going to provide

1 the NDBE -- either you have them or you are going to
2 replace them with new equipment. I was requesting my
3 equipment to be replaced at least in the future so that
4 I can have an improvement on what I have now. Are you
5 planning to do that in the near future?

6 **MR. FORSTALL:** We will, we'll be happy to work
7 with you. If you would please call our office, and
8 we'll make arrangements to do whatever we can to work
9 with you to make sure you have the appropriate equipment
10 that you need.

11 **MS. RHODES:** Okay. And secondly, and my final
12 question, to represent my opinion and my organization,
13 we would like to know when the deaf/blind applicants
14 would get their equipment from NDBE, when would they get
15 it? I notice that they would like to know why some of
16 them have been denied because of either their marital
17 status or their income, and I don't feel that that
18 should be discriminated against because they are
19 deaf/blind. And if their equipment doesn't work and
20 there isn't a large budget, so each individual person
21 with specific issues may not match the criteria that
22 you're requesting. But I believe that you could tell me
23 so that I can at least advise them on what to do next if
24 they've been denied.

25 **MR. FORSTALL:** Okay. The rules to

1 participate, the eligibility rules to participate in the
2 program was established by the FCC, the Federal
3 Communication Commission, and the rules are that you
4 have to qualify in certain areas. And should an
5 individual be denied because of any of those areas,
6 there's really not a whole lot that we can do about
7 that. However, there is an opportunity, I know at least
8 there was, I'm not sure if there still is, for the
9 individual to express their concerns about the rules to
10 the FCC, because they're currently under review, with
11 the hopes of making some changes to the permanent
12 program which will begin in July 1st, 2015. So people
13 who were denied for different reasons, and those reasons
14 were based on the rules that were established by the
15 Federal Communications Commission, FCC.

16 **MS. RHODES:** Okay. Thank you.

17 **MR. WILLIAMS:** Are there any other questions?

18 **MR. CASEY:** This is Bob Casey. I had a
19 question. I introduced the 840 Plus CapTel phone. I
20 don't know what your inventory of CapTel phones is, the
21 analog phones right now. But when this becomes
22 available next month, you will be ordering the 840 Plus;
23 is that correct?

24 **MR. FORSTALL:** We don't have any in stock
25 right now. And we have a board meeting on

1 November 14th, and I'll be consulting with the board to
2 see where we can go from there. And I'll be happy to
3 let you know after that.

4 **MR. CASEY:** Okay. And, of course, with the
5 new contract which begins June 1st of next year, Sprint
6 will be providing the 840 Plus free of charge to us. So
7 that will help your budget. Thank you.

8 **MR. WILLIAMS:** Are there any other questions
9 from any of the individuals who are participating by
10 phone? If not, at this time we will take another break.
11 We will go ahead and take a break now, and we will
12 restart at 2:45. Thank you.

13 (Recess taken.)

14 Okay. We're going to go ahead and start back
15 up.

16 At this time we have scheduled on our agenda
17 the presentation by AT&T Relay. In fact, they're
18 presentations that kind of give an update on their relay
19 service in the State of Florida, and that presentation
20 will be made by Greg Denes and Mike Barry.

21 **MR. DENES:** Hi. Good afternoon. My name is
22 Greg Denes, and I'll be covering the Florida relay and
23 CapTel report.

24 Okay. We've got a short agenda covering the
25 CapTel and TRS traffic, as well as outreach and some

1 important updates.

2 Okay. So let's start off with the CapTel
3 traffic, and the report goes from April 2014 to
4 September 2014. And here's a graph depicting the
5 minutes of use for CapTel. The highest usage month was
6 in April with 168,319 minutes, and the lowest usage
7 month was in August with 148,155 minutes.

8 Okay. On the next slide, we have the CTS
9 trend from when AT&T first took over the Florida
10 contract in June 2012 up until September of 2014. As
11 you can see, there's been a consistent decline. A few
12 contributing factors for that. When I'm out at outreach
13 events, a lot of customers are switching to the IP-based
14 captioning. And some reasons for that is it alleviates
15 callers from first dialing the 1-800 number and then the
16 user's number. Also, some folks have said that the
17 caption is more realtime.

18 Another contributing factor for the decline is
19 looping and t-coils. Through advanced devices audio can
20 be streamed directly into a hearing aid via Bluetooth.

21 Okay. In the next section we have the TRS
22 traffic for April 2014 to September 2014. And, again,
23 here we have a graph showing the minutes of use from
24 April to September. The lowest usage month was in May
25 with 90,106 minutes, and the highest usage month in

1 August with 96,454 minutes.

2 Okay. And on the next slide we have the TRS
3 trend from when AT&T took over the contract in April of
4 2012 until September 2014. And, again, there's been a
5 decline in the minutes of use due to advances in
6 technology such as VRS, FaceTime, texting. And for many
7 folks that I speak to, it doesn't make sense financially
8 to have a land line.

9 Okay. And here we have a TRS call type
10 comparison. The three most widely used services are
11 TTY, voice carryover, and voice, and this has stayed
12 consistent with previous reports. The three least used
13 services are Spanish TTYs, speech-to-speech, and hearing
14 carryover. And in this report, the speech-to-speech
15 numbers have actually went up and hearing carryover has
16 declined slightly.

17 Okay. On the next slide we have the center
18 distribution Florida relay traffic for second quarter,
19 which is April 2014 to June 2014. The required minimum
20 is 75 percent, and AT&T exceeded that with having
21 87.3 percent of the calls handled in the Miami call
22 center.

23 Okay. And the next slide we have third
24 quarter traffic, which was from July 2014 to
25 September 2014. And, again, AT&T exceeded the

1 75 percent minimum with handling 88 percent of those
2 calls in the Florida call center.

3 Okay. On the next slide we have the Florida
4 relay customer contacts. And this is when customers
5 call 711 and have feedback after, or if they just call
6 the number and want to provide feedback, the CAs
7 document that and it goes on to a supervisor. And,
8 let's see, in June we had two complaints and in August
9 there were three complaints. And typically those two
10 complaints -- or those two months, the complaints
11 involve the call assistant's manners and users
12 experiencing technical issues placing calls. Whenever
13 there's a technical issue, it goes straight up to the
14 management team, and those issues are taken care of in a
15 timely manner. There were a couple of compliments, and
16 the compliments involved the CAs as being helpful and
17 polite.

18 Then also we have the inquiries and questions,
19 and that's when someone calls 711, either they are
20 familiar with the service and they want a little more
21 information or if they dial it by mistake. There's also
22 some folks that dial 711 requesting specialized
23 telephone equipment, and the CAs provide them with
24 FTRI's information so they can get in contact with the
25 right party.

1 **MR. LITTLEWOOD:** This is Chris. Is everyone
2 back on the line?

3 **MR. WILLIAMS:** Yes. This is Curtis William.
4 I think that's Chris that made a comment online. Can
5 you repeat that comment, Chris?

6 Chris, are you, are you still with us?

7 **MR. CASEY:** He made have said that he's going
8 offline.

9 **MR. WILLIAMS:** He may have.

10 **MR. DENES:** Okay. And for the next section --
11 sorry, I need to get some water -- we have the Spanish
12 TRS subcontracting, and I'll hand that over to Mike
13 Barry.

14 **MR. BARRY:** Hi. This is Mike Barry with AT&T.

15 I'd like to start by first of all
16 acknowledging that AT&T has been very appreciative of
17 its opportunity to provide TRS services and CapTel
18 services in Florida. It's a relationship that we've
19 been very proud of and one that we've enjoyed, we think,
20 a good working relationship with everyone in Florida.

21 But as we've said previously, AT&T is
22 withdrawing from the relay business, and, as such, as
23 we've looked at our exit from the business, we wanted to
24 do so in a way that maintains service for our customers.
25 So that's why we've made some changes with regard to

1 Spanish TRS.

2 So you'll notice here on this following slide
3 that effective September 15th we subcontracted the
4 performance of Spanish TRS to Hamilton. It's
5 something -- we had an existing relationship with
6 Hamilton where they were providing backup services in
7 the event of an emergency or an outage and so it was
8 easily done. During those, the last half of September
9 Florida-originated calls handled by Hamilton were 523
10 calls for a total of 4,735 session minutes.

11 AT&T took this action because our
12 Communication Assistants are looking for new
13 opportunities since learning of AT&T's decision to exit
14 the relay business. Our CAs, who are bilingual with
15 typing skills, have many opportunities in the Miami
16 area. And since our CAs are term employees and their
17 positions are going to terminate with the closure of the
18 Miami center, they've begun looking for new
19 opportunities and are leaving the business.

20 It's certainly expensive and challenging in
21 terms of hiring and training CAs in the normal course of
22 business, but when we've indicated that we are going to
23 be exiting, people are certainly reluctant to come on
24 board for a very short-term. And as I mentioned at the
25 outset, AT&T wants to make sure that all of our users

1 continue to experience the quality product offering
2 while AT&T is exiting from the business. So with that,
3 I'm going to turn it back to Greg.

4 **MR. DENES:** The next section of our
5 presentation goes over the outreach, and this was from
6 April 2014 to September. And this is my favorite part.
7 From April to September we attended and/or sponsored 23
8 events throughout the state. And, again, as I mentioned
9 in a previous meeting, we hit all of the large cities
10 but also tried to reach out to the smaller cities to
11 make sure that we are coming into contact with everyone
12 that could benefit from the relay service.

13 And in the next slide we have our upcoming
14 events that we have planned. And also I want to mention
15 that we do try to coordinate with FTRI and the RDCs, and
16 we typically attend events together. And if we know
17 that we're going to the same event, we'll have our
18 tables side by side.

19 And here are some photos from events that
20 we've attended. The Fearless Caregiver Conference in
21 West Palm Beach, there was a turnout of about 400 people
22 that attended that event. They also had another event
23 in Stuart, and there was a turnout of about 300 people.
24 We also attended the Florida Conference on Aging in
25 Weston. And as you can see from the pictures, we had a

1 table set up next to FTRI.

2 And a couple of more events that we have
3 attended, the Family Café in Orlando. And there were
4 several thousand people at that event, which was really
5 great. And the AT&T wireless side of the business also
6 had a booth set up that went over the accessible devices
7 such as iPads and iPhones, and they had displays set up
8 so customers could interact with the equipment and the
9 service.

10 We've also attended the Emerald Coast Home and
11 Health Show in Ft. Walton Beach, and there were about a
12 thousand people that attended that event over the course
13 of two days.

14 And the small pictures to the bottom was the
15 Florida Association of the Deaf Wet n' Wild Pre-bash
16 Party that we had in Orlando. That was a lot of fun, a
17 great turnout.

18 Here's some more pictures, the Lifestyles
19 After 50 in Dunedin, the Tampa Bay Times Senior Expo in
20 St. Petersburg. And every year that I attend this
21 event, it's kind of great, there's always a great
22 turnout. But people show up early and they actually
23 line up around the building to get in.

24 We also attended the ADA Expo in
25 Ft. Lauderdale and the DisAbilities Expo in Davie, which

1 was hosted by Nova Southeastern University.

2 Okay. The next section, we have some updates.
3 Again, AT&T continues to sponsor the no texting while
4 driving campaign along with the other major wireless
5 carriers. And something new that we've introduced is
6 the #X campaign or #X campaign. And AT&T introduced
7 this new campaign, and it encourages folks to put down
8 the phone while driving. So what you can do is text #X
9 to let your friends and family know that you're going to
10 be driving and that you won't be able to respond until
11 you arrive.

12 And that concludes our presentation. Does
13 anyone have any questions?

14 **MR. FORSTALL:** Greg, can you tell me a little
15 bit about how the #X campaign works?

16 **MR. DENES:** Sure. So whenever someone is
17 going to be getting in the car and a family is texting
18 them, instead of saying I'm about ready to leave, please
19 don't text me while I'm driving, you use the #X, and
20 that's a short code to notify people that you're going
21 to be driving and that you won't be able to reply to
22 their message until you arrive at your destination.

23 **MR. FORSTALL:** And just to help me understand,
24 if I were to text you, let's say you did the #X, then
25 when I text you, will I receive an automatic message

1 letting me know you're driving?

2 **MR. DENES:** No. It's just a short code to use
3 with friends and family. Like some people use the
4 letters TTYL, you know, talk to you later, with this #X
5 communicates to friends or family I'm going to be
6 getting in the car, I'm unable to text, but once I
7 arrive, I'll respond to your message.

8 **MS. SIRIANNI:** This is MaryRose Sirianni with
9 AT&T.

10 But, James, what you are talking about, there
11 is something called the drive mode, which is
12 available -- not on every phone but on most phones --
13 that you can turn on when you get in the car. Or it
14 actually, if it's on, when you're in motion, it
15 automatically sends a message back to somebody saying --
16 well, you can, you know, put whatever you want as the
17 message, drive mode.

18 And it's funny, somebody I know was in Miami
19 on the people mover last week, and they told me that the
20 drive mode kicked on, they hadn't turned it off, but
21 because they were in motion it picked up that they
22 thought they were driving and it sent a message back to
23 somebody. So that will do that, send an automatic.

24 **MR. SCHWARZ:** This is Louis Schwarz, and I
25 need to find out how you're promoting that.

1 **MR. WILLIAMS:** Yes. I think there's someone
2 on the line who we may have heard some background
3 conversation. I just wanted to make you aware of that.

4 Do we have anymore questions for --

5 **MR. SCHWARZ:** Hi there. It's Louis, Louis
6 Schwarz.

7 **MR. WILLIAMS:** Okay.

8 **MR. SCHWARZ:** Can you hear me now?

9 **MR. WILLIAMS:** Yes, we can. Do you have a
10 question? We're -- we can hear you now. Please
11 proceed.

12 **MR. SCHWARZ:** Yes. I have a question.
13 Recently you were talking about AT&T promotions and they
14 were going to promote that.

15 **MR. WILLIAMS:** Can you repeat the question?

16 **MR. SCHWARZ:** How will you be promoting it?

17 **MR. WILLIAMS:** Can you repeat the question,
18 and, if possible, can you speak a little louder?

19 **MR. SCHWARZ:** This is Louis Schwarz. Recently
20 you talked about AT&T, you're doing a promotion, the #X.
21 You're doing that out to the public; right? How are you
22 doing that promotion?

23 **MR. DENES:** This is Greg Denes with AT&T.
24 Yes, that's correct. It's a public awareness campaign
25 that AT&T has put on. So if you have AT&T service, in

1 your bills that you get every month there may be an
2 insert. If you visit the website, there's information
3 about the campaign on the website as well.

4 **MR. WILLIAMS:** Louis, did you have a follow --

5 **MR. SCHWARZ:** This is Louis here again.

6 **MR. WILLIAMS:** Okay. Go ahead.

7 **MR. SCHWARZ:** So it's only for AT&T people?

8 And, secondly, why #? It's hard to press a #. Why
9 would you do that on the phone? Difficult. It would be
10 easier to have two characters like XX. It doesn't make
11 sense, #X. How does that work?

12 **MR. BARRY:** This is Mike Barry with AT&T. For
13 your first comment regarding whether this was just
14 applicable to AT&T customers, no, it's something that
15 the entire wireless industry is supporting. AT&T is
16 reaching out to our customers, as Greg mentioned,
17 through bill messages, bill inserts, our website
18 communications. But also if you -- you might be
19 watching television and see some commercials that talk
20 about using #X.

21 So if I'm understanding your second question
22 or concern, it really is a two symbol, it's two key
23 strokes to communicate that message. It's a hashtag
24 followed by X. So it is pretty simple to do and --

25 **MR. SCHWARZ:** This is Louis again here. This

1 is Louis here. I'm looking at my phone. I don't see
2 a #. I have to press something else first before I can
3 even input a #. The letters come up immediately. It
4 would be so much easier, simple steps, instead of going
5 two steps to get to a #. Why not two characters like
6 XX? This is four movements to try and get the, four
7 movements to get the #X. Why not characters?

8 **MR. WILLIAMS:** Yes. This is Curtis Williams.
9 We -- the last comments you made were difficult to hear.
10 When you made your initial comments and you started
11 speaking louder, we heard you loud and clear and that
12 was perfect. So if we can, if we can get you to repeat
13 the last question but just speak a little louder. Thank
14 you.

15 **MR. SCHWARZ:** This is Louis here. You were
16 saying that there's two characters, #X, but it's four
17 steps to get to that. I have to press four buttons in
18 order to input #X or #X instead of XX. So are you
19 following me?

20 **MR. WILLIAMS:** AT&T?

21 **MR. BARRY:** This is Mike Barry with AT&T. And
22 I'm afraid I'm not quite catching what your concern is.
23 Again, we think this is something that's been
24 demonstrated to be fairly quickly and easily
25 communicated by a user of a wireless device.

1 You know, I'll tell you what, my email address
2 is MB8172@ATT.com. And if you'd like to email me your
3 concern as best you can express it, I will see what I
4 can do with that information. I will respond to you and
5 I will share your concern and see if any further action
6 is needed. Thank you.

7 **MR. SCHWARZ:** This is Louis here, and I don't
8 think you're following me. You said no texting while
9 driving, but there's two steps is what you're saying.
10 When you do #X, it's not two steps. It's four steps.
11 That's my question to you. Why are you making it four
12 steps? Why are you doing #X? Why don't you do
13 something simplistic like XX? That's what I'm saying.

14 **MR. BARRY:** This is Mike Barry. I'm sure that
15 research was done to find the best way for people to
16 communicate the message, and we did some work with users
17 and tests with, you know, some sort of test audience to
18 investigate what the best way was to do this. I hear
19 what you're saying. Again, I think people who do a lot
20 of texting will find that they can do this pretty
21 quickly, sooner than they can actually step into a
22 vehicle or turn the ignition on. So -- but I do, I do
23 hear you. I understand what your point is. Thank you.

24 **MR. SCHWARZ:** This is Louis again. And I need
25 you to put on record that I totally disagree with Mike

1 Barry.

2 **MR. WILLIAMS:** Yes. Louis, this is Curtis
3 Williams, and all the statements will be on the record.
4 We do have the -- we'll have a transcript of the entire
5 meeting, so that -- your question and AT&T's response
6 will be a part of the formal record.

7 And I want to apologize for early on when you
8 initially made your, asked your question. There was a
9 little technical difficulty, so we thought there may
10 have been interference and didn't realize you were
11 asking a question. So my apologies for that. But thank
12 you for your question. And do you -- if you have any
13 additional questions, please feel free to ask those at
14 this time.

15 Okay. I actually have a question for AT&T
16 going back to the presentation on the outreach
17 activities. I noticed you have events scheduled
18 through -- I guess, on page 19 you have events scheduled
19 through December 11th of this year. Are those events
20 events that you've committed to and do you have events
21 planned beyond the December 11th date?

22 **MR. DENES:** Yes, the events until December
23 have been confirmed; however, they typically like that
24 we register and pay for events a couple months out. So
25 we do have quite a few events in the plans for next

1 year. Until time gets closer, we won't register or pay
2 for those.

3 **MR. WILLIAMS:** Okay. And also can you provide
4 a little more explanation for some of the reasons why
5 the minutes are declining? You mentioned some of the
6 technological innovations. One in particular, you
7 mentioned looping. Can you, can you explain that a
8 little more and some of the other innovative ways users
9 are using services that impact the decline?

10 **MR. DENES:** Sure. When going out to the
11 events and working with the Hearing Loss Association of
12 America, they're pretty tech savvy. And the folks have
13 educated me on new hearing aids and looping devices that
14 they can wear around their neck, and this device picks
15 up the Bluetooth from a phone and feeds the audio
16 directly into a hearing aid. So instead of hearing
17 sound playing out of a loud speaker, it goes directly
18 into the hearing aid through the Bluetooth of the phone.
19 That's one of the contributing factors for the decline
20 of CapTel.

21 Another factor that plays into that would be
22 some folks don't like the fact that family members or
23 friends have to first dial an 800 number to contact
24 them, especially if someone is not familiar that they're
25 using a CapTel phone and they receive a phone call, it's

1 not automatically captioned. So in that case, a lot of
2 folks have been migrating over to the IP-based CapTel
3 phones.

4 And on the relay side, more and more folks are
5 using video relay services. The feedback that I've
6 received is it's more of a natural way of communicating.
7 But don't forget, we still have folks that don't have
8 access to the Internet where if they live in rural
9 areas, maybe they can't afford the Internet, they still
10 use the traditional TTY service.

11 Also, some banks and financial institutions
12 request that folks call them through a TTY because it's
13 more of a secure line.

14 **MR. WILLIAMS:** Thank you, Greg.

15 Are there any other questions or comments in
16 response to AT&T's presentation? If not, we will go
17 ahead and take another five-minute break and we will
18 reconvene at 3:20. Thank you.

19 (Recess taken.)

20 Okay. This is Curtis Williams. We are going
21 to resume the meeting. At this time, for the good of
22 the order, we're going to make a slight change in our
23 agenda and have Bob Casey make the presentation on
24 texting to 911, and then we will follow that
25 presentation up with comments by Sprint on the new relay

1 contract. Mr. Casey.

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

3 We had a request to have a discussion on
4 texting to 911 today, and I invited Mr. Wink Infinger,
5 who is the Statewide 911 Coordinator for Florida, to
6 come and make a presentation. Unfortunately he notified
7 me on Tuesday that he would not be able to make this
8 meeting, but he would come to a future meeting. So
9 we're going to reschedule Mr. Infinger to come back and
10 do a presentation on text-to-911.

11 However, there are a couple of things I'd like
12 to mention just to update people. As most of you know,
13 AT&T, Sprint Nextel, T-Mobile, and Verizon Wireless
14 entered into a voluntary agreement where the four
15 carriers agreed to be capable of providing
16 text-to-911 service by May 15th of this year, and all
17 four carriers did do that.

18 The FCC came out with an order in August,
19 it was August 13th, which requires that all cell
20 providers and other providers of interconnected text
21 messaging applications be capable of supporting
22 text-to-911 service by December 31st of this year. I
23 don't think there's going to be a problem as far as the
24 carriers are concerned. The problem is going to be with
25 the PSAPs, the public safety answering points, the

1 911 calls that you make.

2 Right now, Mr. Infinger did tell me that
3 Collier County is the only county that has
4 text-to-911 for all four carriers; however, the four
5 counties are in the implementation phase and should be
6 active within a month. And we'll keep you advised on
7 updates to that. And, of course, Mr. Infinger did
8 commit to coming to a future Advisory Committee Meeting
9 to talk about text-to-911.

10 Now there's another subject I would like to
11 talk about which is very important to users. We don't
12 regulate it, but it is very important to the consumers
13 here in Florida. As some of you may know, users of IP
14 relay, Hamilton Relay, AT&T, Sorenson have exited the IP
15 relay business. Well, now we have notice that Purple
16 Communications will be leaving effective November 14th,
17 2014, as of 5:00 p.m.; they're going to exit the IP
18 relay business. And there seems to be a conflict with
19 the FCC over the amount of money that they're reimbursed
20 for these calls. And what it comes down to, there's
21 only going to be one IP relay provider, which is going
22 to be Sprint, there will only be one provider left of IP
23 relay.

24 Now since there are four companies that have
25 went out of business on IP relay, that leaves Sprint,

1 and Sprint may not be able to handle all those calls of
2 the other providers. So there's going to be some
3 problems in the future. We anticipate some problems in
4 the future.

5 I know Sprint is negotiating with the FCC, and
6 we don't know what'll come of that. I'm sure they'll
7 keep us advised. But we just wanted to let you know
8 that there's only going to be one Sprint -- or one relay
9 IP provider as of November 14th, and you may have
10 trouble getting through because of the call volume.

11 Now with that, the last thing we'd like to do,
12 I'd like to turn it over to Maggie Schoolar with Sprint
13 as a welcome for the new provider effective June 1st of
14 next year, and she'd like to say a few words. Maggie.

15 **MS. SCHOOLAR:** This is Maggie. Thank you,
16 Bob. It is just delightful at Sprint that we're able to
17 come back to Florida as your relay provider. As many of
18 you know, we were the provider here in Florida for 12
19 years, and we valued the relationships with the end
20 users and with staff. And we're just delighted to be
21 entrusted again with your service and really looking
22 forward to launching the new service.

23 And I wanted to just kind of -- Bob had
24 outlined some of the new features, but I wanted to just
25 go through them real quick, some of the high points.

1 We, of course, will be offering relay
2 conference captioning. It's a fabulous tool for
3 business people and people who do conference calls;
4 really the best tool out there. And in other states
5 where we've offered it and in the past when we offered
6 it here in Florida it was very well received.

7 For speech-to-speech, we're excited that we're
8 going to be launching some new services here that we
9 previously did not offer; a video assisted
10 speech-to-speech that is a service that allows the
11 speech-to-speech user to also have video support. We
12 also, with speech-to-speech, offer an email setup for
13 our speech-to-speech customer so that they may send in
14 their instructions to the call prior to getting on the
15 call. It's a much easier way of a speech-to-speech user
16 initiating that contact.

17 We've got some other things with
18 speech-to-speech that are new, and so I'm sure that the
19 speech-to-speech users in Florida will be excited to see
20 these new features. We will be offering French and we
21 will also be continuing our quality testing. What we do
22 is we hire a third-party independent evaluator who will
23 do test calls on a monthly basis, and then we will
24 report those results to the TASA meeting so you guys can
25 see what has been evaluated and give us feedback on

1 those results.

2 We will have three people that'll be here in
3 Florida working on the Florida relay service. Ken
4 Goulston, who I'm sure many of you already know, he's
5 currently in, located in southern Florida, and he
6 focuses on wireless and the Sprint Relay data only plan
7 in making the phone, the wireless service accessible for
8 deaf and blind and low vision people. He will remain.

9 We bring Loraine Overland back into the relay
10 fold here to support your Florida relay account. She
11 was your previous quality advisor and manager here. And
12 she's located in the Jacksonville area, so she'll be
13 available to come to TASA meetings and help support the
14 quality process.

15 And then we will be hiring a new account
16 manager here in the state who will be working directly
17 with FTRI and James' group, making sure that our
18 outreach message is very clear and all the user groups
19 are aware of the features that are available to them.

20 So we're really excited to get started. We're
21 going to be working hard on a good, strong communication
22 plan so as AT&T exits and we come in, the end users are
23 real clear, they understand who they can reach and who
24 their provider is.

25 So thank you for the opportunity to come back

1 to Florida. And Jim and I are real excited, and so is
2 everybody back at Sprint.

3 **MR. CASEY:** I'd just like to say one thing,
4 we're going to have a big transition going from
5 Sprint -- or AT&T to Sprint. Our goal, of course, here
6 at the PSC is to make sure it's a smooth transition and
7 it's seamless to the users. There will be some changes
8 because there's different things that Sprint does that
9 AT&T doesn't do and vice versa. And you're both
10 professional corporations, and while I have you here,
11 you know, I just want to make sure that you work
12 together and keep staff advised as you go along in the
13 transition. Thank you.

14 **MR. WILLIAMS:** Are there any comments or
15 questions from any of the callers on the line for Maggie
16 Scholar of Sprint?

17 **MR. SCHWARZ:** Okay. This is Louis here. This
18 is Louis.

19 **MR. WILLIAMS:** Yes.

20 **MR. SCHWARZ:** I was just wanting to ask, if we
21 can go back a little bit in regards to the
22 text-to-911 feature. Is there any way that you can
23 refresh me on that, if that's a possibility? And also
24 once a person sends a text message to 911, will they be
25 getting the -- what will they be receiving from that, or

1 would that go through -- the reply would be back with a
2 text?

3 **MR. CASEY:** Okay. I wasn't really prepared to
4 do a whole presentation on text-to-911, but there -- if
5 you do text-to-911 and it doesn't go through to the
6 PSAP, the public safety answering point, you will get a
7 message, a bounce back message back saying that it did
8 not go through, please use another means to call 911.

9 **MR. SCHWARZ:** Okay. So it's Louis again. Is
10 that to begin May 2015 that all carriers are required to
11 implement that, the text-to-911 feature?

12 **MR. CASEY:** No. The four major wireless
13 carriers voluntarily agreed to have it ready,
14 text-to-911 ready, by May of 2014. The FCC came out
15 with an order in August requiring all remaining cell
16 phone providers to be ready to text-to-911 by
17 December 31st of this year. But that won't do much good
18 if the PSAPs aren't ready to accept that texting to 911,
19 and the state is working on that. And like I said,
20 Collier County is capable of doing it right now. There
21 are four other counties that are in the works that will
22 be done shortly. And we'll keep the TASA Committee
23 advised as it goes along.

24 **MR. SCHWARZ:** Okay. Thank you very much.

25 **MR. WILLIAMS:** Are there any other questions

1 from any of the callers?

2 **MR. LITTLEWOOD:** Hi. This is Chris. I have a
3 question or comment. Can you hear me?

4 **MR. WILLIAMS:** Well, can you speak a little
5 louder, Chris? We can hear you, but it'll be much
6 better if you speak a little louder, if possible.

7 **MR. LITTLEWOOD:** Yeah. I apologize for the
8 technical difficulties that we're experiencing. I think
9 they're on my end with my phone line. I'll be making a
10 request for a correction on that right after this
11 conference. I apologize.

12 Anyway, earlier in the comments about texting
13 to 911, first of all, the idea of having the state
14 coordinator for 911 and a presentation to the TASA
15 Committee is an awesome idea. I'm sorry he wasn't able
16 to be there today. Obviously that happens. And if we
17 can definitely make sure that's on the agenda for next
18 year, I certainly look forward to that happening.

19 Correct me if I'm wrong, but as somebody was
20 making a comment related to IP relay and the number of
21 service providers that have gotten out of the IP relay
22 business, and I just want to clarify that IP relay and
23 texting to 911 are two very separate issues. And I am
24 clear on that; is that correct?

25 **MR. CASEY:** You are correct, Chris. Those are

1 two separate issues.

2 **MR. LITTLEWOOD:** Okay. All right. And the
3 other -- you said that, or someone said that only
4 Collier County has live and active service for texting
5 to 911, and the other 66 counties basically in the State
6 of Florida are getting a bounce back message at this
7 time. Hopefully some of the other counties or some of
8 the other PSAPs are going to be coming up online pretty
9 soon, but obviously that hasn't happened as of yet.

10 Obviously this entire discussion should
11 probably be postponed until the 911 coordinator can be
12 here with us. But I just wanted to know if there's
13 anything that the Public Service Commission is involved
14 in in making sure that other -- hello.

15 **MR. CASEY:** You're still on.

16 **MR. LITTLEWOOD:** Okay. I heard a beep on my
17 end. I was just wondering what the Public Service
18 Commission was involved in as far as bringing
19 information to the other counties, to the consumers as
20 far as what will be done in the future for texting to
21 911.

22 **MR. CASEY:** Okay. Chris, the Public Service
23 Commission does not regulate 911. That comes under the
24 Department of Management Services where Wink is, and
25 Wink is the Statewide Coordinator for 911. So we're

1 really not involved. That goes over to the Department
2 of Management Services, but we do work together.

3 **MR. LITTLEWOOD:** Okay. But through
4 telecommunications we are indirectly involved with PSC;
5 correct?

6 **MR. CASEY:** We are -- the PSC is not directly
7 involved with the PSAPs. No. And the major problem, of
8 course, with doing this is funding.

9 **MR. LITTLEWOOD:** Okay.

10 **MR. WILLIAMS:** Did you have any follow-up
11 questions, Chris, or was that it?

12 **MR. LITTLEWOOD:** No, that's it. I look
13 forward to the future presentation, and I'll hold my
14 questions until that time.

15 **MR. WILLIAMS:** Okay. Thank you. Are there
16 any other questions from any of the callers that are
17 online? If not, that concludes all of the presentations
18 that we have scheduled for the agenda. So if there is
19 any general questions or comments from anyone on the
20 line or any of the participants here, we can entertain
21 those at this time.

22 If not, as we stated, you know, the -- well,
23 we have the next TASA meeting tentatively scheduled for
24 April 2015, and, of course, as we've discussed, there
25 are two items that we anticipate will be back on;

1 possibly the text-to-911 issue and continued
2 implementation of the transition of Florida relay from
3 AT&T to Sprint.

4 So with that, at this time we will go ahead
5 and conclude this meeting. Thank you for all who
6 participated, and we appreciate your input. Thank you.

7 (Proceeding concluded at 3:38 p.m.)
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1 STATE OF FLORIDA)
2 COUNTY OF LEON) : CERTIFICATE OF REPORTER

3
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.

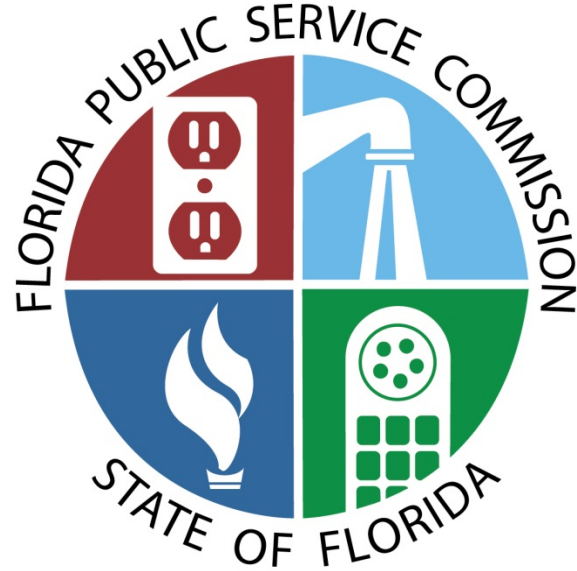
8 IT IS FURTHER CERTIFIED that I stenographically
9 reported the said proceedings; that the same has been
10 transcribed under my direct supervision; and that this
11 transcript constitutes a true transcription of my notes
12 of said proceedings.

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

18 DATED THIS 12th day of November, 2014.

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LINDA BOLES, CRR, RPR
FPSC Official Hearings Reporter
(850) 413-6734



Welcome

TASA Advisory Committee Meeting

October 30, 2014

AGENDA

- 1:30 – 1:45
Reading of Meeting Notice – *Pamela Page*
Initial Meeting Notes – *Curtis Williams*
Introductions – *Curtis Williams*
Participant Appearances

- 1:45 – 2:15
FCC & PSC Updates - *Bob Casey*
- 2:15 – 2:45
FTRI FY 2013/2014 Annual Report - *James Forstall*
- 2:45 – 3:00
Break

- 3:00 – 3:30
AT&T Relay – Mike Barry/Greg Denes
 - TRS Traffic
 - CapTel Traffic
 - Outreach
 - Updates

- 3:30 – 3:45
Sprint introduction as new relay provider as of June 1, 2015

- 3:45 – 4:00
Discussion on Texting to 911

- 4:00
Conclude

Initial meeting Notes

- We would like to welcome back Mr. Rick Kottler as a member of the TASA Advisory Committee, who will be participating by phone today. As many of you already know, Rick is Executive Director of the Deaf and Hard of Hearing Services Of the Treasure Coast, Inc., and has previously served on the committee. He is taking Kim Schur's place as Kim has now retired.
- We would also like to welcome a new member to PSC staff's relay team, Mr. Jeff Bates, who will be joining Bob, Pam, and I to help with the administration of the Florida Relay program.
- The HLAA-Fl State Board appointed a new TASA representative, Richard Williams, who will be participating in our meeting. Staff will file a recommendation with the Commission for his confirmation as a member of the TASA committee at a later date.
- A transcript will be made of today's meeting, and provided to all TASA committee members.
- Please make sure your microphone is on when speaking. The green light should be on.
- Please silence your cell phones during today's meeting.
- Please state your name before speaking so we know who is making comments for the record.
- For Committee members who will be claiming travel costs, please make sure to fill out the travel reimbursement form.

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FCC & PSC Updates

since

April 25, 2014

TASA Meeting

FCC Number vs DA Number on Orders

- *Decisions are issued in two different ways: by the authority of the entire Commission, with each Commissioner voting; or by authority delegated to the Bureaus and Offices of the Commission.*
- *If the decision is one decided by the Commission, it is identified by an FCC number. The FCC number is comprised of two digits indicating the year, and a number of up to 3 digits indicating the sequence, such as FCC 08-138.*
- *If the decision is one issued through authority delegated to the FCC Bureaus and Offices, it is identified by a DA number. The DA number is constructed similarly to an FCC number, with two initial digits indicating the year, and a number of up to 4 digits indicating the sequence such as DA 08-1476.*

Order DA 14-564

Released April 29, 2014

- In this Order, the FCC granted an interim waiver of the requirement that providers of IP Relay handle 911 calls initiated by callers who have been registered, but not verified by an IP Relay provider. In 2012, the Commission eliminated the requirement for IP Relay providers to handle calls placed by newly registered users prior to completing the verification of such users, but kept this requirement for emergency IP Relay calls placed to 911.
- Waiver will remain in effect for one year in order to afford the FCC an opportunity to seek public comment on this matter and take final action on IP Relay registration and verification procedures pursuant to its open rulemaking on IP Relay matters.

Order DA 14-644

Released May 13, 2014

- By this Order, the FCC granted conditional certification to Miracom USA, Inc. to provide Internet Protocol Captioned Telephone Service that is eligible for compensation from the Interstate TRS Fund.

FCC News Release

Released June 10, 2014

- The FCC launched a video consumer support service designed to enable consumers who are deaf and hard of hearing to engage in a direct video call with a consumer specialist using ASL at the FCC.
- The Support Line gives consumers direct access to the FCC through a ten-digit telephone number connecting them to an ASL Consumer Specialist between 10 a.m. to 5:30 p.m., Monday through Friday.
- The ASL Consumer Specialist will be able to assist consumers with filing informal complaints, obtaining information in response to inquiries on a wide range of disability-related matters, such as TRS, closed captioning and access to emergency information on television, and general telecommunication matters, such as slamming, Do-Not-Call telemarketing violations and broadband services.
- ASL Consumer Support Line
Call 844-4-FCC-ASL (844-432-2275) or 202-810-0444

Order DA 14-878

Released June 24, 2014

- This Order defers for six months the effective date of the new 30-second standard governing how quickly a VRS provider must respond to a consumer's request to make a VRS call.
- This new standard, which was scheduled to be in effect July 1, 2014, requires that providers must answer (i.e., provide the equivalent of a dial tone) 85 percent of consumers' VRS call attempts within 30 seconds, measured daily.

Order DA 14-935

Released June 27, 2014

- In this Order, the FCC grants a request made by Hamilton Relay, Inc. and Sprint Corporation for additional time to comply with the IP CTS equipment labeling requirements for: (1) equipment distributed to consumers prior to the effective date of the labeling rule; (2) equipment manufactured, packaged, and shipped to distributors prior to November 11, 2013; and (3) computer software and mobile applications.
- For Petitioners' IP CTS equipment that left the manufacturing plant prior to November 11, 2013, and is already in the hands of off-site locations, Petitioners may satisfy the Labeling Rule by distributing equipment labels and instructions to any consumer in receipt of such equipment within 30 days of such consumer registering to use IP CTS.

Order DA 14-946

Released June 30, 2014

- The order adopts per-minute compensation rates to be paid from the Interstate TRS Fund for the Fund Year beginning July 1, 2014, for all forms of TRS.
- Effective July 1, 2014, the per-minute compensation rates for TRS shall be: (1) for interstate traditional TRS, \$2.1170; (2) for interstate Speech-to-Speech relay service (STS), \$3.2480; (3) for interstate CTS and IP CTS, \$1.8205, and for IP Relay, a compensation rate of \$1.0309 per minute.
- Florida's present intrastate rates:
 - Traditional TRS - \$0.76 per minute
 - Captioned Telephone service - \$1.47 per minute
- Florida's intrastate rates effective June 1, 2015:
 - Traditional TRS - \$1.09 per minute
 - Captioned Telephone service - \$1.63 per minute

Order DA 14-1127

Released August 1, 2014

- In this Public Notice, the FCC affirms certain provisions of the FCC's TRS rules based on the decision of the U.S. Court of Appeals on June 20, 2014.
- In its decision, the court vacated in their entirety the FCC's interim rules governing IP CTS and vacated two of the FCC's final rules governing IP CTS. The Public Notice sets forth the applicability of the FCC's IP CTS user registration and certification requirements following the court's ruling.

Order DA 14-1249

Released August 27, 2014

- On January 16, 2014, Sprint filed a petition requesting a limited waiver of the FCC rule that restricts access to the TRS Numbering Directory to the TRS Numbering Administrator and IP-based TRS providers.
- Specifically, Sprint requested a waiver of this rule to allow Sprint, as a provider of Federal Relay services, to load telephone numbers for its federal VRS, including “front door” toll-free numbers and ten-digit numbers into the TRS Numbering Directory.
- Sprint asserts that, because these numbers are not currently in the TRS Numbering Directory, federal employees who are deaf or hard-of-hearing and have been assigned a Federal VRS number are unable to make point-to-point video calls to other deaf or hard-of-hearing federal employees.
- Sprint further asserts that permitting these “front door” toll-free numbers and ten-digit numbers into the database will allow deaf and hard-of-hearing federal employees to make point-to-point video calls, increase the ability of deaf and hard-of-hearing Americans to reach federal employees, and reduce the number of calls that must be supported by the Interstate TRS Fund.

Order DA 14-1265

Released September 2, 2014

- On August 26, 2013, the FCC released the IP CTS Reform Order, which, among other actions, adopted rules mandating registration and certification of IP CTS users.
- On August 28, 2014, the rules relating to IP CTS user registration and certification adopted in the IP CTS Reform Order took effect).

PSC Updates

FTRI

- By Order No. PSC-14-0252-PAA-TP, issued May 22, 2014, the Commission approved FTRI's Proposed 2014-2015 fiscal year budget.
- The proposed budget includes a decrease in expenses of approximately \$1,873,593 from the 2013/2014 Commission-approved budget.
- The 2014/2015 budget projects total operating revenues to be \$8,528,177 and total expenses to be \$8,236,702.
- The Monthly Relay Surcharge will remain at \$0.11.

New Relay Provider

- On October 2, 2014, the Commission approved Sprint Corporation as the new Florida relay provider effective June 1, 2014.
- The contract will be for a three year period with four one-year options available after the initial term.

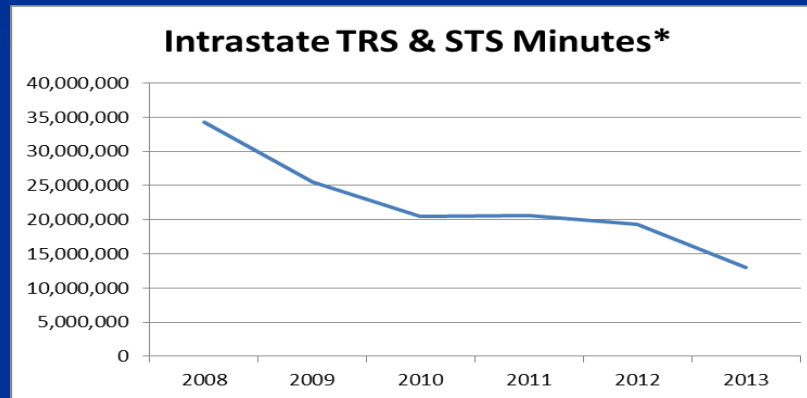
Highlights of Sprint's Proposal

- Sprint will hire an in-state Customer Relations Manager to lead the Consumer Input program, and coordinate outreach efforts with FTRI.
- Designate a Florida Relay Quality Manager to oversee all areas of training, quality assurance, monthly testing, and customer feedback.
- Conduct monthly TRS and CapTel Quality compliance Testing using an experienced third-party evaluator.
- Provide 15,000 free minutes of Relay Conference Captioning (RCC) service.
- Provide \$25,000 budget to support outreach and consumer input programs.

National Association for State Relay Administration (NASRA) Annual Conference - September 21-24, 2014 Future of Relay Panel

- Traditional and STS minutes have plummeted by over 62% since 2008. The decrease in traditional and STS minutes has caused concern among states, especially as AT&T Relay exits the TRS market.

	Intrastate TRS & STS Minutes*
2008	34,313,764
2009	25,503,645
2010	20,506,637
2011	20,567,003
2012	19,312,127
2013	13,033,424



*MARS Data from Annual Interstate TRS Filing to FCC by TRS Fund Administrator.

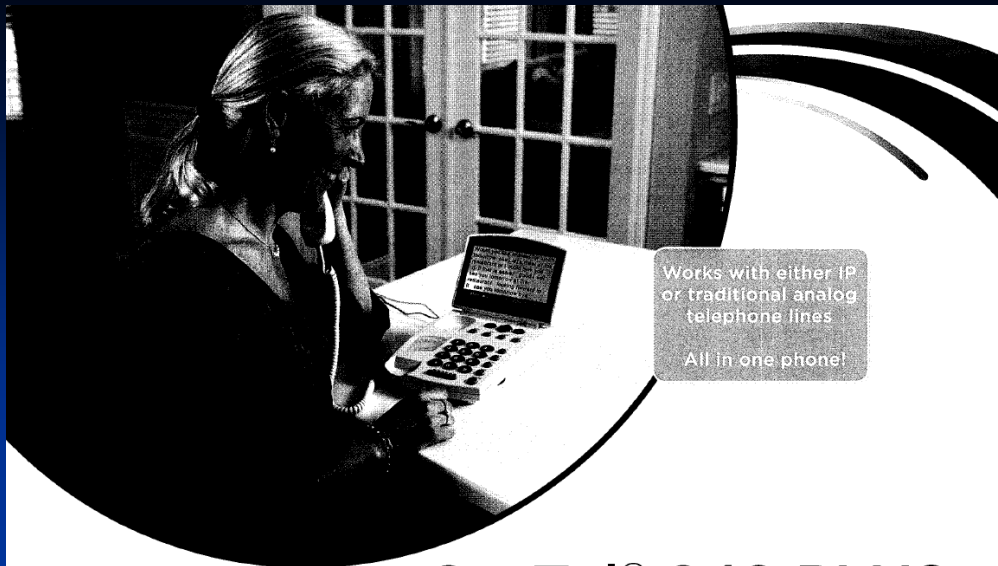
- In comments to the Michigan PSC, AT&T stated *“As TRS usage has given way to popular alternative technologies, such as video relay services, smartphones, tablets, texting and apps, AT&T has made a business decision that it will exit the TRS business in Michigan and the 8 other states where it has been providing TRS.”*
- As traditional and STS relay minutes continue to decrease, providers are likely to increase the per minute charge in their state contracts, and states may decide that it is no longer economically feasible to administer a state relay program.

National Association for State Relay Administration (NASRA) Annual Conference - September 21-24, 2014 Future of Relay Panel

- If a state decides to no longer administer its state relay program, the responsibility of the state relay program would default to the Local Exchange Companies in the state, and oversight would fall to the FCC.
- AT&T plans to have their transition from an analog network to an all IP network complete by 2020, a little over five years from now.
- AT&T customers currently being served by analog lines will then be served by either AT&T's broadband service known as U-verse or by AT&T Mobility's Wireless Home Phone.
- When telecom companies switch to an all IP network and discontinue analog service, what happens when a user of CapTel, VCO, HCO, or D/B communicator cannot afford broadband or doesn't have access to broadband, and a wireless home phone is not feasible due to wireless reception in the area?
- AT&T is currently conducting TDM to IP transition tests approved by the FCC in two rate centers in King's Point, Palm Beach County, Florida and Carbon Hill, Alabama. AT&T has stated in its FCC filing that during the trial and transition to IP, *AT&T will continue to meet its historic commitment to satisfying the communications needs of persons with disabilities and populations with unique needs (including seniors, persons with limited English proficiency, low income populations, and residents of Tribal lands).*

CapTel

- As of September 5, 2014, FTRI had 3,792 clients using analog CapTel phones.
- These analog CapTel phones may be unusable once local exchange companies switch over to an all IP network in 2020.
- Ultratec, the manufacturer of CapTel phones, has developed a new CapTel phone (CapTel 840 Plus) which will be available next month and work on either an analog network or an IP network.
- PSC staff is working on a plan with Ultratec and CapTel service providers to gradually replace the existing analog CapTel phones prior to the switch to an all IP network in 2020.



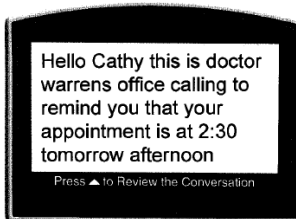
Works with either IP
or traditional analog
telephone lines

All in one phone!

CapTel® 840 PLUS

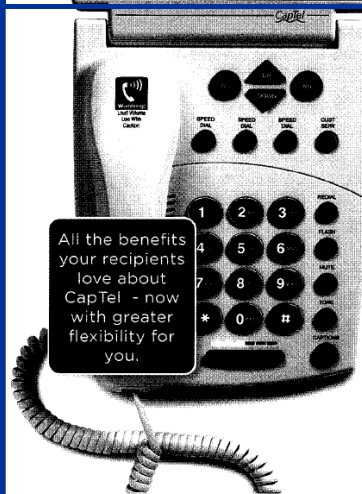
Designed for Equipment Distribution Programs

The all-in-one CapTel 840 PLUS gives your Equipment Distribution Program the flexibility to meet users' telephone needs with just one device - whether they have traditional analog lines or IP telephone lines.



Hello Cathy this is doctor warrens office calling to remind you that your appointment is at 2:30 tomorrow afternoon

Press ▲ to Review the Conversation



All the benefits your recipients love about CapTel - now with greater flexibility for you.

Benefits to your Equipment Distribution Program:

- Can be used either with standard analog telephone lines or as an IP-based device.
- Helps address user issues if their telecommunications provider moves to a VoIP platform.
- Built-in test for Line Quality helps determine which mode will work best for user
- Equipment program sets which mode - you maintain control over the equipment you distribute.
- User interface is similar between both modes - no need for additional training.



User Benefits of CapTel 840 PLUS

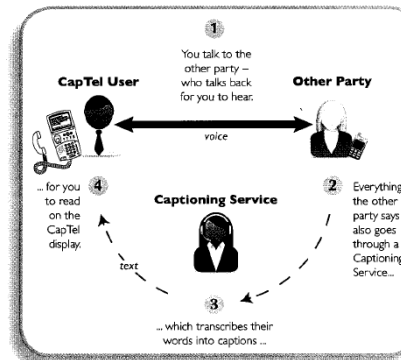
- Extra large, easy-to-read captions window with adjustable font sizes and colors.
- Built-in Answering Machine shows you captions of your voice messages.
- Display screen tilts for comfortable reading or lies flat to mount the phone on a wall.
- Adjustable volume control (up to 40dB gain) for captioned calls. Volume button is easy to see and adjust during a call.
- One-touch access to CapTel Customer Service (speed dial button automatically connects you to CapTel help line). Available 24 hours a day/7 days a week.
- Easy-to-follow menu system with Yes/No questions.
- Phone Book allows you to store and dial more than 95 names/phone numbers.
- Speed dial keys for one-touch dialing of frequently called numbers.
- Caller-ID capable – shows you who is calling directly on display screen (requires Caller-ID service).
- Spanish-to-Spanish captioning available, with Spanish-language menus.

With CapTel Model 840 PLUS

Captions are provided by a free service that connects to the call - either over the telephone line or via Internet (depending on the mode).

- Calls you make are automatically connected to the Captioning Service to provide captions.
- People who call you dial the service or dial your phone number directly, depending on the mode, in order for you to get captions.
- Works just like a standard phone for people who do not need captions. Just turn captions feature off!

How CapTel 840 Plus Works:



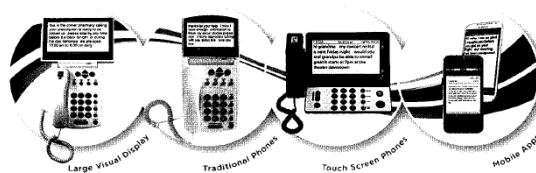
Captioning Service connects over the telephone line or an Internet connection, depending on what mode your program selects.

CapTel is the latest innovation from

Ultratec.

CapTel is a registered trademark of Ultratec, Inc.

**Captioned Telephones
that fit your lifestyle.**



Distributed by

wci

1-800-233-9130

Weitbrecht Communications, Inc.
1500 Olympic Blvd Santa Monica CA 90404
www.Weitbrecht.com
CapTel@Weitbrecht.com

Specifications subject to change. 903-528000 09/14

Questions or Comments?



Next...

**Florida Telecommunications
Relay, Inc.**

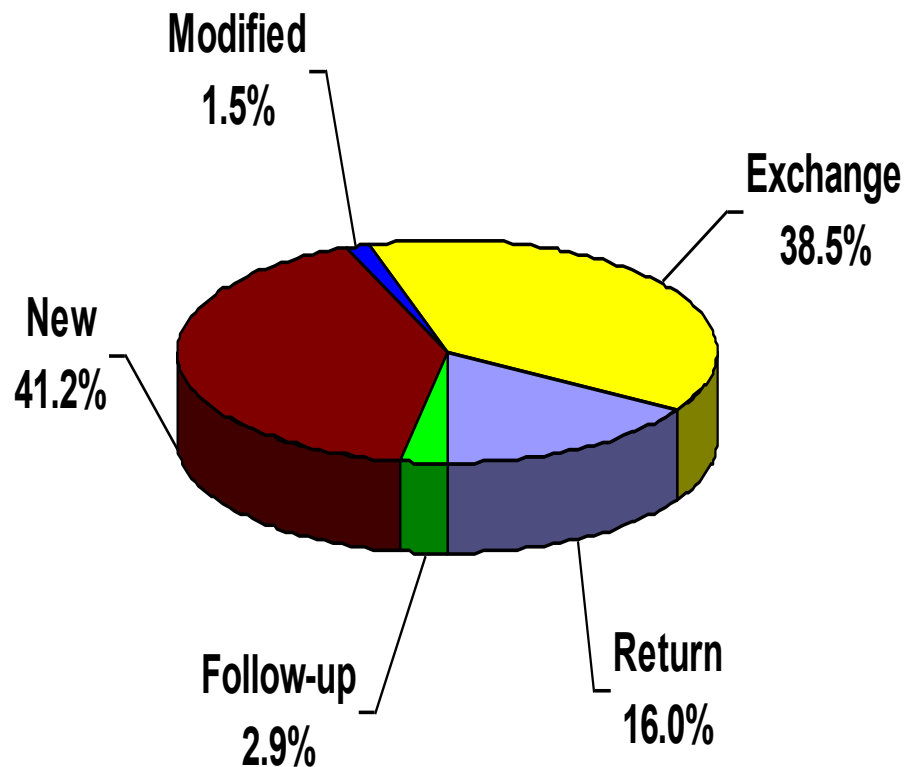
**James Forstall
Executive Director**



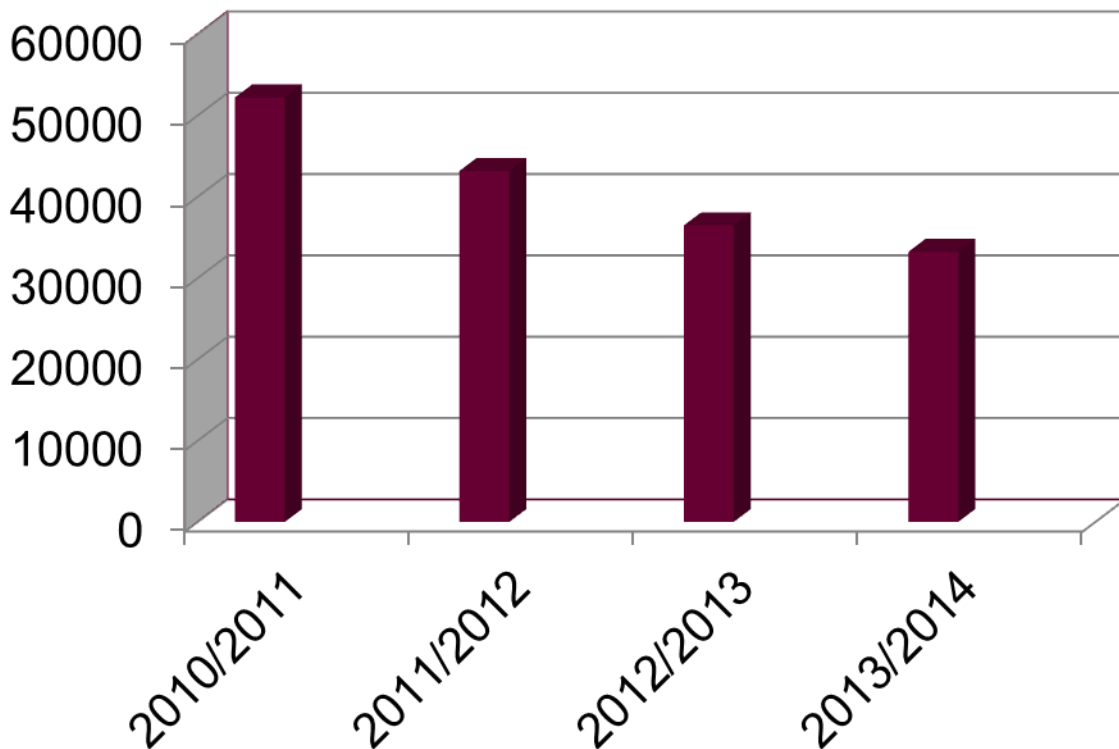
**TASA Meeting
October 30, 2014**

Client Services

The total number of EDP services provided by FTRI for fiscal year 2013/2014 was 33,222.



Total Client Services



FY 10/11 – 52,217

FY 11/12 – 43,179

FY 12/13 – 36,480

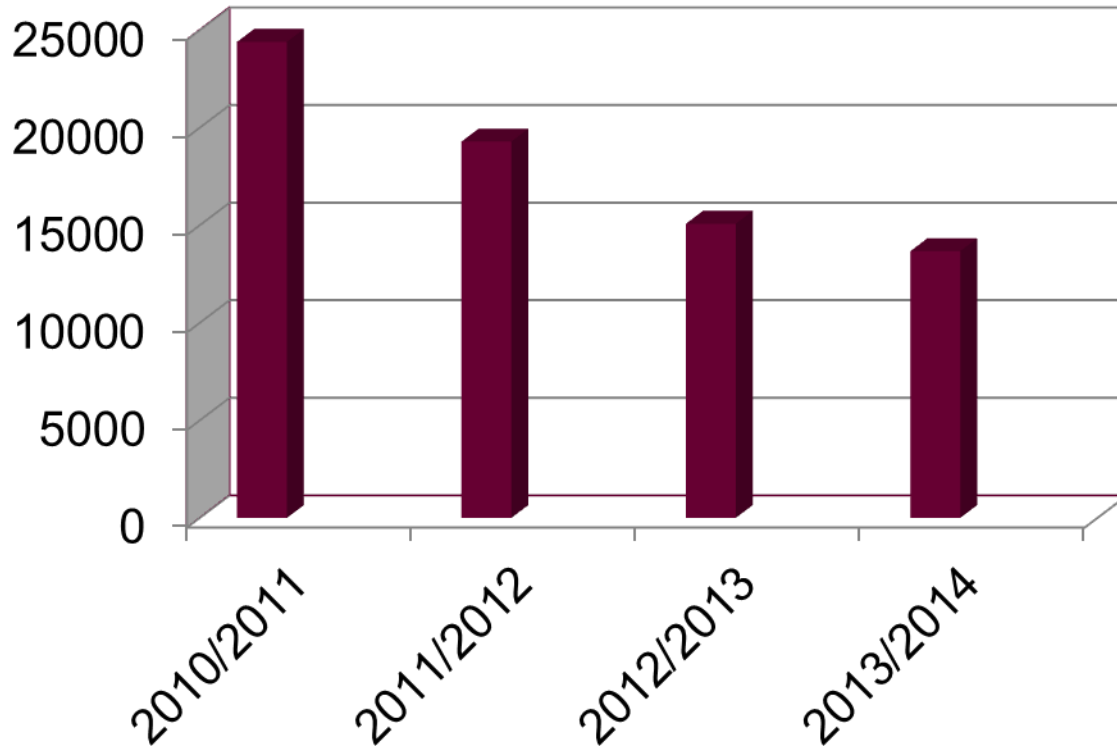
FY 13/14 – 33,222

New Client Services

FTRI served **13,671** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	61
Hard of Hearing	13,395
Speech Impaired	104
Dual Sensory Impaired	111
Total	13,671

New Client Services



FY 10/11 – 24,399

FY 11/12 – 19,287

FY 12/13 – 15,078

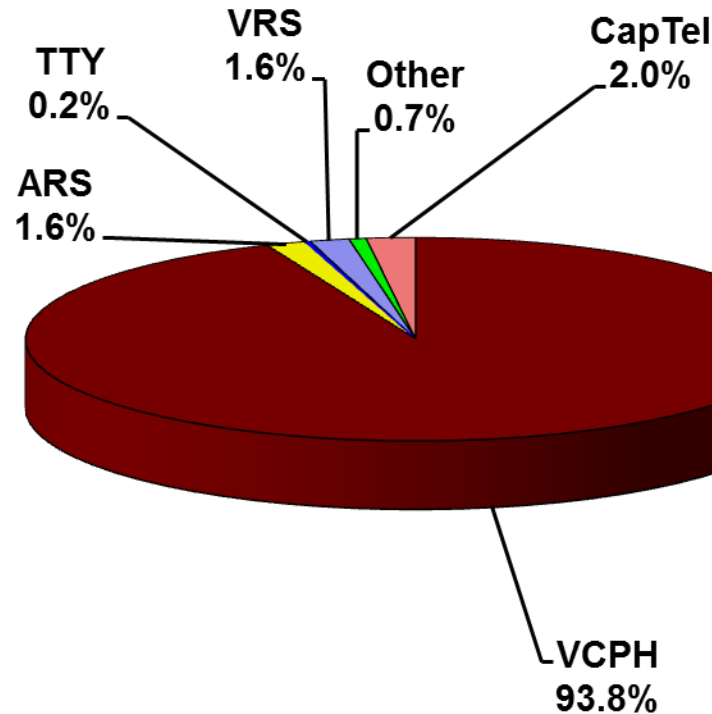
FY 13/14 – 13,671

***FY 14/15 - 3,307**

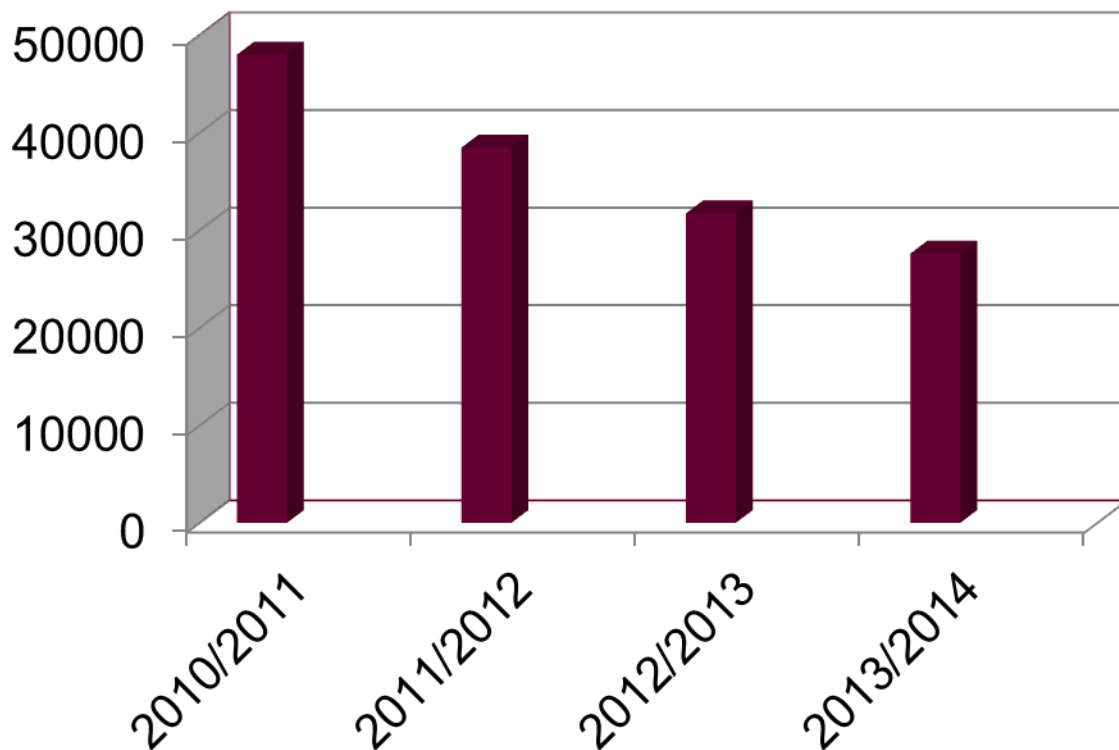
**19.75% increase
over same period
prior year (Jul, Aug,
Sept)**

Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2013/2014 numbered **27,606** units.



Total Equipment Distributed



FY 10/11 – 48,005

FY 11/12 – 38,477

FY 12/13 – 31,726

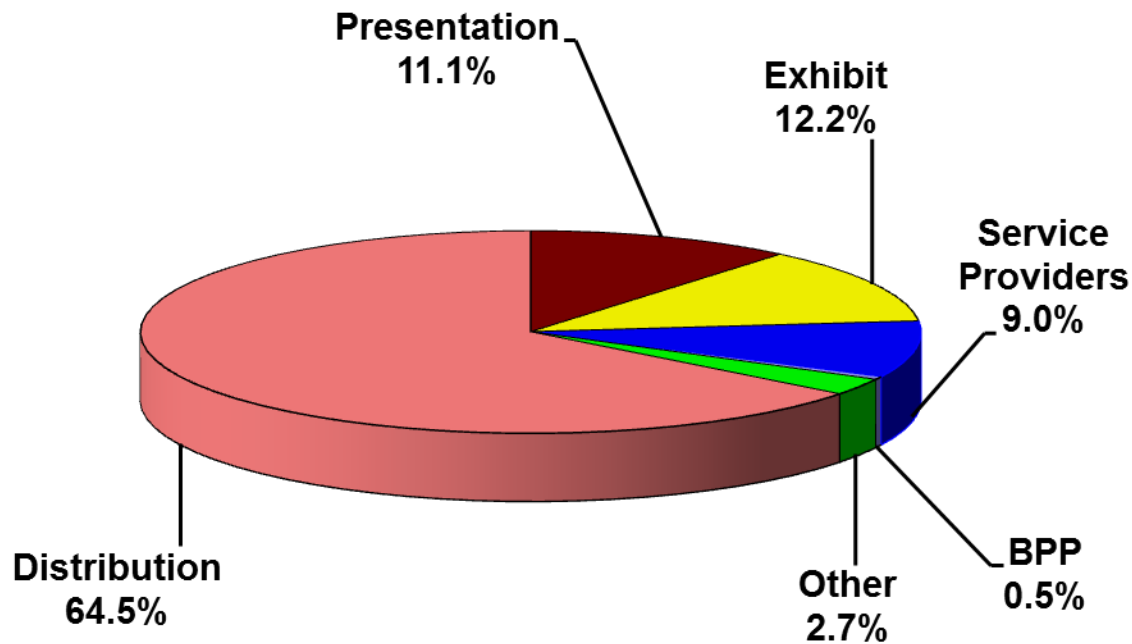
FY 13/14 – 27,606

***FY 14/15 - 6,460**

**3% increase over
same period prior
year (Jul, Aug, Sept)**

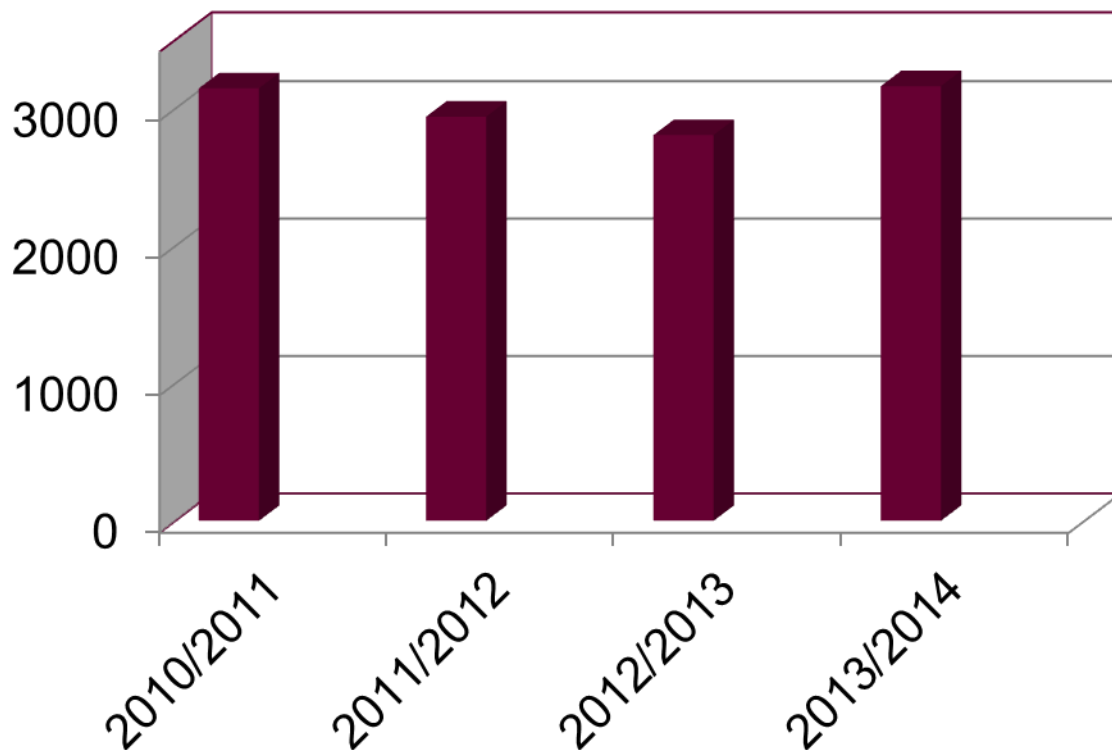
Outreach

FTRI conducted 1,123 outreach activities and 2,040 off-site distribution during fiscal year 2013/2014.



Distribution – 2,040
Presentation - 350
Exhibit - 387
SP - 285
BPP - 15
Other - 86

Total Outreach / Distribution



FY 10/11 – 3,147

FY 11/12 – 2,941

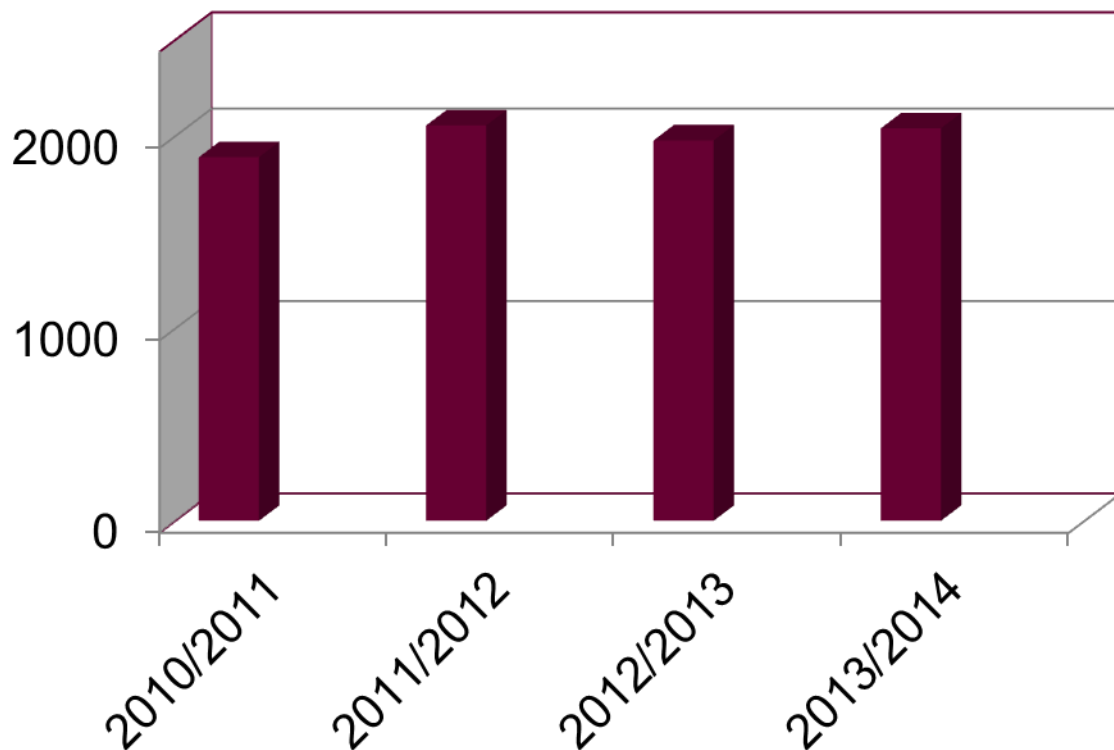
FY 12/13 – 2,807

FY 13/14 – 3,163

***FY 14/15 - 666**

**6.5% increase over
same period prior
year (Jul, Aug, Sept)**

Total Off-site Distribution



FY 10/11 – 1,890

FY 11/12 – 2,055

FY 12/13 – 1,977

FY 13/14 – 2,040

***FY 14/15 - 373**

**8% increase over
same period prior
year (Jul, Aug, Sept)**

Some of the other services provided...

- Processed 29,467 customer service calls
- Mailed 1,031 applications to individuals
- Processed more than 97,166 EDP forms

Other important facts...

- Continued extensive education, training and support for RDCs
- Continued to place a high priority on protecting the integrity of client information by making security enhancements to the system
- Operated within budget requirements
- Received high marks from the external auditors for financial records and internal controls

Newspaper Ads

Don't miss another "I love you."

Florida residents with hearing loss are eligible to receive a **FREE AMPLIFIED PHONE** from the non-profit Florida Telecommunications Relay, Inc. Cordless and corded phones for persons with mild to severe hearing loss are available at 23 distribution centers statewide. Limit one per customer.

Please contact your area center for information:

Eastern Seals Deaf and Hard of Hearing Services
 2229 Dunn Ave
 Daytona Beach, FL 32114
 386-944-7806 (V)
 386-257-3600 (TTY)
www.ftri.org/daytona

clarity Professional

Real simple. Real clear.

If you live in Florida and have certified hearing loss, you can receive... at no cost... the Clarity KEEZ™, a new home phone providing 50 decibels of crystal clear amplification. Its features are no longer muted. And you can also connect with friends and family. Easy to get the KEEZ™ is available through Florida Telecommunications Relay, Inc. (FTRI), the state's largest distributor of specialized telecommunications equipment for people with hearing loss and speech disabilities. Receive the KEEZ™ for FREE by completing an application and accepting the distribution center at the location below.

More than 2 million Floridians have hearing loss. Let loved ones know about FTRI to help. #KeepFloridaConnected

Hear and see clearly.

The Clarity KEEZ™ is a loud, simple and easy-to-use amplified cordless phone featuring up to 50 decibels of Digital Clarity Power™ amplification, a loud and clear speakerphone, and large, high-contrast buttons that speak the numbers so they are clear.

See reverse side to find out how you can get this phone absolutely FREE!

Loud & Clear and FREE

Florida residents with a hearing loss are eligible to receive a free amplified phone from the non-profit Florida Telecommunications Relay, Inc. Cordless and corded phones for persons with mild to severe hearing loss are available at 23 distribution centers statewide. Limit one per customer.

Contact your area center for details.

Space Coast Center for Independent Living
 571 Haverty Court, Suite W • Rockledge, Florida 32955
 321-632-9114 (V) • 321-632-9134 (TTY)
www.ftri.org/cocoa

Current FTRI clients: If your phone isn't working properly, or you have any questions, or should you no longer have your phone or are moving out of Florida, call FTRI at 888-556-1151 for assistance.

Fuerte y Claro y GRATIS

Los residentes de Florida que tienen deficiencia auditiva son elegibles para recibir un teléfono amplificado gratuito de la organización sin ánimo de lucro Florida Telecommunications Relay, Inc. Los teléfonos inalámbricos y de cable para personas con deficiencia auditiva moderada a severa están disponibles en 23 centros de distribución en todo el estado. Límite de uno por cliente.

CONTACTE AL CENTRO DE SU ÁREA PARA MÁS INFORMACIÓN

Center for Independent Living in Central Florida
 720 North Denning Drive
 Winter Park, FL 32789
 407-623-1070 (V) • 407-623-1195 (TTS)

Deaf and Hearing Services of Lake and Suwannee Counties
 220 South 9th Street
 Leesburg, FL 34748
 352-323-0757 (V) • 352-323-9106 (TTS)

Current FTRI clients: If your phone isn't working properly, or you have any questions, or should you no longer have your phone or are moving out of Florida, call FTRI at 888-556-1151 for assistance.

FTRI Aired Florida Relay PSA Throughout the State



Open captioned in both English and Spanish

FTRI Demo Phone Display



100 displays have been disseminated to the RDCs for installation in offices, such as audiologist and professional hearing healthcare providers.

FTRI Ad on HNN Screens



Complete your
application and
call FTRI at:

1-800-222-3448

#KeepFloridaConnected



Ads are placed
on over 60
screens
throughout the
state in offices,
such as
audiologist,
professional
hearing
healthcare
providers and
physicians.

The **Florida LINK** The Newsletter of Florida Telecommunications Relay, Inc. Equipment Distribution Program
Winter 2014



FTRI and the National Deaf-Blind Equipment Distribution Program

FTRI is the contracted entity to administer the National Deaf-Blind Equipment Distribution Program (NDBEDP) in the state of Florida. Since 21st Century Communications and Video Accessibility Act of 2010 signed by President Obama, the NDBEDP, with an annual budget of \$10 million, is overseen by the Federal Communications Commission (FCC). Should you know of anyone who may qualify for this program, please have them contact the FTRI office 800-222-3448 or email at NDBEDP@ftri.org. To learn more about the NDBEDP you may go to www.ftri.org/ndbedp or www.icanconnect.org



About The Florida Link | The Florida Link is FTRI's newsletter, your source for news and information on your telephone equipment and the Florida Relay Service. This newsletter is posted to the website, www.ftri.org. FTRI Customer Care: 1-888-554-1151 (Voice) or 1-888-447-5620 (TTY)

<http://www.ftri.org>

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ABOUT US...

Florida Telecommunications Relay, Inc. (FTRI) is a statewide nonprofit 501(c)(3) organization that administers the Specialized Telecommunications Equipment Distribution Program for citizens of Florida who are Deaf, Hard of Hearing, Deaf/Blind and Speech Challenged. We're dedicated to administering the specialized equipment program, as well as educating and promoting the Florida Relay Service. The Florida Legislature passed the Telecommunications Access System Act (TASA) in 1991. The purpose: "ASR narrows the line" FTRI equipment distribution program and the Florida Relay Service be funded by a monthly surcharge billed to all telephone customers (land lines) in the State of Florida. The amplified telephone equipment and ring signaling devices provided through this program are loaned to all qualified permanent Florida residents for as long as they need it, at no charge.

Florida Telecommunications FTRI Relay, Inc.
1820 E. Park Ave., Suite 101
Tallahassee, FL 32301

CUSTOMER CARE



"How Can I Help You?"

Customer satisfaction is a top priority at FTRI. In 2012, a Customer Care line was launched to better serve clients requiring assistance for any equipment they have received through the program. The results so far are significant: sixty-five percent of all calls are resolved after troubleshooting the problem with the client. FTRI clients with questions are encouraged to call the Customer Care line at 888-554-1151 or email at customerscare@ftri.org. Solutions to common issues include:

- Make sure the dial switch for Tone and Pulse is set to Tone
- Fully charge a new cordless phone (12 hours)
- Use a filter (provided by FTRI) to reduce static/feedback
- Make sure the AC power adapter is plugged in (for phones with AC power adapters.)

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Congratulations FTRI!

We are proud to announce that FTRI was recognized as one of the Florida Public Service Commissioners' "Helping Hands" for March of 2013. Many state agencies and organizations are "PSC Helping Hands," who assist the Public Service Commission in promoting and educating Floridians about the Lifeline Assistance telephone discount program. According to the PSC, FTRI has been "instrumental in helping Floridians who have hearing loss or speech disabilities learn about the Lifeline Assistance telephone discount program and discover ways to reduce their utility bills." For more information about the Lifeline Assistance Program, please go to their website at: <http://www.psc.state.fl.us/>

FTRI Welcomes Two New Regional Distribution Centers

Self Reliance, Inc. Self Reliance, Inc. Center for Independent Living - Tampa

One of the more exciting changes in 2014 is the addition of Self Reliance, Inc. a Center for Independent Living in Tampa. The staff at Self Reliance, Inc. pride themselves on promoting independence and empowering people with disabilities. Their core services are advocacy, peer support, mentoring, independent living skill training, information & referral services, and various medical and non-medical equipment distribution programs which, effective February 1st includes FTRI's Equipment Distribution Program. FTRI and Self Reliance look forward to what we can accomplish together. For more information about Self Reliance Inc. go to their website at <http://self-reliance.org/>.

Ability 1st Center for Independent Living of North Florida - Tallahassee

We are very pleased to announce the addition of Ability 1st Center for Independent Living of North Florida as our newest Regional Distribution Center. Ability 1st, the Center for Independent Living of North Florida, is a community-based nonprofit organization that provides services to persons with varying disabilities. Ability 1st serves Leon, Jefferson, Madison, Taylor, Gadsden, and Wakulla counties. FTRI and Ability 1st look forward to what we can accomplish together. For more information about Ability 1st Center for Independent Living of North Florida, please go to their website at: <http://www.ability1st.info>.

<http://www.ftri.org>



AT&T and the Florida Relay Services

We are now in the second of a three-year contract with AT&T to provide Florida Relay services in Florida. The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, Speech Challenged. Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay (dial 7-1-1), or use the appropriate toll free numbers below:

- 800-955-8771 (TTY)
 - 800-955-8770 (Voice)
 - 800-955-1239 (ASCII)
 - 877-855-8260 (Voice Carry-Over Direct)
 - 877-855-5324 (Speech-to-Speech)
 - 877-855-8773 (Spanish)
- Service is available 24 hours a day, 365 days a year, with no limit on the number or type of calls. Anyone can make a Florida Relay call simply by dialing the easy-to-remember toll-free access number: 7-1-1. Relay users are encouraged to complete a Relay Customer Profile form to expedite calls. Once a profile is completed, your calls are answered immediately by Florida Relay Service in the language and format specified in your profile. The form is available at <http://www.ftri.org/index.cfm/go/portal/view/page/3>. All information you provide is kept confidential. If you need help completing this e-form, please contact AT&T's National Customer Care Center at 800-682-8786 (TTY) or 800-682-8705 (Voice) or 888-289-2184 (Fax).

<http://www.ftri.org>

Social Media



Are you on Facebook? As the largest free, social networking website with over 1 billion users, Facebook is ideal for generating awareness for organizations like FTRI. If you already have a Facebook account you can easily find us by searching for FTRI. If you do not have a Facebook account, you can quickly create one by going to our website www.ftri.org and click on the Facebook link on the bottom of the homepage. This will take you to our Facebook page and you can click on the "Sign-Up" link. The FTRI Facebook page includes a list of our statewide Regional Distribution Centers, pictures of past events, and other valuable information. Facebook allows FTRI to expand its networking horizon by communicating its services and activities with millions of people in a cost-effective way. Please visit Facebook and "like" FTRI today.

FTRI has officially gone live on Twitter! Just in case you haven't heard about it, Twitter is an online networking tool that enables its users to send and read text-based messages of up to 140 characters, also known as "tweets." As of 2012, Twitter has 600 million users, generating 340 million tweets daily. To create a Twitter handle go to www.twitter.com and click the "sign-up" link. To follow FTRI click the search field on the top of the page and enter "FTRI_Inc" and enjoy all of our interesting content. Write a Facebook or use as a resource to locate regional distribution centers and view upcoming events. Twitter is generally used as a topical resource for our clients as well as a networking tool to connect our clients with other organizations that they may benefit from.

Follow us today at https://twitter.com/FTRI_Inc



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NDBEDP – iCanConnect

FY 2013/2014

Number of people assessed – 44

Number of people trained – 39

Number of equipment distributed – 80

Number of outreach activities conducted – 10

Highest concentration of clients are from the following areas:

Tampa, Miami, Orlando and Jacksonville

Number of trainers FTRI contracts with – 4

Number of people in the program from inception – 95

NDBEDP – iCanConnect

iOS

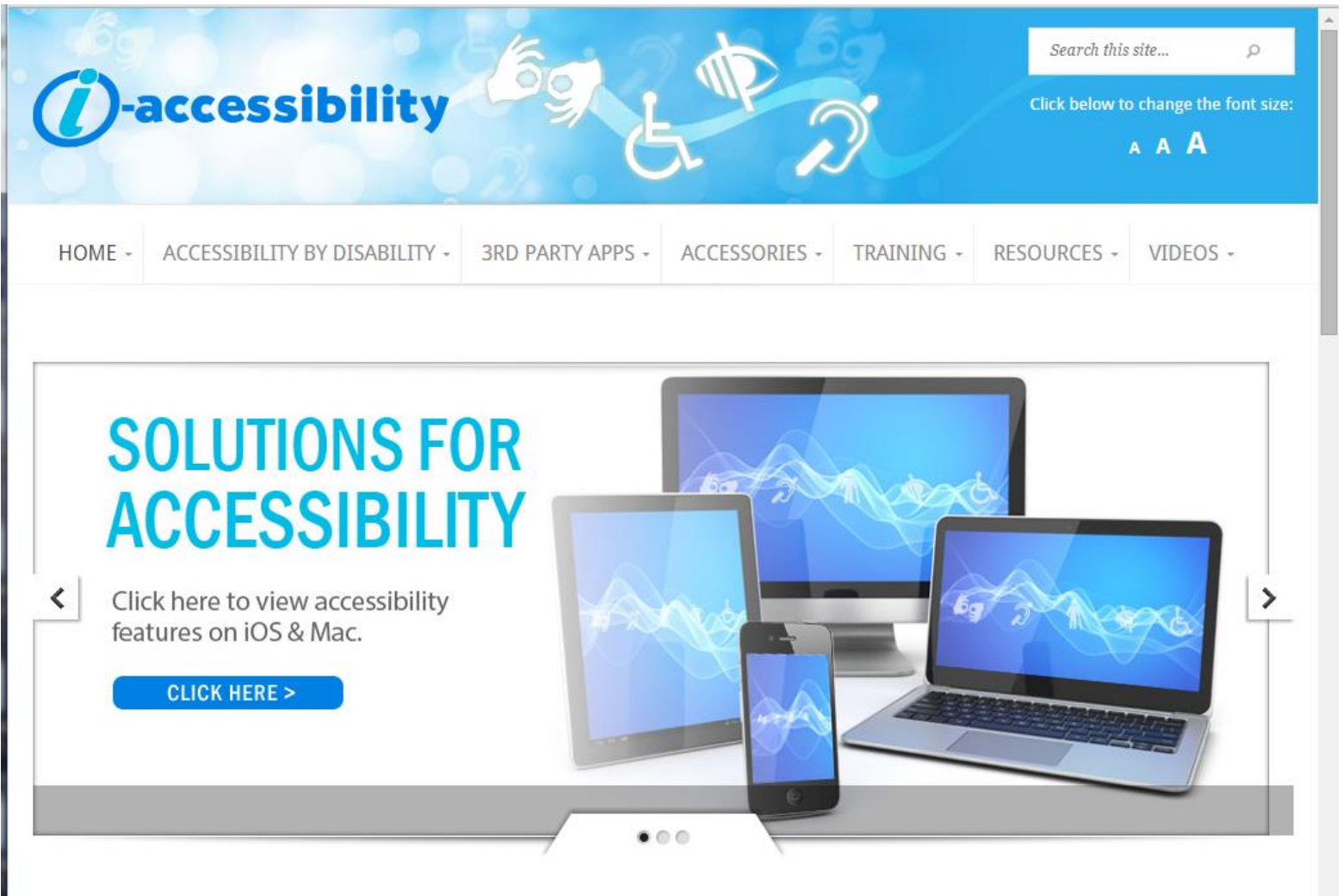


iPhone

Braille Sense U2

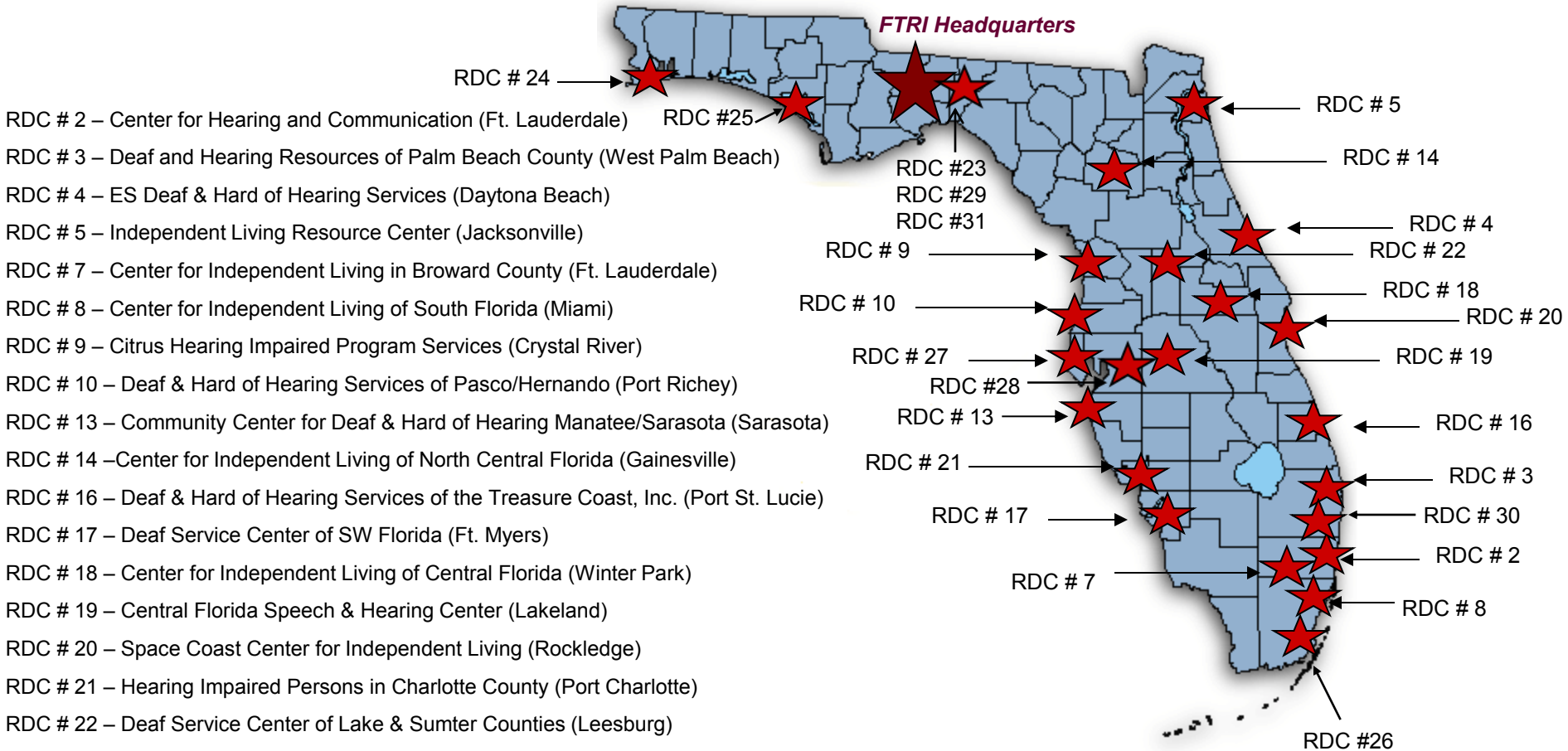


NDBEDP – iCanConnect



The screenshot shows the i-accessibility website interface. At the top, there is a blue header with the i-accessibility logo on the left, which includes icons for a hand, an eye, a wheelchair, and an ear. To the right of the logo is a search bar with the text "Search this site..." and a magnifying glass icon. Below the search bar, it says "Click below to change the font size:" followed by three "A" icons of increasing size. A navigation menu below the header contains the following items: HOME -, ACCESSIBILITY BY DISABILITY -, 3RD PARTY APPS -, ACCESSORIES -, TRAINING -, RESOURCES -, and VIDEOS -. The main content area features a large banner with the text "SOLUTIONS FOR ACCESSIBILITY" in large blue letters. Below this text, there is a call to action: "Click here to view accessibility features on iOS & Mac." with a blue button labeled "CLICK HERE >". To the right of the text and button is an image of various electronic devices (a desktop monitor, a laptop, a tablet, and a smartphone) displaying the i-accessibility logo and icons. Navigation arrows are visible on the left and right sides of the banner area.

FTRI Regional Distribution Centers



- RDC # 2 – Center for Hearing and Communication (Ft. Lauderdale)
- RDC # 3 – Deaf and Hearing Resources of Palm Beach County (West Palm Beach)
- RDC # 4 – ES Deaf & Hard of Hearing Services (Daytona Beach)
- RDC # 5 – Independent Living Resource Center (Jacksonville)
- RDC # 7 – Center for Independent Living in Broward County (Ft. Lauderdale)
- RDC # 8 – Center for Independent Living of South Florida (Miami)
- RDC # 9 – Citrus Hearing Impaired Program Services (Crystal River)
- RDC # 10 – Deaf & Hard of Hearing Services of Pasco/Hernando (Port Richey)
- RDC # 13 – Community Center for Deaf & Hard of Hearing Manatee/Sarasota (Sarasota)
- RDC # 14 – Center for Independent Living of North Central Florida (Gainesville)
- RDC # 16 – Deaf & Hard of Hearing Services of the Treasure Coast, Inc. (Port St. Lucie)
- RDC # 17 – Deaf Service Center of SW Florida (Ft. Myers)
- RDC # 18 – Center for Independent Living of Central Florida (Winter Park)
- RDC # 19 – Central Florida Speech & Hearing Center (Lakeland)
- RDC # 20 – Space Coast Center for Independent Living (Rockledge)
- RDC # 21 – Hearing Impaired Persons in Charlotte County (Port Charlotte)
- RDC # 22 – Deaf Service Center of Lake & Sumter Counties (Leesburg)
- RDC # 23 – Area Agency on Aging (Tallahassee)
- RDC # 24 – CIL – Disability Resource Center (Pensacola)
- RDC # 25 – Disability Resource Center (Panama City)
- RDC # 26 – Hearing and Speech Center of Florida (Miami/Kendall)
- RDC # 27 – Family Center on Deafness (Largo)
- RDC # 28 – Self Reliance CIL (Tampa)
- RDC # 29 – Ability 1st CIL (Tallahassee)
- RDC # 30 – Audiology with a Heart (West Palm Beach)
- RDC # 31 – Big Bend Hospice – (Wakulla)

****Hours of operation varies from RDC to RDC.***

FTRI added 4 new RDCs for a total of 26 and plans to add 1 more during the next few months.

Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies.

Postcard questionnaires are mailed to a random selection of clients served by each Regional Distribution Center or the FTRI office. Four thousand two hundred and twenty-two (4,222) questionnaires were mailed during this fiscal year and FTRI received 1,474 responses for a nearly 35 percent return rate. Ninety-eight percent of the responses were positive. Negative responses are resolved by either contacting the client directly or referring to the RDC for follow-up.

Also, FTRI's automated email system sent quality assurance surveys to 3,249 new clients the subsequent day after receiving service and received 951 responses for a 29 percent response rate. Clients requesting follow-up were contacted by FTRI Customer Care.

Questions

Florida Relay & CapTel Report

Florida TASA Meeting

Mike Barry, Director – Marketing Management

Gregory Denes, Channel Manager

October 30, 2014





Agenda

- **CapTel Traffic**
- **TRS Traffic**
- **Outreach**
- **Updates**



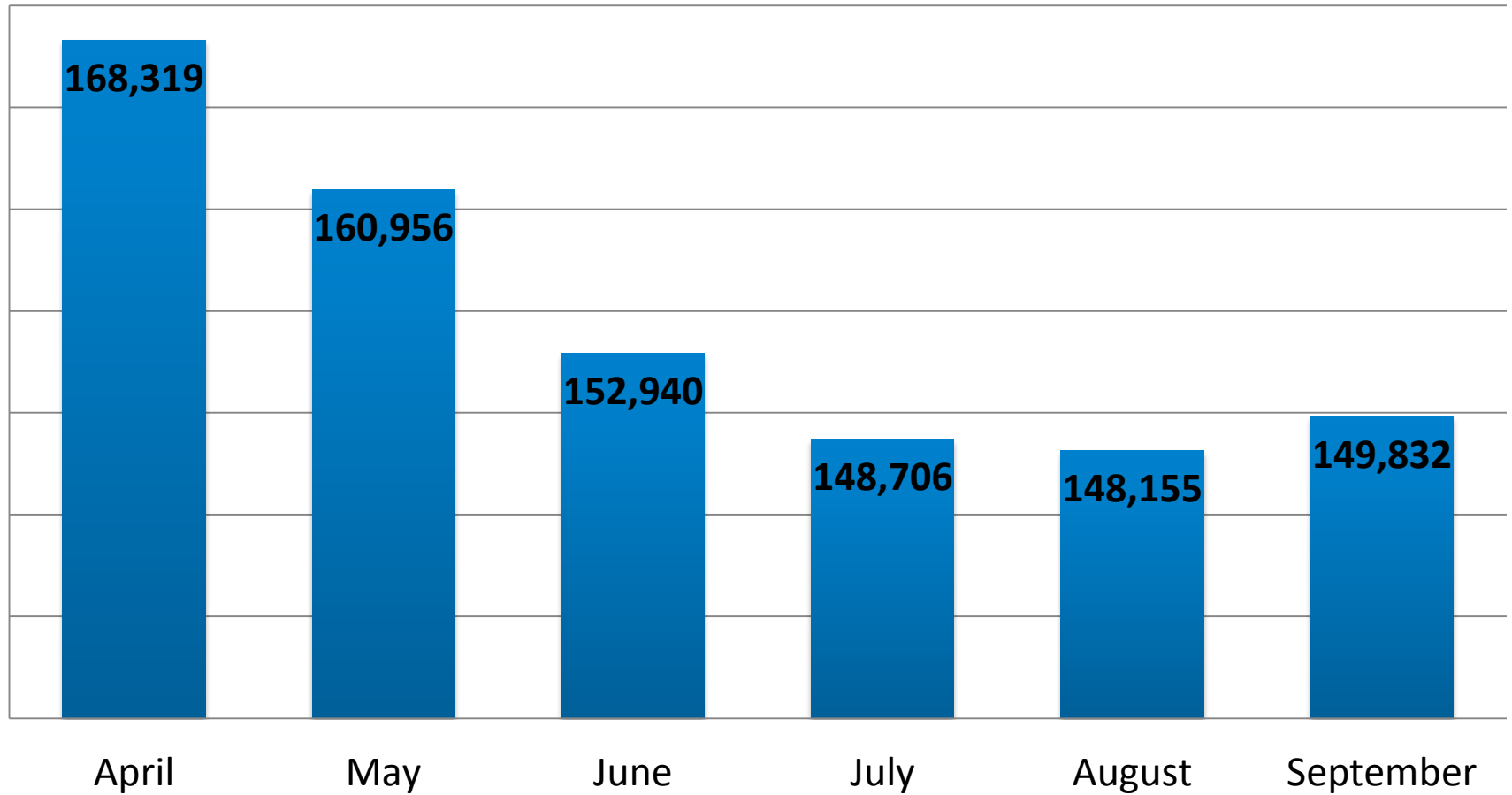
CapTel Traffic

April 2014 – September 2014



Total CapTel Session Minutes

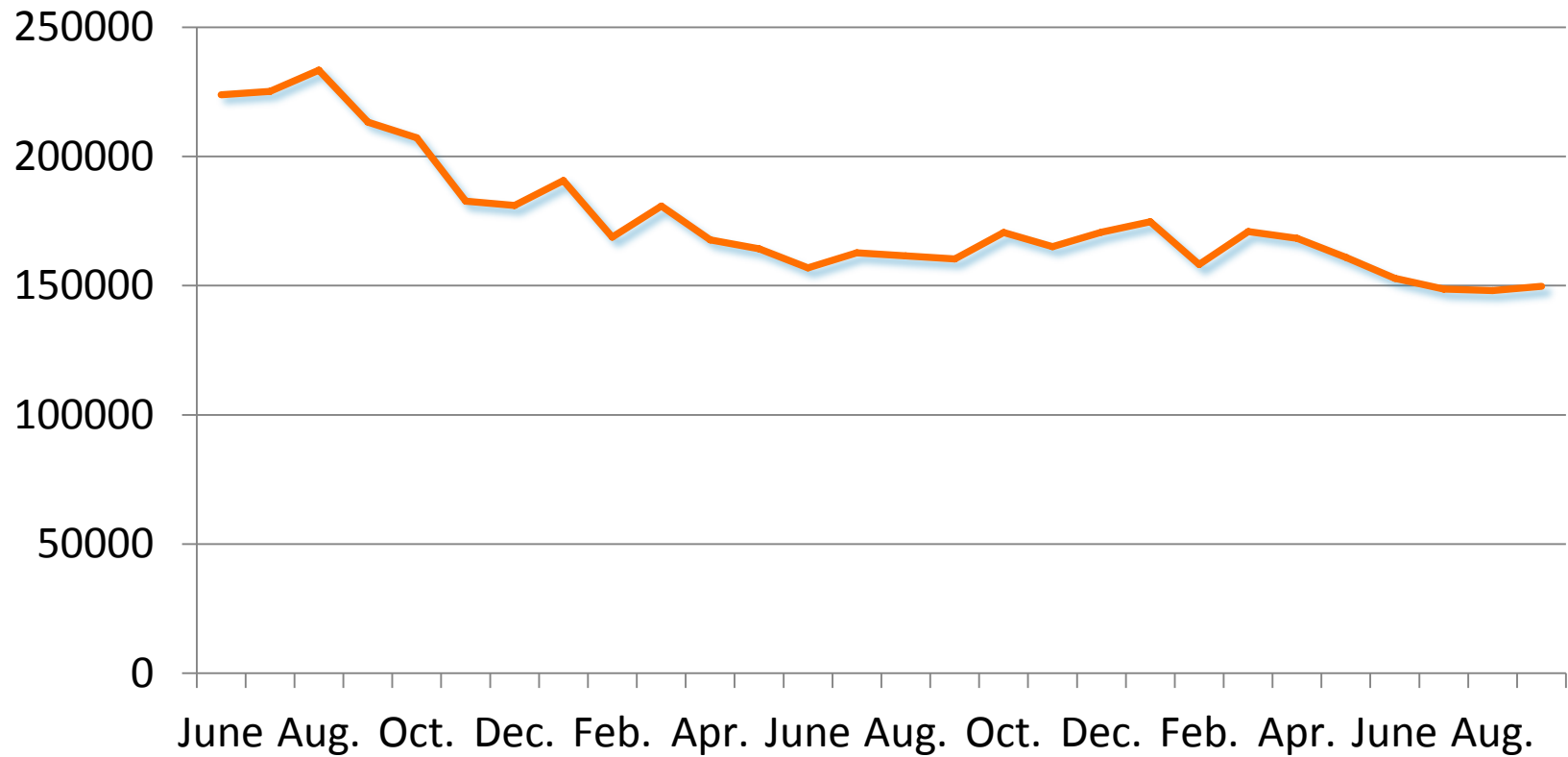
April 2014 – September 2014



CTS Trend

June 2012 – September 2014

Total CTS Session Minutes



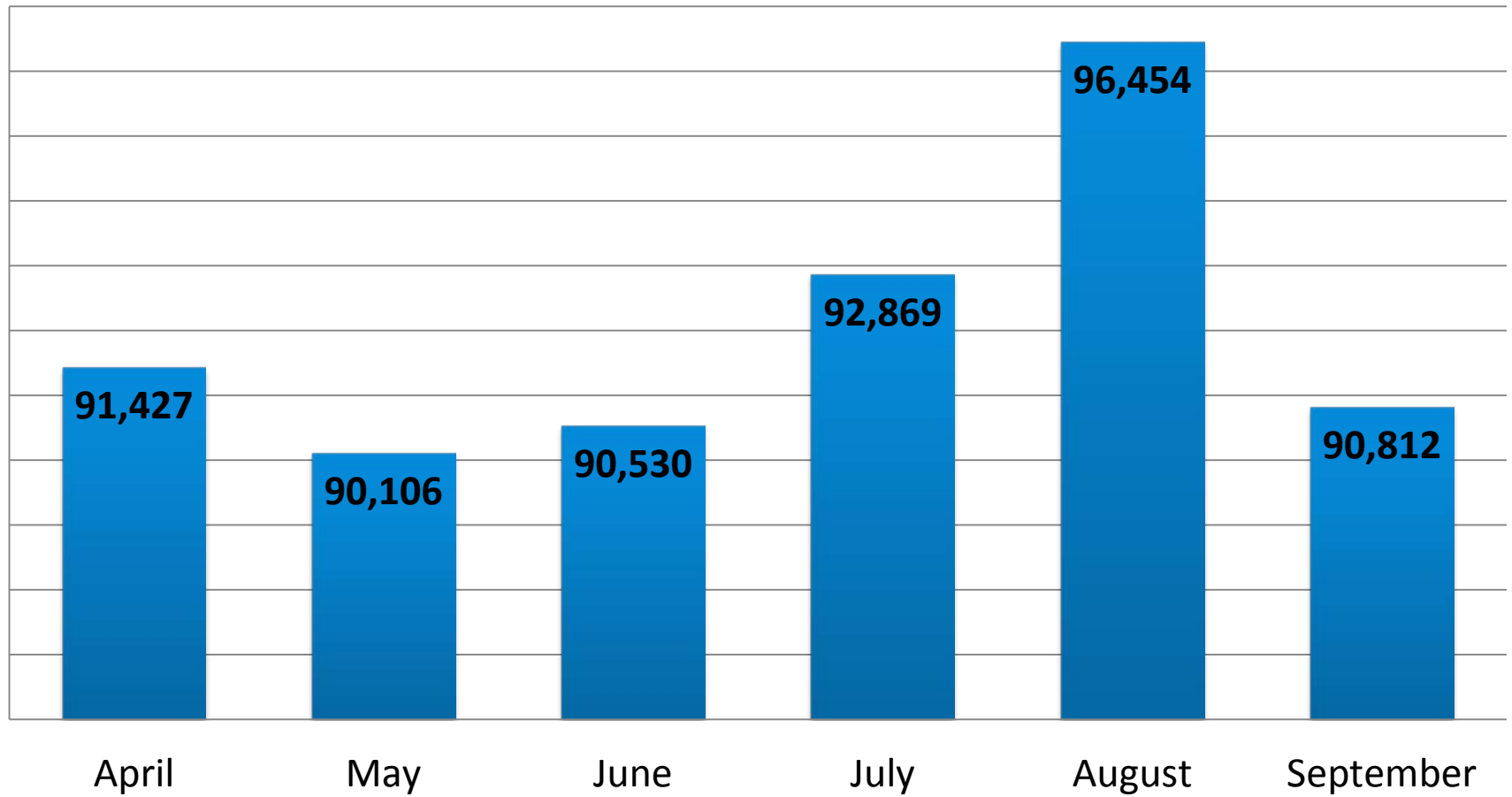
TRS Traffic

April 2014 – September 2014



TRS Total Session Minutes

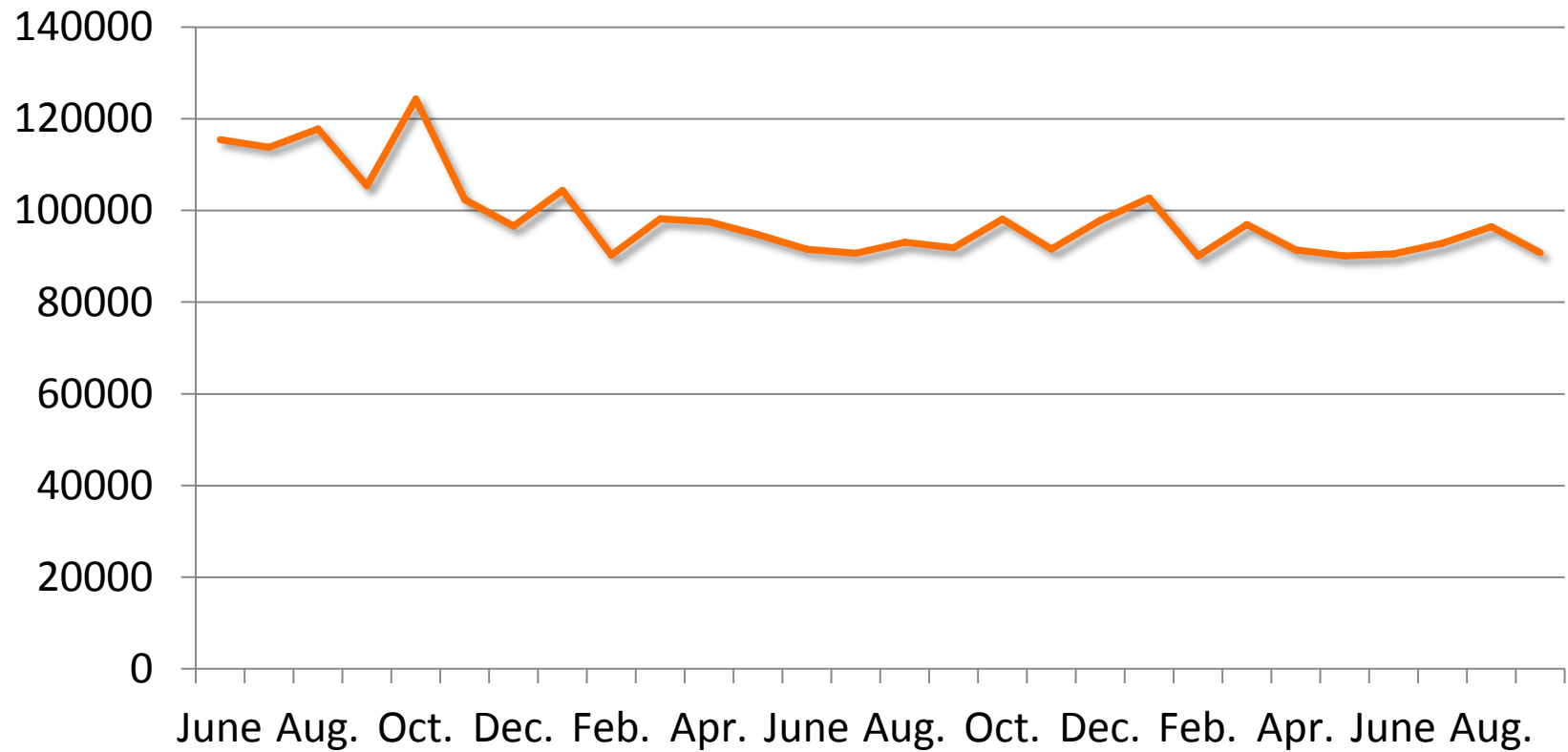
April 2014 – September 2014



TRS Trend

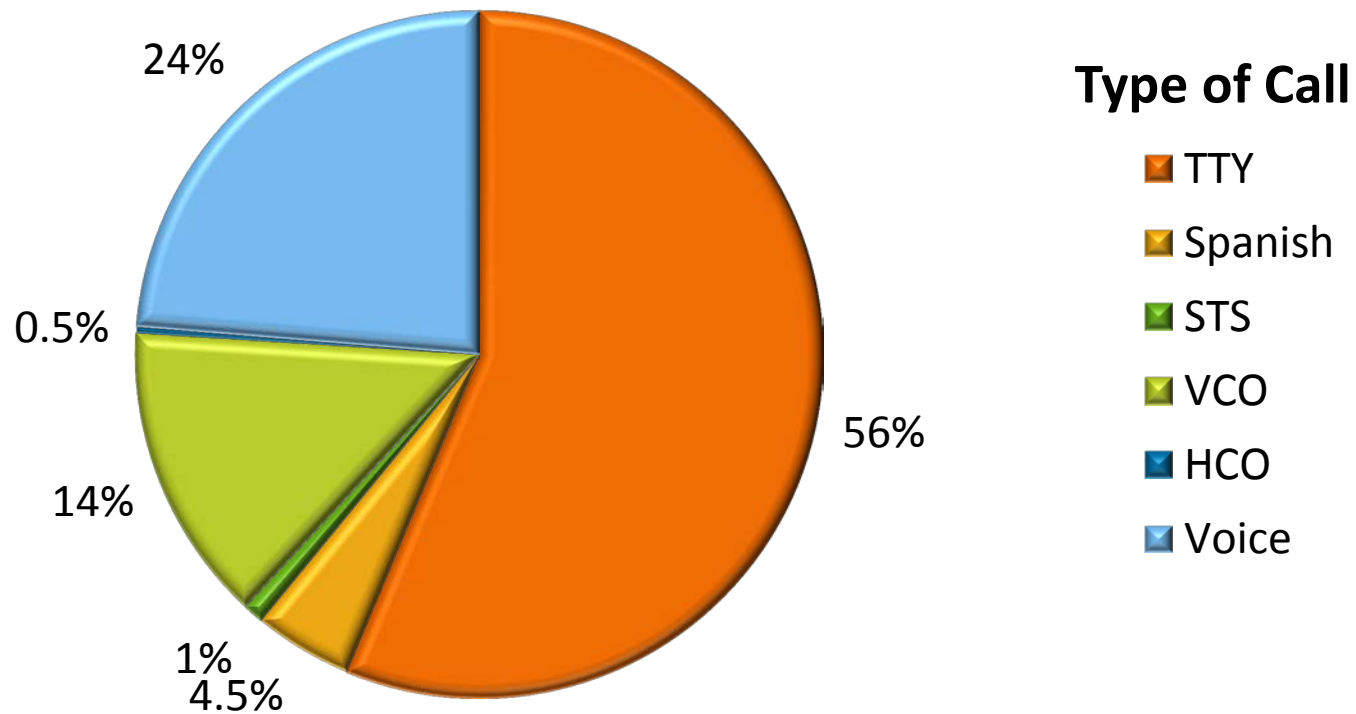
April 2014 – September 2014

Total TRS Session Minutes



TRS Call Type Comparison

April 2014 – September 2014



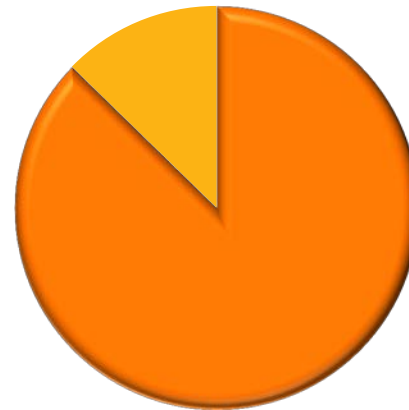
Center Distribution of Florida Relay Traffic

2nd Quarter 2014 (April-June)

Total Florida Relay Calls 203,319

Calls Received in Miami Call Center 177,552

87.3% Handled in Miami



■ Total Calls Handled in Miami ■



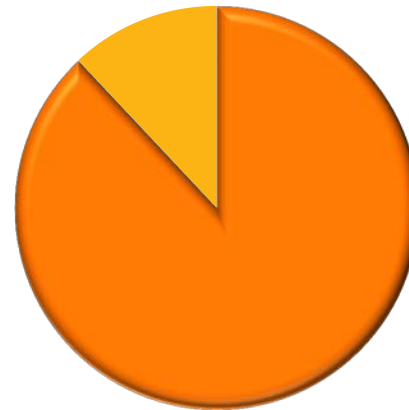
Center Distribution of Florida Relay Traffic

3rd Quarter 2014 (July-September)

Total Florida Relay Calls 216,152

Calls Received in Miami Call Center 190,203

88% Handled in Miami



■ Total Calls Handled in Miami ■



Florida Relay Customer Contacts

Total Number Of:	April	May	June	July	August	September
Commendations	1	1	0	0	0	0
Complaints (Total/CA-related)	1	1	2	1	3	1
Inquiries/ Questions	50	36	40	48	42	32

- Commendations – Users recognize AT&T’s CAs as being helpful and polite.
- Complaints – These involve the CAs’ manners and users experiencing issues placing calls.



Spanish TRS

Subcontracting



Spanish TRS Subcontracting

AT&T has subcontracted with Hamilton to provide Spanish TRS services.

- Effective date was 9-15-14

Florida originated calls handled by Hamilton:

- 4,735 session minutes
- 523 calls



Spanish TRS Subcontracting

AT&T took this action because:

- Communication Assistants are looking for new opportunities following AT&T's announcement to exit the relay business
- CAs who are bi-lingual with typing skills have many opportunities in Miami
- CAs are term employees and their positions will terminate with the closure of the Miami center
- It is expensive and challenging to hire, train and bring CAs up on the learning curve
- AT&T wants to insure users experience a quality product offering.



Outreach

April 2014 – September 2014



Outreach – Events Attended

April 2014 – September 2014

<u>Date(s)</u>	<u>Event</u>	<u>City</u>	
10 April	10 April	Fearless Caregiver Conference	West Palm Beach
14 May	15 May	Jacksonville Senior Show	Jacksonville
20 May	21 May	33 rd Broward Aging Network Conf.	Pembroke Pines
22 May	22 May	Fearless Caregiver Conference	Stuart
31 May	31 May	HLA Hearing Wellness Expo	Lakeland
6 June	6 June	Orlando Deaf Art Show	Orlando
6 June	8 June	Family Café	Orlando
12 July	13 July	ADA Expo	Ft. Lauderdale
19 July	19 July	FAD Wet n' Wild Pre-bash Party	Orlando
24 July	24 July	Fearless Caregiver Conference	Boca Raton
4 Aug	6 Aug	Florida Conference on Aging	Weston
8 Aug	8 Aug	Lifestyles After 50	Sun City Center
21 Aug	21 Aug	Naples Chamber of Commerce Expo	Naples
22 Aug	22 Aug	Lifestyles After	Dunedin
2 Sept	2 Sept	HLAA Tampa Chapter	Tampa
3 Sept	3 Sept	HLAA Clearwater Chapter	Safety Harbor
13 Sept	13 Sept	Emerald Coast Home & Health Show	Ft. Walton Beach
19 Sept	19 Sept	Fearless Caregiver Conference	Okeechobee
26 Sept	26 Sept	Lifestyles After 50	Brandon
11 Oct	11 Oct	DisAbilities Expo	Davie
14 Oct	14 Oct	Tampa Bay Senior Expo	St. Petersburg
16 Oct	16 Oct	Fearless Caregiver Conference	Ft. Lauderdale
17 Oct	17 Oct	Senior Health Expo & Info Seminars	Wilton Manors



Outreach – Upcoming Events

<u>Date(s)</u>	<u>Event</u>	<u>City</u>	
24 Oct	24 Oct	Central FL Speech & Hearing Cntr.	Lakeland
9 Nov	9 Nov	Veteran’s Day Expo & Parade	West Palm Beach
15 Nov	15 Nov	HLAA Walk4Hearing	Jacksonville
20 Nov	20 Nov	Lifestyles After 50	Ft. Myers
21 Nov	21 Nov	5 th Comm. Access & Tech. Expo	Tampa
23 Nov	23 Nov	Waving Hands Picnic & Deaf Expo	Hialeah
3 Dec	3 Dec	Fearless Caregiver Conference	Ft. Lauderdale
5 Dec	5 Dec	Palm Beach Deaf Club 30 th Anniv.	Palm Beach
11 Dec	11 Dec	Fearless Caregiver Conference	The Villages

...and more to come.



Outreach – Event Photos



**Fearless Caregiver Conference
– West Palm Beach**



Outreach – Event Photos



Fearless Caregiver Conference – Stuart

Florida Conference on Aging – Weston



Outreach – Event Photos



Family Café – Orlando



Emerald Coast Home & Health Show –
Ft. Walton Beach



FL Assoc. of the Deaf Wet n' Wild
Pre-bash Party – Orlando



Outreach – Event Photos



Lifestyles After 50 – Dunedin



ADA Expo – Ft. Lauderdale



Tampa Bay Times Senior Expo
– St. Petersburg



DisAbilities Expo – Davie



Updates



It Can Wait...

AT&T, along with the other major wireless carriers, continues to promote the “It Can Wait” campaign. The nationwide campaign promotes no texting while driving.

Visit ItCanWait.org to take the pledge.



#X Campaign

AT&T has introduced a new campaign that encourages folks to put down the phone while driving.

Use *#X* to let your friends and family know you're about to drive and can't respond until you arrive.



Questions?

